

**MONTEFIORE MEDICAL CENTER  
COMMUNITY HEALTH NEEDS ASSESSMENT  
AND IMPLEMENTATION STRATEGY  
2013**

**Montefiore Medical Center**  
**Community Health Needs Assessment and Implementation Strategy 2013**

<b>TABLE OF CONTENTS</b>	<b>Page</b>
1. Executive Summary	<b>4</b>
<b>COMMUNITY HEALTH NEEDS ASSESSMENT</b>	<b>9</b>
2. Introduction/This Is Montefiore	<b>9</b>
a. Montefiore's Mission and Strategy	<b>9</b>
b. Enhancing Community Access to Health Insurance	<b>11</b>
3. Definition and Description of the Community/Service Area	<b>12</b>
a. The Population of the Bronx	<b>14</b>
b. Health Disparities	<b>15</b>
c. Medically Underserved Communities	<b>16</b>
4. Assessment of Community Health Need	<b>16</b>
a. Description of Process and Methods	<b>16</b>
i. Data Sources	<b>16</b>
ii. Collaborations/Partnerships	<b>20</b>
1. Partners/Organizations	<b>22</b>
a. Names of organizations	<b>22</b>
b. Summary of Input Provided from Primary Data Sources	<b>26</b>
c. Which medically underserved, low income or minority populations represented	<b>28</b>
5. Identification of Community Health Needs	<b>29</b>
a. Secondary Data Analysis	<b>29</b>
b. Primary Data Analysis	<b>82</b>
i. Focus Group	<b>83</b>
1. Process	<b>83</b>
2. Methods	<b>83</b>
3. Demographics	<b>84</b>
4. Results	<b>90</b>
ii. Community Forum	<b>109</b>
1. Purpose/Process	<b>109</b>
2. Methods	<b>109</b>
3. Demographics	<b>110</b>
4. Results	<b>114</b>
iii. Online Survey	<b>118</b>
1. Process	<b>118</b>
2. Methods	<b>119</b>
3. Demographics	<b>120</b>
4. Results	<b>125</b>
iv. Primary Data Analysis Key Findings	<b>129</b>
1. Key Findings from Quantitative Analysis	<b>129</b>

2. Key Findings from Qualitative Analysis	<b>131</b>
6. Prioritization of Community Health Needs	<b>131</b>
<b>IMPLEMENTATION STRATEGY</b>	<b>134</b>
7. Measures and Identified Resources to Meet Identified Needs	<b>134</b>
a. Internal Resources and Measures	<b>135</b>
b. New York State Health Improvement Plan - Implementation Plan and Measures	<b>181</b>
c. External Resources and Linkages	<b>188</b>
8. References	<b>668</b>
9. Appendices	<b>677</b>
<b>A. Primary Data Collection Materials</b>	<b>678</b>
i. Community Survey – English	<b>678</b>
ii. Community Survey – Spanish	<b>683</b>
iii. Community Survey Recruitment Flyer – English	<b>688</b>
iv. Community Survey Recruitment Flyer – Spanish	<b>689</b>
v. Focus Group Discussion Guide – English	<b>690</b>
vi. Focus Group Discussion Guide – Spanish	<b>694</b>
vii. Focus Group Informed Consent Form – English	<b>698</b>
viii. Focus Group Informed Consent Form – Spanish	<b>699</b>
ix. Focus Group Recruitment Flyer – English	<b>701</b>
x. Focus Group Recruitment Flyer – Spanish	<b>703</b>
xi. Community Forum Schedule	<b>704</b>
xii. Community Forum Discussion Guide	<b>705</b>
xiii. Community Forum – Biographies of Speakers	<b>707</b>
xiv. Community Forum Recruitment Flyer	<b>708</b>
xv. Community Forum Demographic Survey	<b>710</b>
<b>B. Montefiore Community Service Inventory</b>	<b>711</b>

## **1. Executive Summary**

### **The Community Health Needs Assessment Requirement**

The Affordable Care Act requires hospitals to assess and address the health needs of the communities they serve. This Community Health Needs Assessment meets the first component of these requirements, providing a report of the process, methods and results of a comprehensive assessment of the needs of the community served by Montefiore Medical Center. The second component, which will be developed over the next few months, will encompass the Implementation Strategy, which will further discuss the significant health needs of the community, describe the programs and strategies to address these significant health needs, and delineate the metrics to be used to evaluate the impact of these strategies.

### **Montefiore Medical Center's Community Commitment**

Montefiore is a leader in community health and has a long history of developing innovative approaches to care and tailoring programs to best serve the changing needs of its community. These include, but are not limited to the following: Community Service Plan, Community Services Strategy, Accountable Care Organization, Patient-Centered Medical Home, Disease Management Programs, and Community Outreach. The integration of these innovative approaches serves Montefiore well in its services to its community.

Montefiore embraces its social responsibility and defines its role broadly, promoting wellness in addition to treating disease and addressing needs ranging far beyond medical care. We extend this responsibility to the care of our employees and medical staff, many of whom live in the surrounding community.

The population Montefiore serves is one of the most diverse in the nation. Montefiore has been an incubator for programs that improve patients' access to culturally appropriate services, and its progressive financial aid policy and robust entitlement enrollment program support access to care for those in need. Historically, Montefiore has viewed community service and community health improvement as a delivery system challenge, reaching out to serve the under-resourced.

Services to the community are an explicit and essential component of Montefiore's mission and one of its most valued traditions. The medical center has a long history of reaching beyond the walls of its hospitals to identify and meet the needs of its community and has been a national leader in organizing and expanding community-based services. Our commitment to the community has required a multifaceted, continually evolving response, in which the unique capacities of the academic medical center are mobilized to improve the lives of the people and the communities we serve -- not just medically, but socially, economically and environmentally, wherever and whenever our resources can make a difference.

For much of our history, community service at Montefiore has been a vital grassroots movement. When pressing needs arose that lay beyond the purview of traditional health care, physicians, nurses, social workers, staff and community partners have stepped in to address them. These programs tackle a remarkable range of health problems in the Bronx; from the

epidemics of diabetes and obesity to high rates of teen pregnancy. They come in an equally impressive range of sizes; from an online guide to hundreds of social services to complex federally-funded agencies with hundreds of staff. With the understanding that the practice of medicine is a service to the community, we have defined community service to include those efforts at preventing disease, enhancing wellbeing and enacting social change that go beyond traditional health care and its fee-for-service reimbursement system.

Montefiore participates in a variety of organized partnerships and collaboratives, working with other providers in the Bronx, the New York City Department of Health and Mental Hygiene, community-based organizations in the Bronx and members of the community in planning and developing initiatives aimed at improving the health of the people of the Bronx.

#### Definition and Description of the Community

Montefiore has identified the Bronx as its primary service area. More than 85% of Montefiore's hospitals' discharges are residents of the Bronx, and it is within this geographic area that Montefiore has distributed the vast majority of its community-based primary care and specialty ambulatory services.

The Bronx has been an epicenter of the asthma, HIV, and drug epidemics and also has excess mortality rates from heart disease, stroke, and diabetes compared to city-wide and national averages. As the Bronx mortality rates remain significantly high, the number of physicians in the Bronx continues to dwindle.

Bronx County is New York City's first borough to have a majority of people of color and it is the only borough with a Latino majority. The Bronx is also the youngest county in New York State with 39.2% children and one of only five U.S. counties with more than 30% single family households. Furthermore, with the Bronx has qualified as a Whole County Health Professions Shortage Area (HPSA) by HRSA, since 2008, as almost half (45%) of our population is currently living in a geographic area that is a documented federally designated HPSA.

#### Assessment of Community Health Needs

The process to identify the needs of the community involved the collection of secondary and primary data.

Multiple conversations and meetings were convened internally and with external partners, and a thorough review of the data was conducted, all of which will frame the development of the Implementation Strategy. In this Community Health Needs Assessment, these collaborations and partnerships are described.

Multiple data sources were used to support the identification and selection of the priority items which were identified, selected, and reviewed with the partners. A listing and brief summary of the data sources used to complete the secondary data analysis that were used to identify the issues of concern beyond experience and direct observation are included in this report.

The collection of primary data from a representative sample of the Bronx residents was an important element of the development of the Community Health Needs Assessment. The Bronx is an ethnically diverse borough with a population of 1.37 million that despite economic and environmental improvements since the 1970's continues to include numerous groups with difficulties such as low health literacy, limited income, English proficiency, and lack of insurance or insurance knowledge. To capture the voices of various sectors of Bronx community residents and workers from various perspectives, a mixed-methods approach to data collection consisting of online surveys, focus groups and participation in directed community forums were used.

Montefiore contracted with the Bronx Health Link, a not for profit 501c3 organization in the Bronx, to facilitate the implementation of the primary data collection process for the Community Health Needs Assessment within the Bronx and to assist in the facilitation of these community level connections.

Using data collected through Montefiore, the District Public Health Office and other sources, the impact on the community's health by the interventions implemented can be measured and analyzed. As the borough with the smallest non-Hispanic White population in New York City, focusing on disparities is inherent in everything that Montefiore accomplishes. The priority areas selected and each of the planned interventions focus on specific priority populations and address the ethnic and cultural disparity defined in the indicators for the population served by Montefiore.

#### Collaborations/Partnerships

Through collaborations with large stakeholder partner groups and awareness of the status of Bronx County, as the county with the lowest ranking health status in New York State (62 out of 62), as reported in the 2013 County Health Rankings from the Robert Wood Johnson Foundation, stakeholder groups have agreed on the significant health issues impacting the community. The significant areas are among the identified areas for which both the data and Montefiore have determined a community need.

Montefiore collaborated with the New York City Department of Health as a part of identifying the Take Care New York 2016 Priorities and identifying the points of alignment between the New York State priorities, the New York City Goals and the needs identified through the Community Health Needs Assessment process. In reviewing the full list of items from New York State and New York City, it was very clear that many of their targeted areas, such as Healthy Eating: Active Living, Tobacco Free Living, and Children and Youth agenda items were areas that there was inter-organizational synergy.

In addition to this collaboration with the New York City Department of Health and Mental Hygiene that Montefiore had used to gain input, Montefiore worked closely with its communities and ensured that community participation occurred by working with a variety of community advisory boards (CABs). Montefiore participates in a variety of organized partnerships and collaboratives, working with other providers in the Bronx, and we worked

extensively with representatives of the affected communities through these CABs to identify health care needs and determine the appropriate configuration of services. Beyond the formal structure that Montefiore established to gain input from the communities it serves, the medical center participates in a variety of organized partnerships and collaboratives, working with other providers in the Bronx, the NYCDOHMH, community-based organizations in the Bronx and members of the community in planning and developing initiatives aimed at improving the health of the people of the Bronx. Montefiore has developed additional approaches to the assessment of community needs and health priorities and to the establishment of partnerships with community organizations.

In addition, Montefiore developed a community level approach involving relevant organizations, which are in the specific community and are interested in the particular health issues being addressed. This provides for a closer alignment between the community level goals of Montefiore and the organizational goals of the community organizations. This approach is the Collective Action to Transform Community Health (CATCH) Program, which is a community level coalition bringing together aspects of the community that may have a significant impact on community health.

The report provides information on the individuals, groups and organizations that are participating in the focused Implementation Plan activities that evolve out of the CHNA process. As the CHNA process was conducted simultaneously with the New York State Community Service Plan (CSP) review, there is strong alignment between the areas of focus in this report and the areas presented in the CSP. Montefiore will continue to work with its partners on existing program initiatives.

#### Prioritization of Community Health Needs

The primary and secondary data collection process illuminated four major categories of health needs that were both important across the populations surveyed and reflected in the data as critical. The four areas identified are:

- (1) Improve Overall Health Status and Reduce Health Disparities,
- (2) Prevention of Chronic Disease,
- (3) Prevent HIV/STD's Vaccine Preventable Diseases and Healthcare Associated Infections, and
- (4) Promotion of Healthy Women Infants and Children.

#### Measures and Identified Resources to Meet Identified Needs

##### Internal Resources and Measures

Montefiore is a leader in community health and has a long history of developing innovative approaches to care and tailoring programs to best serve the changing needs of its community. These include, but are not limited to the following: Community Service Plan, Community Services Strategy, Accountable Care Organization, Patient-Centered Medical Home, Disease Management Programs, and Community Outreach. The integration of these innovative approaches serves Montefiore well in its services to its community.

Montefiore has a vast portfolio of programs and services that address a majority of the significant community health needs identified in the Community Health Needs Assessment. The breadth and depth of the programs and services vary, but each address a need identified in the community.

Across the identified significant priority areas, numerous indicators with associated metrics are described which will be utilized to demonstrate improvements needed to provide evidence of the impact of Montefiore's efforts in addressing the health needs of its community.

#### New York State Health Improvement Plan - Implementation Plan and Measures

As a part of the Montefiore submission for the New York State Health Improvement Plan for 2014-2017, required by the New York State Department of Health, four broad focus areas in two priority areas - Preventing Chronic Disease and Promoting Healthy Women, Infants and Children, in addition to the large array of services provided by Montefiore, were identified. These broad focus areas are (1) Reducing Obesity in Children and Adults, (2) Reducing Illness Disability and Death Related to Tobacco Use and Secondhand Smoke Exposure (3) Increase Access to High Quality Chronic Disease Preventive Care and Management in Both Clinical and Community Settings, and (4) Improving Maternal and Infant Health. Across these focus areas, six goals, with specific interventions, performance measures and time frames, were identified.

#### External Resources and Linkages

In addition to the multiple resources that have been developed at Montefiore independently and through partnership with other organizations, there is an extensive set of resources that are available to meet the needs of Bronx residents which cannot be met entirely by Montefiore programs and services, or that choose to utilize external organizations. Furthermore, as Montefiore is an organization that works with complex health needs and whose community faces multi-factorial crises that impact upon overall health, a list of external resources has been developed to provide additional information on available resources to address community needs.

## **COMMUNITY HEALTH NEEDS ASSESSMENT**

### **2. Introduction**

As the University Hospital for Albert Einstein College of Medicine, Montefiore is a premier academic medical center nationally renowned for its clinical excellence, scientific discovery and commitment to its community. Recognized among the top hospitals nationally and regionally by U.S. News & World Report, Montefiore provides compassionate, patient- and family-centered care and educates the healthcare professionals of tomorrow. The Children's Hospital at Montefiore is consistently named in U.S. News' "America's Best Children's Hospitals," and is second among those in the New York metro area. With four hospitals, 1,491 beds and 90,000 annual admissions, Montefiore is an integrated health system seamlessly linked by advanced technology. State-of-the-art primary and specialty care is provided through a network of more than 140 locations across the region, including the largest school health program in the nation and a home health program. Montefiore's partnership with Einstein advances clinical and translational research to accelerate the pace at which new discoveries become the treatments and therapies that benefit patients. The medical center derives its inspiration for excellence from its patients and community, and continues to be on the frontlines of developing innovative approaches to care.

#### **2a. Montefiore's Mission Statement and Strategy:**

In January, 2009, Montefiore Medical Center completed a comprehensive review and update of its strategic plan. That process included the development and approval by its Board of Trustees of revised statements of the medical center's Mission, Vision and Values.

**Mission:**

To Heal, To Teach, To Discover and to Advance the Health of the Communities We Serve.

**Vision:**

To be a premier academic medical center that transforms health and enriches lives.

**Values:**

Humanity, Innovation, Teamwork, Diversity and Equity

As part of that process, Montefiore established five Strategic Goals, setting out Montefiore's course for the decade to come

1. Advance our partnership with the Einstein College of Medicine
2. Create notable Centers of Excellence
3. Build specialty care broadly
4. Develop a seamless delivery system with superior access, quality, safety and patient satisfaction
5. Maximize the impact of our community service

The inclusion of an explicit statement affirming Community Service as part of Montefiore's Mission Statement is not new. It has always been one of the core elements of Montefiore's mission. What has changed is the explicit reference to "advancing the health of the communities we serve", focusing on making a measurable difference in the health of those

populations and communities. This is further sharpened by the inclusion as one of the five strategic goals the imperative, to “maximize the impact of our community service”.

In pursuing that goal, Montefiore has tasked itself:

- to better coordinate and focus its resources on specific high prevalence/high impact problems affecting its community,
- to work internally and with community partners to identify priority health needs, and
- to develop and implement more effective broad-based plans of action to address them, and to advance the health of the communities we serve.

The rationale behind this change was the realization that we must focus our efforts, if we are to make a real, measurable difference in the health of populations, and communities. That is essentially the same logic as underpins the state’s revised Community Service Plan process. Historically, Montefiore has earned a reputation as a leader in the region, state and nation in providing services to its community, by developing and operating an extraordinary array of needed services to the poor and underserved, and to specific at-risk populations (eg. children, the elderly, the HIV-infected, the homeless and victims of domestic violence).

In its updated Strategy, Montefiore included a strategic goal – “Maximize the impact of our community service” – that is focused on improving performance in this critical area. It has led to the creation of a new institutional focus for community health improvement activities – the Montefiore Office of Community and Population Health, charged to

- oversee, and support and coordinate Montefiore’s diverse portfolio of community health improvement programs and activities,
- enhance Montefiore’s capacity to assess and measure the health needs of the communities it serves,
- identify, assess and select a limited number of top-priority health needs in the communities Montefiore serves for specific focus, and
- lead and coordinate Montefiore-wide efforts, and, where possible working, together and with community partners to make a difference, to measurably improve the health of the communities we serve.

The Office of Community and Population Health was established in the Fall, 2009. It is a new and important function at Montefiore, and its formation parallels other changes at Montefiore, and at Einstein, including:

- Creation of a new Montefiore Office of Community Relations;
- Consolidation and integration of responsibility for Health Education and Community Outreach, coupled with the re-organization of the staffing for Montefiore’s eleven community advisory boards to improve their effectiveness and ability to provide meaningful input regarding how our hospitals and major ambulatory care sites and services can better serve their diverse communities; and
- Improved coordination of Montefiore’s community health efforts with those of Albert Einstein College of Medicine, including the Institute for Community and Collaborative Health and the Hispanic Center for Excellence.

The goals and directions of Montefiore coincide with and reinforce those articulated by the New York State Department of Health's Prevention Agenda and in its revised approach to the Community Service Plan and the federal requirements of the Accountable Care Act for community benefit accountability.

**2b. Enhancing Community Access to Health Insurance**

Montefiore Medical Center has taken a proactive approach to conducting outreach and education of individuals in the community that might be eligible for health insurance coverage through the New York State of Health – New York's Health Insurance Marketplace.

Montefiore's planning focused on two key constituencies – external Bronx and lower Westchester Community and internal Montefiore staff.

Externally, Montefiore's strategy was to work with our partners in the community to sponsor and execute outreach and education events throughout our catchment area. To date, Montefiore has participated in or helped to sponsor six different educational events targeting different members of the Bronx and Lower Westchester Community specifically related to the Marketplace, with more to come. Partners have included elected officials, other providers (in particular funded Navigators in the Bronx, such as Bronx Community Health Network and Community Service Society of New York), health plans, and others. In addition, Montefiore created several resources for patients that are used throughout the institution and provided at community-based events, including:

- Printed over 2,500 flyers and tri-folds on the New York State of Health, in both English and Spanish, provided at events and in physician offices and clinics for patients.
- Created a patient-facing webpage on Montefiore's internet site describing the Exchange and posting useful materials.
- Launched a series of E-Screens across all campuses which provide a snapshot of important information on the Marketplace.
- Conducted PR and press on the Exchange targeting both English and Spanish regional press outlets.

Internally, Montefiore's goals were 1) to educate associates who will have interaction with patients who may have questions; 2) to educate associates who will be a source of information for their communities. To that end, Montefiore launched a series of associated education and awareness efforts:

- Developed a seminar on the Basics of the New York State of Health.
  - This seminar has been delivered (or is scheduled to be delivered) in-person to staff across the institution at health centers, to social workers, call center employees, and other various departments upon request.
  - The presentation has been recorded in voice-over webinar format, and is to be made available online through Montefiore's intranet site for associates.

- Montefiore Intranet Site – Montefiore created an internal webpage where information about the Exchange, Navigator and In-Person Assistance programs, free internet action sites and other important information is made available to associates.
- Internal Periodicals – Articles and information were included (or will be included) in Montefiore’s internal periodicals, such as Montefiore Update, Inspired Medicine, and using Montefiore’s internal networking engine, Yammer.

Finally, Montefiore expects to train over 100 associates that currently are employed as Medicaid Specialists and Financial Aid specialists to become Certified Application Counselors (CAC). In doing so, these individuals will be permitted by the State to actually help patients enroll in health coverage through the Marketplace. Montefiore has also submitted paperwork to become a CAC training site, which will be an important resource for newly hired Montefiore staff as well as other community-based organizations in the Bronx and lower Westchester that also need to have staff trained.

### **III. Definition and Description of the Community/Service Area**

Montefiore has identified the Bronx as its primary service area. More than 85% of Montefiore’s hospitals’ discharges are residents of the Bronx, and it is within this geographic area that Montefiore has distributed the vast majority of its community-based primary care and specialty ambulatory services.

Defining a “Hospital Service Area” for Montefiore, however, is not as straightforward as it may be for a freestanding community hospital, which is aligned with and serves a discrete geographic community. To begin with, Montefiore operates four hospitals (Moses, Weiler and Wakefield Hospitals, and the Children’s Hospital at Montefiore), each of which serves as a “community hospital” for quite different communities in the Bronx. An additional division of Montefiore is an ambulatory care facility, which includes a freestanding emergency department at Westchester Square. In addition, each hospital has a nearby specialty ambulatory care center; and serves as a referral center for the Bronx and the wider region, serving patients who need specialty ambulatory and inpatient care.

Beyond its hospital campuses, Montefiore operates a large number of in-community services sites. Montefiore operates over 25 community-based primary care centers, located in communities across the Bronx and southern Westchester. Each of these primary care centers has its own service area, providing comprehensive primary care services to a specific population drawn from its surrounding community, tailoring its services to the needs of the patients and communities it serves.



Montefiore also operates a range of programs focusing on the needs of special populations:

- Montefiore's School Health Program (MSHP) provides comprehensive primary care to a population of elementary, middle and high school students throughout the Bronx. Founded in 1983, the MSHP is the largest and most comprehensive school-based health program in the country and a major community outreach program for children living in the Bronx. Currently, the MSHP provides a range of medical, mental health, reproductive and health promotion services to 25,000 students who make over 80,000 visits per year.
- Together, Montefiore and Einstein operate an 11-site substance abuse treatment program that offers drug treatment and rehabilitation services and comprehensive primary care to a population of 4,500 recovering substance abusers in communities across the Bronx.
- Finally, Montefiore provides a wide array of targeted outreach services to at-risk populations within its service area, including programs serving the homeless and victims of domestic violence, as well as services to homebound and/or fragile seniors in community-based settings throughout the Bronx.

The Bronx is a large and diverse urban setting, with many sub-populations and communities that evidence tremendous variation from one to another. Those communities are served by many providers - hospitals/systems, and community health centers - with overlapping service areas. General concepts like "service area" and a "service area population" based on a simple geographic definition (e.g. a set of zip codes) are difficult to apply in a setting like the Bronx, or to a health care delivery system like Montefiore. In such a setting, one must focus on the specific health needs of specific populations, in specific communities, working with specific partners. That has been Montefiore's historical approach to developing and operating its

programs of community health, and that is the approach we have taken in developing this Community Health Needs Assessment and Implementation Strategy.

**3a. The Population of the Bronx**

According to the 2012 American Community Survey of the U.S. Census, the Bronx with 1.4 million residents is the nation's poorest urban county. The demographic data for Bronx County indicates that the Bronx is overwhelmingly impacted by the social determinants of health, as defined by the World Health Organization, showing poorer outcomes in areas including social gradients such as life expectancy, increased reported stress, lower levels of early childhood development, increased reported social exclusion, higher rates of unemployment, decreased reported social support networks, higher rates of addiction, decreased availability of healthy food and decreased accessibility to health transportation.

The poverty rate is 31% (compared to 19.4% city-wide) and median income \$32,450 (compared to \$51,270 city-wide). There are 44.5% of Bronx children living below poverty, also one of the highest child poverty rates in the United States.

There are 7.37% of Bronx households on public assistance, twice the percentages in New York City (4.15%) and New York State (3.40%). There are 84.18% of Bronx students eligible for reduced-fee and free lunch programs. The Bronx unemployment rate of 11.9% is one of the highest unemployment rates in the country. Despite the high poverty and unemployment rates, 27% of Bronx residents ages 25 and older have received their high school diploma or GED, higher than citywide (24%) and statewide (26.9%) attainment rates.

The Bronx is ethnically diverse. Its population is 54.3% Hispanic, 33.2% African-American, 10.6% White, 3.7% Asian, and 3.3% Other. Almost one-third (34.7%) of its residents are foreign-born and 40.7% of the births are to foreign-born mothers. Among these immigrants, more people speak a foreign language at home (predominantly Spanish) than speak "only English." Its new immigrants come from diverse corners of the globe (in order of their numbers): Dominican Republic, Jamaica, Mexico, Ecuador, Guyana, Ghana, Honduras, Italy, Trinidad & Tobago, and Bangladesh.

The Bronx was New York City's first borough to have a majority of people of color and is the only borough with a Latino majority. Only three counties in the eastern United States have a lower portion of Non-Hispanic whites and only one has a higher proportion of Latinos. The Bronx is also the youngest county in New York State with 39.2% children and one of only five U.S. counties with more than 30% single family households.

### **3b. Health Disparities in the Bronx**

The Bronx has been an epicenter of the asthma, HIV, and drug epidemics and also has excess mortality rates from heart disease, stroke, and diabetes compared to city-wide and national averages. As the Bronx mortality rates remain significantly high, the number of physicians in the Bronx continues to dwindle.

#### *Mortality Rates:*

According to the New York State Department of Health's (NYSDOH) Vital Statistics of New York State report in 2011, the Bronx has a higher age-adjusted mortality rate (639.8 per 100,000) than New York City (622.7 per 100,000) as a whole. According to the Community Health Rankings in 2010, the Bronx ranks as a county with one of the highest mortality rates in New York State. From the list of 62 NY counties with the lowest to highest mortality outcome (with 1 as the lowest and 62 as the highest), the Bronx ranked at number 60. The leading cause of death among Bronx residents is due to coronary heart disease (206.1 per 100,000).

#### *Asthma:*

According to the New York City Department of Health's (NYCDOH) Community Health Survey in 2011, 17.9% of total Bronx adults reported that they had asthma. The percentage of Bronx adults with asthma was higher than the New York City percentage of 11.9%. According to the NYSDOH, the average (age-adjusted) rate of asthma emergency department visits per 100,000 from 2008-2010 was 231.4 in the Bronx, significantly higher than the New York City rate of 131.5 and statewide rate of 87.1. The age-adjusted death rate due to chronic lower respiratory diseases among Bronx residents was 25.6 per 100,000 in 2009; higher than the New York City rate of 18.1. In 2010, the Bronx rate increased to 29.9; remaining higher than the NYC rate of 20.9.

#### *Diabetes:*

According to the NYCDOH, 13.1% of adults in the Bronx reported that they were diagnosed with diabetes in 2011. 15.2% of Bronx adults reported that they were diagnosed with diabetes in 2012. From 2011-2012, the diabetes percentage among Bronx adults remained higher than the citywide diabetes rate of 10%.

According to the NYSDOH, the average (age-adjusted) rate of diabetes hospitalization per 10,000 from 2009-2011 was 399.1 in the Bronx, significantly higher than the New York City rate of 270.5 and statewide rate of 226. The age-adjusted death rate due to diabetes was 28 per 100,000 Bronx residents in 2009; higher than the New York City rate of 19.5 and statewide rate of 16.6. In 2010, the death rate among Bronx residents decreased to 26.8. Despite the decrease in death rate due to diabetes among Bronx residents in 2010, the Bronx rate remained higher than the NYC rate of 20.2 and statewide rate of 16.6.

### **3c. Medically Underserved Community**

#### *Health Insurance:*

According to the New York State Department of Health, 19.79% of Bronx adults did not have health insurance in 2011, higher than the national rate of 15.1%. During the same year, 4.37% of Bronx children did not have health insurance, lower than the national rate of 7.5%.

#### *Physician Shortage:*

In 2013, the Health Resources and Services Administration (HRSA) considered nine population groups and eight facilities in Bronx County to be Primary Care Health Professions Shortage Areas (HPSAs). This marks an increase in the number of population groups (four in 2011 to nine in 2013) and a decrease in the number of service areas (four in 2011 to zero in 2013) and facilities (ten in 2011 to eight in 2013) considered to be HSPAs in 2011. In 2013 the following nine population groups were considered HPSAs: Medicaid Eligible—Fordham/Norwood, Medicaid Eligible—Highbridge, Medicaid Eligible—Hunts Point/Mott Haven, Medicaid Eligible—Morris Heights, Medicaid Eligible—Morrisania, Medicaid Eligible—Soundview, Medicaid Eligible—Tremont, Medicaid Eligible—West Farms, Medicaid Eligible—Parkchester/Throgs Neck. In 2013, the following service areas were considered HPSAs: Highbridge, Huntspoint/Mott Haven, Morris Heights, Morrisania.

Before HRSA's 2008 regulation changes designating Health Professions Shortage Areas (HPSAs), almost half (45%) of our population lived in federally designated HPSAs. More importantly, now the Bronx is qualified as a Whole County HPSA.

## **4. Assessment of Community Health Need**

### **4a. Description of Process and Methods**

Multiple conversations and meetings were convened internally and with external partners, including a thorough review of the data, which determined the activities that would be the focus over the CHNA implementation period. A comprehensive discussion of the identified areas will be included in the Implementation Strategy report. In this Community Health Needs Assessment, the documentation of organizations and partners documents those individuals, groups and organizations with whom implementation activities were planned.

#### **4.a.i Data Sources**

Multiple data sources were used to support the identification and selection of the priority items, which were identified, selected, and reviewed with partners. A listing and brief summary of the data sources used to complete the secondary data analysis that were used to identify the issues of concern beyond experience and direct observation are listed below.

- i. New York State Department of Health Bronx County Indicators for Tracking Public Health Priority Areas
- ii. The Statewide Planning and Research Cooperative System (SPARCS)
- iii. NYS Community Health Indicator Reports
- iv. New York City Department of Health and Mental Hygiene Community Health Survey
- v. County Health Rankings

- vi. Community Health Needs Assessment [www.chna.org](http://www.chna.org)
- vii. New York City Youth Risk Behavior Survey (YRBS)
- viii. CDC Sexually Transmitted Disease Surveillance Report
- ix. New York State Department of Health Annual HIV/AIDS Surveillance Report
- x. American Community Survey

New York State Department of Health's (NYSDOH) Bronx County Indicators for Tracking Public Health Priority Areas 2013-2017

Findings are provided by 2010 Bureau of U.S. Census data. The Census data is collected every 10 years using a detailed survey method that counts every resident throughout the U.S. Detailed information provided by the Census survey results describe each U.S. community's entire population, including cross-tabulations of age, sex, households, families, relationship to householder, housing units, and race/ethnic groups. This NYSDOH report also includes data and the 2017 targets for numerous indicators for the five major prevention agenda areas: preventing chronic diseases; promote a healthy and safe environment; promoting healthy women, infants and children; promote mental health and prevent substance abuse; and, prevent HIV/STDs, vaccine-preventable disease and health care-associated infections. The 2011 data is the most recent data available at the time of this report. Detailed information on the NYSDOH Public Health Priority Areas report can be found at

[http://www.health.ny.gov/prevention/prevention\\_agenda/2013-2017/about.htm](http://www.health.ny.gov/prevention/prevention_agenda/2013-2017/about.htm).

The Statewide Planning and Research Cooperative System (SPARCS)

This comprehensive database was established in 1979 as a result of cooperation between the health care industry and government. SPARCS collects patient level data on hospital discharges, patient characteristics, diagnoses and treatments, and health care services. This database system also collects data on charges for every hospital discharge, ambulatory surgery patient, and emergency department admission in New York State. This database features the World Health Organization's Ninth Revision of the International Classification of Diseases (ICD-9), an official set of codes used by physicians, hospitals, and allied health workers to indicate diagnosis for all patient encounters. The 2012 data is the most recent data available at the time of this report. The U.S. Centers for Medicare & Medicaid's DRG (Diagnosis-Related Groups) coding system is also featured in the SPARCS data. DRGs group patients by diagnosis, treatment, age, and other characteristics. Hospitals are paid a set fee for treating patients in a single DRG category. Detailed information on the SPARCS data can be found at

<http://www.health.ny.gov/statistics/spars/>.

NYS Community Health Indicator Reports

Reports were provided by the New York State Cancer Registry and the Behavioral Risk Factor Surveillance System (BRFSS). The NYS Cancer Registry was established in 1976 to track statewide data of all patients diagnosed with cancer. Data collected from this registry include exposure risks, stages at diagnosis, treatment information, and death rates. Each time a person is diagnosed with a tumor, the hospital(s) where that person is diagnosed and/or treated is required by the Public Health Law Section 2401 to report information about the person and tumor to the Cancer Registry within six months of patient diagnosis. The most recent year for

which data on new cases and cancer deaths are available is 2010. Detailed information on the NYS Cancer Registry can be found at <http://www.health.ny.gov/statistics/cancer/registry/>. The Behavioral Risk Factor Surveillance System (BRFSS) is an annual statewide telephone surveillance system designed by the Centers for Disease Control and Prevention (CDC). BRFSS monitors modifiable risk behaviors and other factors contributing to the leading causes of morbidity and mortality in the population. New York State's BRFSS sample represents the non-institutionalized adult household population, aged 18 years and older. The survey is conducted in all 50 states and U.S. territories. New York State has participated annually since 1985. Statewide representative samples are collected monthly and aggregated into yearly datasets. Questionnaires, datasets, survey results, documentation and much more are all available at <http://www.cdc.gov/brfss/>. The 2010 data is the latest Bronx-specific BRFSS data illustrated by the NYSDOH.

#### New York City Department of Health and Hygiene (NYCDOH) Community Health Survey

The Community Health Survey (CHS) is an annual telephone survey that provides essential data used by the NYCDOH to monitor the health of New Yorkers, evaluate the outcomes of public health initiatives, and guide policy decisions. The survey provides citywide and borough-specific estimates of health indicators and risk factors. Each year, approximately 9,000 adults ages 18 and older are randomly selected to participate in the CHS. The 2012 data is the most recent data available at the time of this report. Questionnaires, datasets, survey results, documentation and much more are all available at <http://www.nyc.gov/html/doh/html/data/survey.shtml>.

#### County Health Rankings

This project is a collaboration between the Robert Johnson Foundation and the University of Wisconsin Population Health Institute. Additional data measures used in the rankings were provided by surveys and databases from other organizations such as the National Center for Health Statistics, CDC, Dartmouth Institute, U.S. Census Bureau, and U.S. Department of Agriculture. This database generates health rankings of every U.S. county and illustrates the correlations between local health outcomes, health factors, and socioeconomic factors. The county rankings are based on summary scores calculated from individual data measures. The overall Health Outcomes summary score consists of data on the county's mortality and morbidity. The overall Health Factors summary score consists of data on the county's health behaviors, clinical care, social and economic factors, and physical environment. The 2010 data is the most recent data available at the time of this report. Detailed information on the County Health Rankings can be found at <http://www.countyhealthrankings.org/our-approach>.

#### Community Health Needs Assessment

This project was developed by the Advancing the Movement organization and the Center for Applied Research and Environmental Systems (CARES) as a web-based toolkit designed to hospitals, state and local health departments, and other organizations seeking to better understand the needs and assets of their communities. County-level data retrieved from institutions such as the CDC, U.S. Census Bureau, and the Public Health Institute are formulated into customized data reports. The Full Health Indicators Report illustrates the health needs

assessment profiles of U.S. counties using local demographics, socioeconomic factors, physical environment data, clinical care data, health behavior factors, and health outcomes. The 2010 data is the most recent data available at the time of this report. Detailed information on the Community Health Needs Assessment can be found at [CHNA.org](http://CHNA.org).

#### NYC Youth Risk Behavior Survey (YRBS)

This survey is conducted through an ongoing collaboration between the New York City Department of Health and Mental Hygiene (DOHMH), the Department of Education (DOE), and the National Centers for Disease Control and Prevention (CDC). The New York City's YRBS is part of the CDC's National Youth Risk Behavior Surveillance System (YRBSS). Based on the protocol developed by CDC, the survey has been conducted in odd-numbered years since 1997 to monitor priority health risk behaviors that contribute to the leading causes of mortality, morbidity, and social problems among youth in New York City. Students complete a self-administered, anonymous questionnaire that measures a variety of behaviors, including tobacco, alcohol and drug use, unintentional injury and violence, sexual behaviors, dietary behaviors, and physical activity. The results are representative of public high school students in grades 9 through 12. The NYC YRBS can provide prevalence data for the city as a whole, for each of the five boroughs starting in 2003, and since 2005 for three high-risk neighborhoods - the South Bronx, North and Central Brooklyn, and East and Central Harlem in Manhattan - where the DOHMH has its District Public Health Offices (DPHOs). The 2011 data is the most recent data available at the time of this report. Detailed information on the NYCDOH's YRBS can be found at <http://www.nyc.gov/html/doh/html/data/youth-risk-behavior.shtml>.

#### CDC's Sexually Transmitted Disease Surveillance

This report documents statistics and trends for sexually transmitted diseases (STDs) in the United States through 2011. This publication is intended as a reference document for policy makers, program managers, health planners, researchers, and others who are concerned with the public health implications of these diseases. The surveillance information in the latest report is based on the following sources of data: (1) notifiable disease reporting from state and local STD programs; (2) projects that monitor STD positivity and prevalence in various settings, including regional Infertility Prevention Projects, the National Job Training Program, the STD Surveillance Network, and the Gonococcal Isolate Surveillance Project; and (3) other national surveys implemented by federal and private organizations. The STD surveillance systems operated by state and local STD control programs, which provide the case report data for chlamydia, gonorrhea, and syphilis, are the data sources of many of the figures and most of the statistical tables in this publication. Detailed information on the CDC's Sexually Transmitted Disease Surveillance can be found at <http://www.cdc.gov/std/stats11/default.htm>.

#### NYSDOH's Annual HIV/AIDS Surveillance Report

The Annual Surveillance Report presents recent data on newly diagnosed HIV cases and persons living with diagnosed HIV infection in New York State. Twenty-two sets of tables are grouped by major geographic division (New York State (NYS), New York City (NYC), NYS excluding NYC, Ryan White Regions<sup>1</sup>, NYC boroughs). Most sets feature three tables on separate pages – (A) living HIV and AIDS cases, (B) new HIV diagnoses and (C) new AIDS diagnoses. The historical table

(Table 1) includes HIV and AIDS diagnoses, and deaths among persons with AIDS. This report is produced by the Bureau of HIV/AIDS Epidemiology (BHAE), AIDS Institute, New York State Department of Health (NYSDOH). Access to this publication is available through the Internet at the following address: <http://www.nyhealth.gov/diseases/aids/statistics/index.htm>.

#### American Community Survey (ACS)

Developed by the U.S. Census Bureau, the ACS is an ongoing survey that collects annual data on the major characteristics of communities throughout the U.S. The data collected is categorized into four categories: social, economic, demographic, and housing. Social characteristics include topics such as education, disability status, and health insurance status. Economic characteristics describe the income, employment status, and poverty level of U.S. communities. Demographic characteristics include age, sex, and race/ethnicity information. Housing characteristics include topics such as occupancy and vacancy, monthly rent, and household size. Approximately 3.5 million U.S households are randomly selected to participate in the ACS each year. The 2012 data is the most recent data available at the time of this report. Questionnaires, datasets, survey results, documentation and more detailed information are available at <https://www.census.gov/acs/www/>.

#### **4.a.ii Collaboration and Participants**

As the Community Health Needs Assessment was being developed, a simultaneous process was evolving as Montefiore was charged with the development of its New York State Community Service Plan submission for the period of 2013-2017 for the New York State Health Department's Prevention Agenda. For this process, Montefiore collaborated with the New York City Department of Health as a part of identifying the Take Care New York 2016 Priorities and identifying the points of alignment between the New York State priorities, the New York City Goals and the needs identified through the Community Health Needs Assessment process. In reviewing the full list of items from New York State and New York City, it was very clear that many of their targeted areas, such as Healthy Eating: Active Living, Tobacco Free Living, and Children and Youth agenda items were areas that there was inter-organizational synergy.

Through collaborations with large stakeholder partner groups and awareness of the status of Bronx County, as the county with the lowest ranking health status in New York State (62 out of 62), as reported in the 2013 County Health Rankings from the Robert Wood Johnson Foundation, stakeholder groups have agreed that tackling issues impacting improved nutrition, increased physical activity and tobacco-use cessation efforts would be where the greatest impact could be achieved and two New York State Priority areas were then chosen, to Prevent Chronic Disease and to Promote Health Women, Infants and Children. These areas are among the identified areas for which the data has shown and Montefiore has determined a community need.

In addition to this collaboration with the New York City Department of Health and Mental Hygiene that Montefiore had used to gain input, Montefiore worked closely with its communities and ensured that community participation occurred by working with a variety of community advisory boards (CABs). Montefiore participates in a variety of organized

partnerships and collaboratives, working with other providers in the Bronx, and we worked extensively with representatives of the affected communities through these CABs to identify health care needs and determine the appropriate configuration of services. Beyond the formal structure that Montefiore established to gain input from the communities it serves, the medical center participates in a variety of organized partnerships and collaboratives, working with other providers in the Bronx, the NYCDOHMH, community-based organizations in the Bronx and members of the community in planning and developing initiatives aimed at improving the health of the people of the Bronx. Montefiore has developed additional approaches to the assessment of community needs and health priorities and to the establishment of partnerships with community organizations.

Montefiore developed a community level approach involving relevant organizations, which are in the specific community and are interested in the particular health issues being addressed. This provides for a closer alignment between the community level goals of Montefiore and the organizational goals of the community organizations. This approach is the Collective Action to Transform Community Health (CATCH) Program, which is a community level coalition bringing together four aspects of the community that may have a significant impact on community health. The four elements are:

Partner	Role
Montefiore/ Albert Einstein College of Medicine	Coordinating community site Able to provide sample data to represent sample of the community and results of interventions within a smaller timeline
NYC District Public Health Office	Provide data, epidemiological support, access to NYCDOH programs and access to the NYCDOHMH Community Health Profiles survey
Local Community Board	Represent the interests of local community, local business and local government in the implementation of any intervention
Local Community Based Organizations	Provide direct representation of the constituency to be reached through the interventions and a base for community initiated interventions to be supported by the other coalition members

Through collaboration, this four part coalition, working in individual communities delineated by the Montefiore Medical Group primary care site located within a specific neighborhood, identifies interventions that can be worked on both collaboratively and independently to transform the community's health. Using data collected through Montefiore, the District Public Health Office and other sources, the impact on the community's health by the interventions implemented can be measured and analyzed. Furthermore, in reflecting upon the population that resides in and is serviced by Montefiore, according to the 2012 American Community Survey of the U.S. Census, 54.3% of the population is Hispanic, 33.2% African-American, 10.6% White, 3.7% Asian, and 3.3% Other. As the borough with the smallest non-Hispanic White

population in New York City, focusing on disparities is inherent in everything that Montefiore accomplishes. The priority areas selected and each of the planned interventions focus on specific priority populations and address the ethnic and cultural disparity defined in the indicators for the population served by Montefiore.

#### **4.a.ii.1 Partners/Organizations**

##### **4.a.ii.1.a Partners/Organizations**

As indicated in Section 4a, the partners listed in this section comprise the individuals, groups and organizations that are participating in the focused Implementation Plan activities that evolve out of the CHNA process. As the CHNA process was conducted simultaneously with the New York State Community Service Plan (CSP) development, there is strong alignment between the areas of focus in this report and the areas presented in the CSP. In Section 7, it is clearly documented that Montefiore will continue to work on the over 85 existing program initiatives, as each of those initiatives have partners, metrics, and meeting schedules.

For sake of organization wide focus and priority, the four major groupings, their partner organizations and their process are listed below.

- Implementation Plan Area of Focus: Reducing Obesity in Children and Adults

For the Implementation Area - **Reducing Obesity in Children and Adults**, a new group was conceptualized in April of 2012 when Dr. Steven Safyer submitted an opinion commentary through one of the local New York City periodicals

<http://www.nydailynews.com/opinion/winning-obesity-battle-article-1.1056892> detailing the strategies he proposed would lead to victory in the battle over obesity. This call to action mobilized New York City Department of Health and Mental Hygiene leadership to call for a meeting and jointly in partnership with the Bronx Borough President, the Honorable Ruben Diaz Jr. and New York State Senator Gustavo Rivera - (D) 33<sup>rd</sup> District, the decision was made to gather through leaders on this issue to define and work on solutions.

Fifteen sector issue key stakeholder organizations were invited to participate in the initial meeting held on June 25, 2013. The leaders were:

<b><u>Organization</u></b>	<b><u>Leaders</u></b>
1. Office of the Bronx Borough President	The Honorable Ruben Diaz, Jr. Melissa Cebollero
2. New York State Senator:	The Honorable Gustavo Rivera
3. Montefiore Medical Center:	Dr. Steven Safyer, President & CEO
4. New York City Department of Health and Mental Hygiene:	Commissioner of Health, Dr. Thomas A. Farley
5. Urban Health Plan, Inc.:	Ms. Paloma Hernandez, Pres & CEO
6. Morris Heights Health Center	Ms. Verona Greenland, MPH, Pres & CEO
7. Health First	Pat Wang, JD, CEO

8. 1199SEIU/HCWE	George Gresham, President
9. Furco Food Corp.	Rudy Fuertes
10. Jerome-Gun Hill BID	Ruben Luna
11. CTG/Bronx Borough Lead	Dr. Neil Calman
13. Bronx Clergy Task Force	Bishop Angelo Rosario
14. Health and Hospitals Corporation	Dr. David Stevens
15. YMCA of NYC	Jack Lund, CEO
16. Dept. of Education (DOE)	Lindsey Harr
17. Greater New York Diabetes Association	
18. New York State Health Foundation,	Jim Knickman
19. Greater New York Hospital Assoc.	Lloyd Bishop Amy Osorio

This group was supplemented with staff from each of the lead organizations. At this meeting, after a presentation from the four principals and clinical experts for the New York City Department of Health and Mental hygiene and Montefiore Medical Center, this group agreed to tackle collectively and collaboratively the issues surrounding obesity in children and adults through the Bronx Campaign to Prevent and Control Obesity.

- Implementation Plan Area of Focus: Reducing Illness Disability and Death Related to Tobacco Use and Secondhand Smoke Exposure

According to the NYCDOH Community Health Survey (2012), 15.8% of adults in the Bronx reported being current smokers as compared to 15.5% of New York City adults reported being current smokers.

As tobacco use remains the leading preventable cause of premature death in the United States, accounting for 19% of these deaths, more than obesity, infections (including HIV/AIDS), motor vehicle accidents, homicide, suicide, and drug and alcohol abuse combined, we have selected **Reducing Illness Disability and Death Related to Tobacco Use and Secondhand Smoke Exposure** as the second focus area. Montefiore will continue with its strong supportive partnership with Bronx BREATHES (**BR**onx Einstein Alliance for **T**obacco **F**ree **H**ealth and **E**nvironmental **S**ervices). Bronx BREATHES was established in 2004 as the Bronx Tobacco Cessation Center and is one of nineteen designated tobacco cessation centers in New York State, funded by the New York State Department of Health Bureau of Tobacco Control. Montefiore participates in the Bronx BREATHES Monthly Staff and Partnership meeting, which is led by the Bronx BREATHES staff and its Principal Investigator, Dr. Alvin 'Hal' Strelnick, and attended by representatives of the following partner organizations:

Albert Einstein College of Medicine	Morris Heights Health Center
American Cancer Society	Morrisania Diagnostic & Treatment Center
Bronx Community Health Network	New York City Department of Health & Mental Hygiene
Bronx County Medical Society	North Central Bronx Hospital
Bronx CREED	NYC Coalition for a Smoke-Free City
Bronx Lebanon Hospital	Office of the Bronx Borough President Ruben Diaz, Jr.
Bronx Lesbian & Gay Health Resource Consortium	Project Samaritan AIDS Services
Bronx Psychiatric Center	Segundo Ruiz Belvis Diagnostic & Treatment Center
Clinical Directors Network	South Bronx Asthma Partnership
Emblem Health Plan of New York	St. Barnabas Hospital
Health People	The Bronx Health Link
Jacobi Medical Center	Urban Health Plan
Lehman College-Department of Nursing	
Lincoln Medical and Mental Health Center	
Montefiore Medical Center	

Representatives from this group meet on a monthly basis, traditionally on the second Monday of each month. At the last meeting of the group, on October 14, 2013, Montefiore's commitment to continue addressing tobacco related concerns as a part of its Community Service plan was roundly approved as it would continue to support the strides that the coalition has made in reducing tobacco use across multiple populations in the Bronx.

- Implementation Plan Area of Focus: Increase Access to High Quality Chronic Disease Preventive Care and Management in Both Clinical and Community Settings

The Bronx has New York City's highest rates of pre-diabetes, diabetes and it is suspected to have equally high rates of undiagnosed diabetes among its 1.4 million residents. Montefiore, as the University Hospital for the Albert Einstein College of Medicine, was selected as one of the initial 27 clinical centers across the nation selected to participate in the original Diabetes Prevention Program (DPP) study which found that participants who lost a modest amount of weight through dietary changes and increased physical activity sharply reduced their chances of developing diabetes. Participants in the lifestyle intervention group - those receiving intensive individual counseling and motivational support on effective diet, exercise, and behavior modification - reduced their risk of developing diabetes by 58 percent. This finding was true across all participating ethnic groups and for both men and women. Lifestyle changes worked particularly well for participants aged 60 and older, reducing their risk by 71 percent. About 5 percent of the lifestyle intervention group developed diabetes each year during the study period, compared with 11 percent of those in the placebo group. The DPP's results indicate that millions of high-risk people can delay or avoid developing Type 2 diabetes by losing weight

through regular physical activity and a diet low in fat and calories (National Diabetes Information Clearinghouse).

Montefiore has embraced implementation of the national YMCA of New York City's Diabetes Prevention Program (Y-DPP) to arrest the development of this chronic disease within our population. In partnership with the YMCA of New York City we began referring our patients into the Y's in the Bronx. As this area is reflected in the primary and secondary data collection process as important and relevant, Montefiore accepted the invitation to participate in the South Bronx Community Referral Task Force (SBCRT) which has met on December 12, 2012, July 1, 2013 and October 1, 2013, with informal meetings and small group collaborations between the task force meetings.

The SBCRT 's membership includes representatives from the following organizations as well as three private clinician practice groups:

YMCA's DPP  
City Harvest  
Montefiore Medical Center  
Cornell Cooperative Extension  
Lincoln Hospital  
Bronx Health Reach  
St. Simon Stock Roman Catholic Church  
Hope of Israel Senior Center  
Shape Up New York City  
Dr. Essen  
Dr. Patel  
Uptown Medical Group

In agreement with this membership, Montefiore has selected Diabetes Prevention as its measure for increasing access to high quality diabetes preventive care and management in both clinical and community settings, which is a reaffirmation and expansion of the work we proposed in the New York State 2010-2013 Community Service Plan where the organizational focus was on pediatric diabetes.

➤ Implementation Plan Area of Focus: Maternal and Infant Health

As one of the largest delivery hospitals in the Bronx, while we have demonstrated a strong commitment to maternal and infant health, mothers in the Bronx continue to report lowered ongoing breastfeeding rates. Montefiore has invested to improve maternal and infant health, including a partnership with the March of Dimes to reduce rates of low birth-weight and premature births, and operation of one of the city's largest WIC programs, providing health education and nutrition support to poor mothers, infants and children. Montefiore has embraced the Latch On NYC program at each of our delivery hospitals, which has been formally

endorsed by the New York State Department of Health, Greater New York Hospital Association, Academy of Family Physicians, New York County Chapter, American Academy of Pediatrics, District II, New York State and the Society for Adolescent Health and Medicine, New York State Chapter. In partnership with the New York City Department of Health and Mental Hygiene, Montefiore is one of twenty-six hospitals participating in the partnership.

In support of this initiative, Montefiore has participated in the Latch-On NYC initiative which has a requirement to hold a region-wide monthly breastfeeding meeting for internal and external providers in the region. This meeting is led by Dr. Deborah Campbell, Montefiore's Chief, Division of Neonatology and the membership includes:

- clinical leaders from Montefiore
- New York City Bureau of Maternal and Infant and Reproductive Health
- Bronx District Public Health Office, New York City Department of Health and Mental Hygiene
- Bronx Regional Perinatal Center
- Bronx Health Link

Montefiore also has a representative that serves on the Operational Board of the Bronx Health Link (who was contracted to assist with the primary data collection in this CHNA report). For the past twelve years the Bronx Health Link was awarded the county wide Comprehensive Prenatal Perinatal Network Services contract from the New York State Department of Health as well. BHL also is the Bronx County recipient of the Infant Mortality Reduction Initiative award and serves as the major contractor for the sub-contracts issued across the county. The Bronx Health Link's Board meets monthly on the second Friday morning of each month.

#### **4.a.ii.1.b      Summary of Input Provided by Primary Data Sources**

Montefiore engaged with the Bronx Health Link, [www.bronxhealthlink.org](http://www.bronxhealthlink.org), a 501c3 organization in Bronx County, to facilitate the primary data collection process for Bronx residents, irrespective of the affiliation with Montefiore, for the period April 6, 2013 through November 15, 2013. Three modalities were chosen for this data collection process - Community Forum/Town Hall Sessions, an online survey in English and Spanish and a series of focus groups also conducted in English and Spanish. Each activity will be summarized separately, below.

##### *Community Forum:*

The Community Forum was held on April 6, 2013 as a part of the First Annual Bronx Health Summit coordinated by the Office of the Bronx Borough President, the Honorable Ruben Diaz Jr. Over 40 individuals participated in the forum with 32 individuals completing surveys. The questions and process will be described in further detail in Section 5.b.i. which describes the Primary Data Analysis Process. The most common themes arising from the forum were:

- problems with doctor-patient communication, discrimination, and quality of care
- barriers related to payments, hours, transportation, and physical access,

- insufficient translators of the primary languages of consumers, and
- inadequate access to healthy foods.

*Focus Group Discussion:*

Four focus groups, two in English and two in Spanish, were conducted for community residents and facilitated by non-Montefiore affiliated facilitators. The English Language focus groups were held on September 30 and October 5, 2013 with a total of 15 participants and the Spanish Language focus groups were held on October 9 and October 12 with a total of 17 participants. The sessions were held on a combination of days, evenings and Saturdays to accommodate the schedules of potential participants.

The results from the English Language and Spanish Language groups of the analysis were blended to determine what was important to patients. Participants expressed that diabetes, cancer, lack of physical activity, obesity, mental health/depression, substance abuse, asthma, and tobacco use were the most important health issues of concern for residents of all ages living in the Bronx. For children residing in the Bronx, obesity, asthma, lack of physical activity, substance abuse, injury & violence, and diabetes were the most important health issues identified by participants. Participants felt that the most important health issues for teenagers were substance abuse, sexually transmitted infections, injury & violence, birth control/family planning, mental health/depression, obesity, and HIV.

Participants in all groups had concerns about mental health treatment, availability of mental health services, and treatment options available to people in the Bronx and that mental illness was being underdiagnosed or misdiagnosed in the Bronx. They felt more community education and outreach about mental health is needed. In terms of healthcare services in the Bronx, English-speaking participants felt that specialty care, children's healthcare, mental healthcare, dental and vision care and prevention programs were difficult to access. There was also concern that the quality of healthcare services in the Bronx was less than optimal and that this negatively impacted local access to healthcare services. Participants voiced mixed opinions about how information about health is advertised and promoted in the Bronx. Some felt that health information was available, while others felt that the health information was not being properly advertised or promoted to reach enough people in the Bronx. Participants also voiced concern about the lack of health insurance coverage as a major barrier to access to healthcare. Participants in the two Spanish-language focus groups expressed serious concerns about the inadequacy of translation and interpretation services for communications between healthcare providers and patients, and for official documents that patients must sign.

*Online Survey:*

An online survey was conducted in English and Spanish between October 3 and October 25, 2013 gathering 150 respondents. The survey consisted of 21 questions in a SurveyMonkey format with the explicit purpose of soliciting the most important health issues as perceived by Bronx residents, the quality of management of mental health, gaps in healthcare availability and the availability of information on where to access healthcare.

The full results will be explored in Section 5.b.iv. The prevailing health issues for all ages chosen by participants in the English-language focus groups were **Diabetes, Cancer, Lack of Physical Activity, Obesity, and Mental Health/ Depression**. The Spanish-language focus groups shared three of these priorities: **Diabetes, Cancer and Obesity**. They also identified **Substance Abuse and Asthma** as high ranking concerns. The survey group rated **Obesity, Diabetes, Asthma, Mental Health/ Depression, and Cancer** as their highest concerns. Among survey respondents, different health issues were clustered at the top five. However, among both English- and Spanish-language focus group participants, there was very little clustering of highly-rated issues outside of the top five.

Some notable trends were identified as common problems with the healthcare system in the Bronx:

- Members of the Spanish-language focus groups and some of the community forum participants expressed great distress over seriously inadequate Spanish interpretation and translation in hospitals and other healthcare settings.
- Among all the groups, there were concerns about the inadequate availability of certain types of healthcare, difficulties in paying for care, a lack of preventative health programs (forum participants specifically mentioned inadequate access to healthy foods), and a lack of information about available health services. Forum and focus group participants also pointed to barriers to healthcare access caused by limited hours, inadequate transportation options, and problems with physical accessibility.
- Focus group members expressed concerns with mental health misdiagnosis, lack of community mental health outreach and education, and mixed feelings about the education materials on mental health issues available within Bronx hospitals.
- Forum participants also mentioned several specific problems with doctor-patient relationships, including poor communication, discrimination, and quality of care.

It should also be noted while only a quarter of the online survey respondents reported problems with healthcare access, among the particular issues of most concern were providers that would not accept their insurance and insurance policies that did not cover the services they needed.

#### **4.a.ii.1.c      Representation of Organizations Serving Medically Underserved, Low Income Populations**

Montefiore engaged with a number of organizations and groups to assess identify and prioritize the Community Health Needs of Bronx County. In doing so, and as reflected in Section 3 of this document, all of the groups that participated with and that service the population of Bronx County represent medically underserved, low income and minority populations. This is evidenced by Bronx County's standing as New York City's first borough to have a majority of people of color and it is the only borough with a Latino majority. Only three counties in the eastern United States have a lower portion of Non-Hispanic whites and only one has a higher proportion of Latinos. The Bronx is also the youngest county in New York State with 39.2% children and one of only five U.S. counties with more than 30% single family households.

Furthermore, the Bronx has qualified as a Whole County Health Professions Shortage Area (HPSA) by HRSA, since 2008, as almost half (45%) of the population is currently living in a geographic area that is a documented federally designated HPSA.

With the primary data collection process, the participants across the three primary data collection venues were majority of ethnic minority status and reflected communities, as identified by zip code, that are typically medically underserved and low income.

## **5. Identification of Community Health Needs**

The process to identify the needs of the community involved the collection of secondary and primary data. Examining a variety of factors, the following series of indicators, identified with rate, source, and comparison to New York State and national data (when available) is provided.

### **5a. Secondary Data Analysis**

The secondary data collected was gathered from the sources indicated in Section 4.a.i. The source data is from Federal, New York State, New York City, and national foundation databases generally accepted as accurate and to the extent possible certified and are presented as reflecting the most accurate data available when they were acquired. The links for all sources have been provided to facilitate review.

The New York State Statewide Planning and Research Cooperative System (SPARCS) data provides information on the utilization of hospital inpatient and emergency services. The data below describes the top 25 inpatient diagnoses, top 20 inpatient ambulatory sensitive discharges, and the top 25 emergency department visit diagnoses.

#### *Preventable Hospital Stays: Top 25 Inpatient Diagnoses*

Table 1a illustrates 25 diagnoses with the highest total number of inpatient admissions throughout the Bronx from 2010-2012. The total number of patients with each of the top 25 diagnoses represents hospital discharges among all Bronx residents. These conditions were categorized using the ICD-9 coding system.

- From 2010-2012, Single LB-Hosp W/O CD (Single Live Births in Hospital without Cesarean Section) had the highest total number of inpatient diagnoses in the Bronx.
- Among the top 25 inpatient diagnoses, Opioid Dependence-Cont (Opioid type dependence, continuous) had the lowest total number of inpatient diagnoses in the Bronx in 2010. From 2011- 2012, Abn Fhr/Rhythm-Del (Abnormality in fetal heart rate or rhythm, delivered, with or without mention of antepartum condition) had the lowest number of diagnoses.
- The following diagnoses have decreased over the 2010-2012 period:
  - Single LB-Hosp W/O CD
  - Chest Pain NEC (Other Chest Pain)

- Asthma NOS W Exacer (Asthma, unspecified type, with acute exacerbation)
  - Alcohol Withdrawal
  - Cor AS-Native Vessel (Coronary atherosclerosis of native coronary artery)
  - Syncope & Collapse
  - Chr Obstr Asth W Exacer (Chronic obstructive asthma with acute exacerbation)
  - Urinary Tract INF NOS (Urinary tract infection, site not specified)
  - Rehabilitation Px NEC (Care involving other specified rehabilitation procedure)
  - Leg Cellulitis (Cellulitis and abscess of leg, except foot)
  - OCB W Exacerbation (Obstructive chronic bronchitis with acute exacerbation)
  - HIV Disease
- The following diagnoses have increased over the 2010-2012 period:
  - Septicemia NOS (Unspecified septicemia)
  - ALC Dep NEC & NOS-Cont (Other and unspecified alcohol dependence, continuous)
  - Post Term Preg-Del (Post term pregnancy, delivered, with or without mention of antepartum condition)
  - Acute Kidney Failure NOS (Acute kidney failure, unspecified)
  - Opioid Dependence-Cont (Opioid type dependence, continuous)
- The following inpatient diagnoses increased in 2011 and decreased in 2012:
  - Pneumonia Organism NOS (Pneumonia, organism unspecified)
  - Previous Cd NOS-Del (Previous cesarean delivery, delivered, with or without mention of antepartum condition)
  - Drug Withdrawal
  - Hb-Ss Disease W Crisis (Sickle Cell Anemia disease with crisis)
  - Subend Infarct-Initial (Subendocardial infarction, initial episode of care)
- Single LB-Hospital By CD (Single Live Births in Hospital by Cesarean Section); Ac & Chr Systolic HF (Acute on chronic systolic heart failure); and Abn Fhr/Rhythm-Del were the three inpatient diagnoses to decrease in 2011 and increase in 2012.

- The major health indicator themes that are described among the top 25 inpatient diagnoses in the Bronx are:
  - Heart Disease & Stroke
  - Respiratory Diseases
  - Communicable Diseases
  - Maternal, Fetal, and Infant Health
  - Substance Abuse

**Table 1a. Inpatient top 25 diagnoses, all Bronx and ZIPs**

ICD-9 diagnosis code	ICD-9 diagnosis description	2010	2011	2012
V3000	Single LB-Hosp W/O CD	14,216	13,852	13,391
V3001	Single LB-Hospital By CD	7,014	6,633	6,656
78659	Chest Pain NEC	6,678	6,256	5,354
486	Pneumonia Organism NOS	4,178	4,531	3,974
0389	Septicemia NOS	3,486	3,932	4,249
49392	Asthma NOS W Exacer	3,846	3,601	3,272
30391	ALC Dep NEC & NOS-Cont	2,769	3,167	3,364
29181	Alcohol Withdrawal	2,867	2,765	2,690
41401	Cor AS-Native Vessel	3,113	2,746	2,382
7802	Syncope & Collapse	2,636	2,610	2,335
64511	Post Term Preg-Del	2,410	2,561	2,569
65421	Previous Cd NOS-Del	2,346	2,404	2,362
49322	Chr Obstr Asth W Exacer	2,415	2,319	2,116
5990	Urinary Tract INF NOS	2,278	2,144	2,010
5849	Acute Kidney Failure NOS	2,022	2,106	2,201
V5789	Rehabilitation Px NEC	2,045	1,984	1,978
42823	Ac & Chr Systolic HF	2,093	1,910	1,965
6826	Leg Cellulitis	1,999	1,966	1,830
2920	Drug Withdrawal	1,987	2,008	1,766
49121	OCB W Exacerbation	1,876	1,787	1,779
042	HIV Disease	1,942	1,856	1,531
28262	Hb-Ss Disease w Crisis	1,641	1,719	1,665
30401	Opioid Dependence-Cont	1,377	1,651	1,728
41071	Subend Infarct-Initial	1,572	1,616	1,490
65971	Abn Fhr/Rhythm-Del	1,747	1,374	1,394

### *Preventable Hospital Stays: Top 20 Inpatient Ambulatory Sensitive Discharges*

Table 1b illustrates 20 diagnoses with the highest total number of inpatient ambulatory sensitive discharges throughout the Bronx from 2010-2012. The total number of patients diagnosed with each of the top 20 conditions represents sensitive ambulatory discharges among all Bronx residents. The top 20 ailments were categorized using the DRG coding system.

- From 2010-2011, Chest Pain had the highest total number of inpatient ambulatory sensitive discharges in the Bronx. In 2012, Esophagitis, Gastroent & Misc Digest Disorders W/O Mcc (Esophagitis, Gastroenteritis, & miscellaneous digestive disorders without major complications & comorbid conditions) had the highest number of ambulatory sensitive discharges.
- Among the top 20 ambulatory sensitive discharges, Medical Back Problems W/O Mcc had the lowest total number of ambulatory sensitive discharges in the Bronx from 2010-2012.
- The following ambulatory sensitive discharges have decreased over the 2010-2012 period:
  - Chest Pain
  - Esophagitis, Gastroent & Misc Digest Disorders W/O Mcc
  - Bronchitis & Asthma W Cc/Mcc (complications & comorbid conditions and major complications & comorbid conditions)
  - Heart Failure & Shock W Mcc (with major complications & comorbid conditions)
  - Cardiac Arrhythmia & Conduction Disorders W/O Cc/Mcc (without complications & comorbid conditions and major complications & comorbid conditions)
  - Diabetes W/O Cc/Mcc
  - Chronic Obstructive Pulmonary Disease W/O Cc/Mcc
  - Chronic Obstructive Pulmonary Disease W Mcc
  - Medical Back Problems W/O Mcc
- The following ambulatory sensitive discharges increased in 2011 and decreased in 2012:
  - Cellulitis W/O Mcc
  - Syncope & Collapse
  - Kidney & Urinary Tract Infections W/O Mcc

- Simple Pneumonia & Pleurisy W Cc (with complications & comorbid conditions)
  - Heart Failure & Shock W Cc
  - Chronic Obstructive Pulmonary Disease W Cc
  - Diabetes W Cc
  - Simple Pneumonia & Pleurisy W/O Cc/Mcc
  - Bronchitis & Asthma W/O Cc/Mcc; Seizures W/O Mcc; and Misc Disorders of Nutrition, Metabolism, Fluids/Electrolytes W/O Mcc were the three ambulatory sensitive discharges to decrease in 2011 and increase in 2012.
- 
- The major health indicator themes that are described among the top 20 inpatient ambulatory sensitive discharges in the Bronx are:
    - Diabetes
    - Heart Disease & Stroke
    - Respiratory Diseases
    - Nutrition Disorders
    - Digestive Disorders

**Table 1b. Inpatient top 20 ambulatory sensitive discharges, all Bronx and ZIPs**

Source: SPARCS 2010-2012

Bronx

DRG code	DRG description	2010	2011	2012
MSDRG-313	Chest Pain	7,559	7,024	6,189
MSDRG-392	Esophagitis, Gastroent & Misc Digest Disorders W/O Mcc	6,901	6,640	6,562
MSDRG-203	Bronchitis & Asthma W/O Cc/Mcc	5,605	5,599	5,765
MSDRG-603	Cellulitis W/O Mcc	3,810	3,823	3,633
MSDRG-312	Syncope & Collapse	3,037	3,045	2,796
MSDRG-202	Bronchitis & Asthma W Cc/Mcc	2,677	2,655	2,576
MSDRG-690	Kidney & Urinary Tract Infections W/O Mcc	2,584	2,642	2,488
MSDRG-101	Seizures W/O Mcc	2,411	2,392	2,505
MSDRG-641	Misc Disorders Of Nutrition,Metabolism,Fluids/Electrolytes W/O Mcc	2,228	2,212	2,444
MSDRG-194	Simple Pneumonia & Pleurisy W Cc	1,997	2,387	2,137
MSDRG-292	Heart Failure & Shock W Cc	1,723	2,193	2,122
MSDRG-291	Heart Failure & Shock W Mcc	2,028	1,567	1,558
MSDRG-191	Chronic Obstructive Pulmonary Disease W Cc	1,539	1,735	1,725
MSDRG-638	Diabetes W Cc	1,504	1,737	1,622
MSDRG-310	Cardiac Arrhythmia & Conduction Disorders W/O Cc/Mcc	1,614	1,524	1,412
MSDRG-639	Diabetes W/O Cc/Mcc	1,713	1,406	1,293
MSDRG-192	Chronic Obstructive Pulmonary Disease W/O Cc/Mcc	1,598	1,415	1,275
MSDRG-190	Chronic Obstructive Pulmonary Disease W Mcc	1,510	1,391	1,315
MSDRG-195	Simple Pneumonia & Pleurisy W/O Cc/Mcc	1,371	1,511	1,256
MSDRG-552	Medical Back Problems W/O Mcc	1,231	1,203	1,202

## *Preventable Hospital Stays: Top 25 Emergency Department Diagnoses*

Table 1c illustrate 25 conditions with the highest total number of patient diagnoses in the emergency departments of Bronx hospitals from 2010-2012. The total number of patients diagnosed with each of the top 25 ailments represents ED diagnoses among all Bronx residents. These conditions were categorized using the ICD-9 coding system.

- From 2010-2011, Asthma NOS W Exacer (Asthma, unspecified type, with acute exacerbation) had the highest total number of ED diagnoses in the Bronx. In 2012, Viral Infection NOS (unspecified viral infection) had the highest total number of ED diagnoses.
- Among the top 25 ED diagnoses, Epigastric ABD Pain (Abdominal pain, epigastric) had the lowest total number of ED diagnoses in the Bronx in 2010 and 2012. In 2011, Asthma NOS (Asthma, unspecified type, unspecified) had the lowest ED diagnoses.
- The following ED diagnoses have decreased over the 2010-2012 period:
  - Fever NOS (Fever, unspecified)
  - Acute URI NOS (Acute upper respiratory infections of unspecified site)
  - Acute Pharyngitis
  - NonINF Gastroent NEC & NOS (Other and unspecified noninfectious gastroenteritis and colitis)
  - Oth CCE Comp Preg-AP (Other current conditions classifiable elsewhere of mother, antepartum condition or complication)
  - Head Injury NOS (Head injury, unspecified)
- The ED diagnoses of Dizziness have increased over the 2010-2012 period.
- The following ED diagnoses increased in 2011 and decreased in 2012:
  - Viral Infection NOS
  - Headache
  - Cough
  - Pain in Limb
  - Abdominal Pain-Site NEC (Abnormal pain, other specified site)
  - Chest Pain NOS (Chest pain, unspecified)
  - Otitis Media NOS (Unspecified otitis media)
  - Lumbago

- Nonsp Skin Eruption NEC (Rash and other nonspecific skin eruption)
  - Abdominal Pain Site-NOS (Abdominal pain, unspecified site)
  - Backache NOS (Backache, unspecified)
  - Urinary Tract INF NOS (Urinary tract infection, site not specified)
  - Chest Pain NEC (Other chest pain)
  - Acute URI Mult Sites NEC (Acute upper respiratory infections of other multiple sites)
  - Joint Pain-Lower Leg
  - Asthma NOS
  - Epigastric ABD Pain
- The ED diagnoses of Asthma NOS W Exacer have decreased in 2011 and increased in 2012.

**Table 1c. Emergency Department top 25 diagnoses, all Bronx and ZIPs**

<b>ICD-9 diagnosis code</b>	<b>ICD-9 diagnosis description</b>	<b>2010</b>	<b>2011</b>	<b>2012*</b>
49392	Asthma NOS W Exacer	17,459	17,110	12,901
07999	Viral Infection NOS	15,439	16,730	13,561
7840	Headache	15,688	16,459	11,322
78060	Fever NOS	17,087	16,882	9,497
7862	Cough	16,425	17,736	9,139
7295	Pain in Limb	13,254	15,035	9,062
78909	Abdominal Pain-Site NEC	13,660	13,995	9,372
4659	Acute URI NOS	13,972	13,691	9,261
78650	Chest Pain NOS	11,729	13,053	10,308
462	Acute Pharyngitis	13,814	12,088	9,014
3829	Otitis Media NOS	10,954	11,490	8,444
7242	Lumbago	10,855	11,376	8,068
7821	Nonsp Skin Eruption NEC	10,278	10,577	6,358
78900	Abdominal Pain-Site NOS	9,760	10,122	6,988
5589	NonINF Gastroent NEC&NOS	9,905	7,631	7,536
7245	Backache NOS	8,584	9,385	7,097
7804	Dizziness & Giddiness	8,455	8,597	6,542
5990	Urinary Tract INF NOS	6,646	6,832	6,268
78659	Chest Pain NEC	6,879	7,103	5,630
4658	Acute URI Mult Sites NEC	7,483	7,694	4,429
64893	Oth CCE Comp Preg-AP	6,898	6,604	5,211
95901	Head Injury NOS	6,949	6,801	4,948
71946	Joint Pain-Lower Leg	6,286	6,848	5,488
49390	Asthma NOS	6,313	6,366	5,039
78906	Epigastric ABD Pain	6,098	6,546	4,656

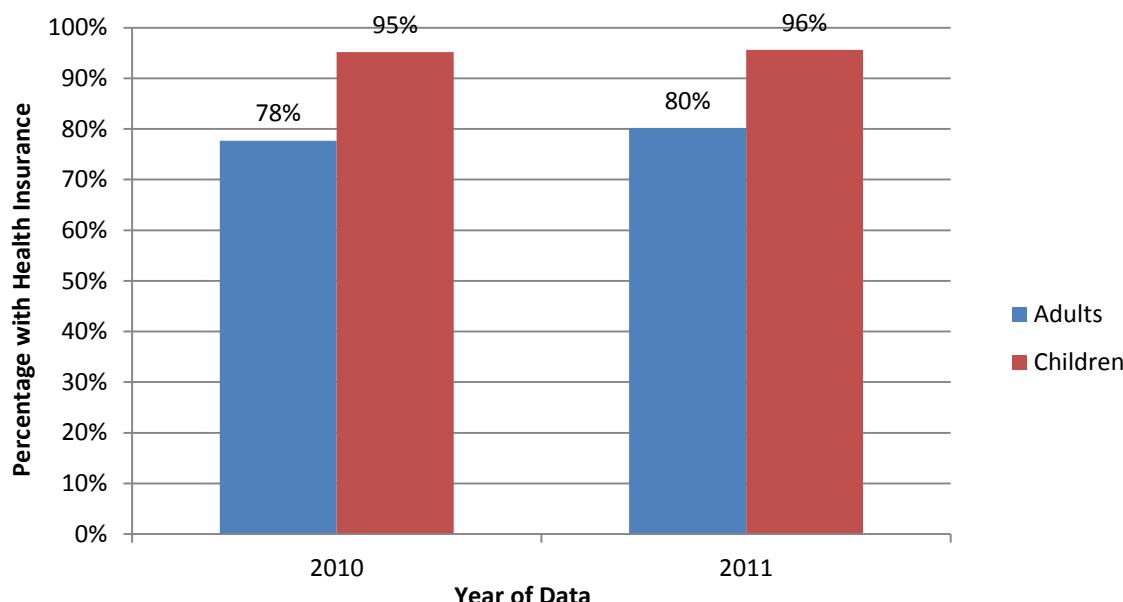
\*number of diagnoses within 9 months of 2012

This Secondary Data Analysis section is broken up into eighteen indicators covering the following major areas: (1) Access to Quality Health Services, (2) Chronic Disease, (3) Communicable Diseases and Influenza, (4) Disability, (5) Family Planning and Adolescent Pregnancy, (6) Maternal, Fetal and Infant Health, (7) Mental Health and Mental Disorders, (8) Nutrition, Physical Activity and Weight, (9) Older Adults and Aging, (10) Injury and Violence Prevention, (11) Substance Abuse and Tobacco Use, (12) Wellness and Lifestyle, (13) Economic Indicators, (14) Educational Indicators, (15) Social Environment, (16) the Built Environment, (17) Environmental Indicators, and (18) Transportation and Transportation Safety. These areas are standardized across the nation and can be used as a source to compare the health of Bronx Residents to the residents of other counties across the United States of America.

## 1. Access to Quality Health Services

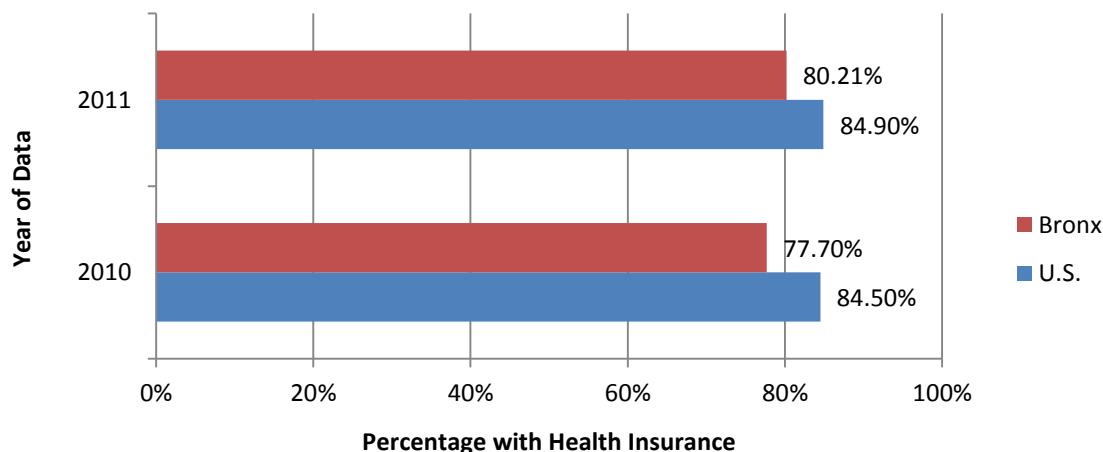
- According to the New York State Department of Health (NYSDOH), 77.7% of adults and 95.2% of children in the Bronx had health insurance in 2010 (see Figure 1a). The percentage of Bronx adults with health insurance in 2010 was lower than the U.S. percentage of 84.5% (see Figure 1b). The percentage among Bronx children in 2010 was higher than the U.S. percentage of 92% (see Figure 1c).
- In 2011, the percentage of Bronx residents with health insurance rose to 80.21% for adults and 95.63% for children (see Figure 1a). The percentage of Bronx adults with health insurance in 2011 remained lower than the U.S. percentage of 84.9% (see Figure 1b). The percentage among Bronx children in 2011 was slightly higher than the U.S. percentage of 92.5% (see Figure 1c).
- From 2010-2011, Bronx children were more likely to have health insurance coverage than Bronx adults. The percentage of Bronx children with health insurance was higher than the overall percentage of U.S. children with health insurance. The percentage of Bronx adults with health insurance was lower than the overall percentage of U.S. adults with health insurance.

**Figure 1a: Residents with Health Insurance, Bronx County 2010-2011**



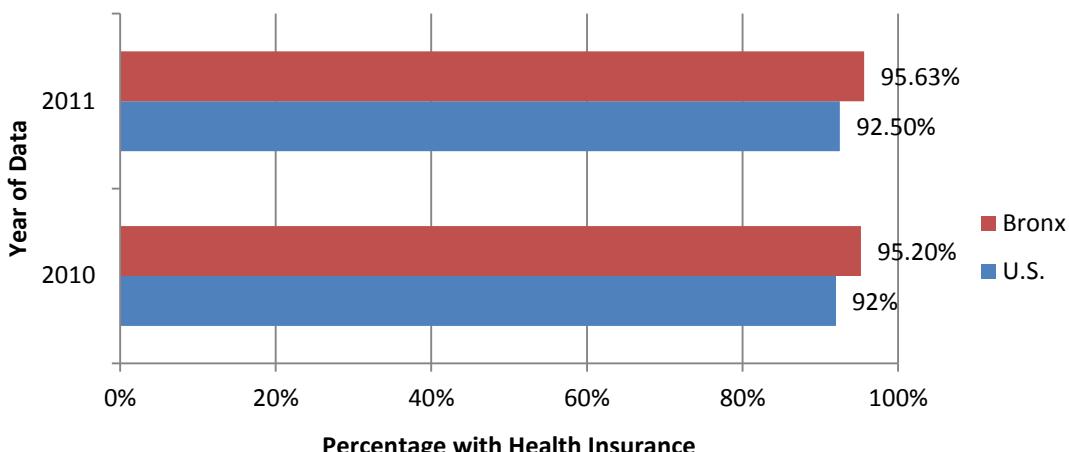
Source: NYSDOH (Bronx County Indicators for Tracking Public Health Priority Areas 2013-2017)

**Figure 1b. Percentage of Adults with Health Insurance, Bronx County & U.S. 2010-2011**



Source: U.S. Census Bureau (American Community Survey 2010-2011)

**Figure 1c. Percentage of Children with Health Insurance, Bronx County & U.S. 2010-2011**



Source: U.S. Census Bureau (American Community Survey 2010-2011)

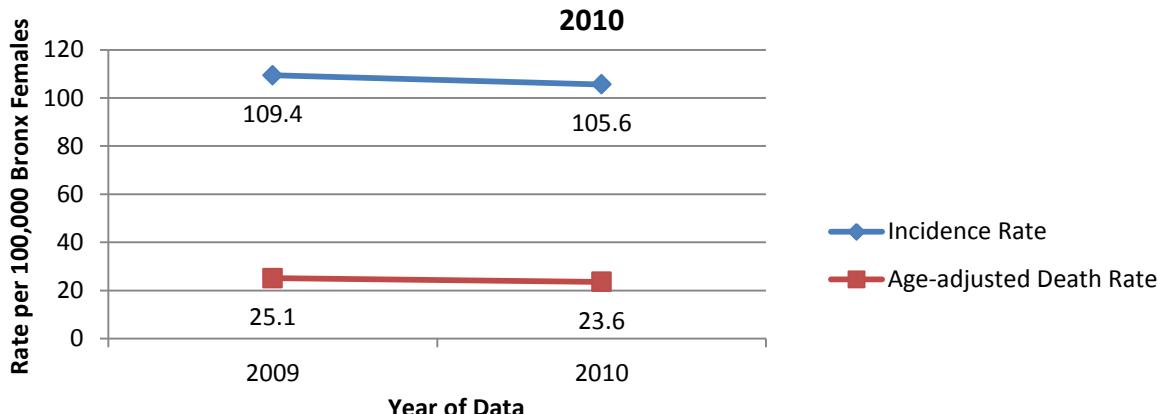
## 2. Chronic Diseases

### Chronic Diseases: Cancer

#### *Breast Cancer:*

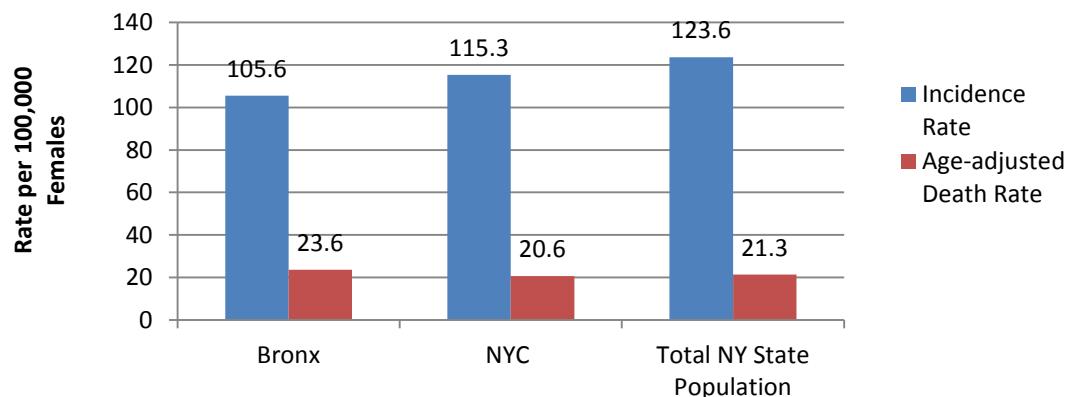
- According to the NYSDOH, the female breast cancer incidence rate in the Bronx was 109.4 per 100,000 females in 2009 and decreased to 105.6 in 2010 (see Figure 2a).
- In 2010, the Bronx's female breast cancer incidence rate remained lower than the New York City rate of 115.3 and statewide rate of 123.6 (see Figure 2b).
- The age-adjusted death rate due to breast cancer in the Bronx was 25.1 per 100,000 females in 2009. The death rate decreased to 23.6 per 100,000 females in 2010 (see Figure 2a).
- Despite the decrease in breast cancer death rate, the Bronx's death rate remained higher than the New York City rate of 20.6 and statewide rate of 21.3 in 2010 (see Figure 2b).
- Overall, the Bronx female breast cancer incidence and death rates have slightly decreased in the last few years. The breast cancer incidence rate in the Bronx is lower than citywide and statewide rates; however, the breast cancer death rate among Bronx females remained higher than the female breast cancer death rates in New York City and throughout New York State.

**Figure 2a: Bronx Female Breast Cancer Incidence & Death Rates 2009-2010**



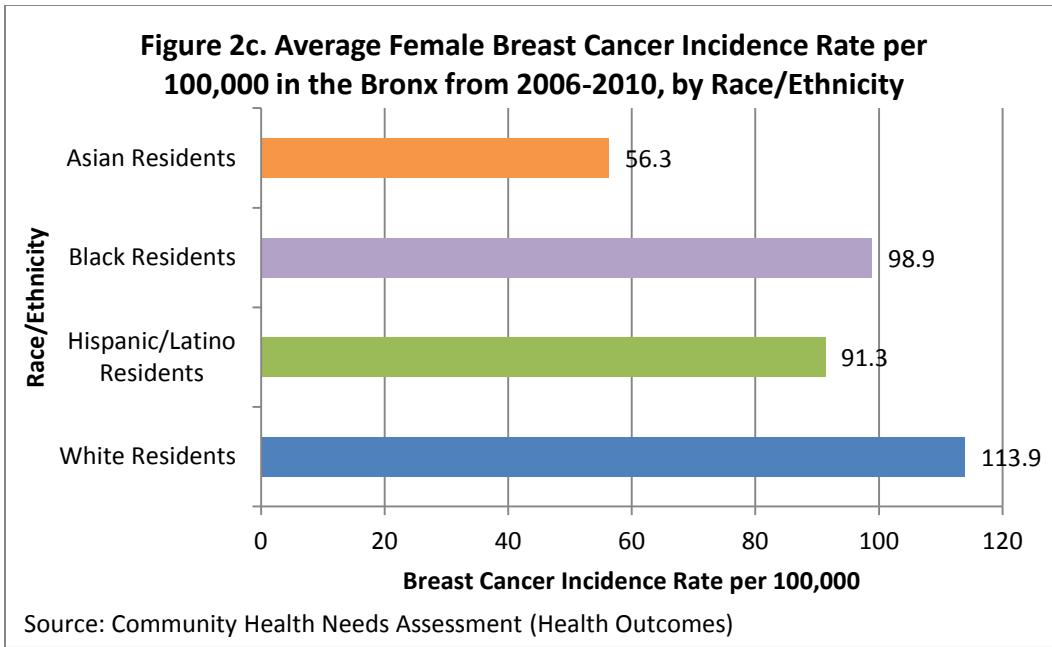
Source: NYSDOH (Female Breast Cancer Incidence and Mortality by Year, Bronx County, 1976-2010)

**Figure 2b: Female Breast Cancer Incidence & Death Rates, New York 2010**



Source: NYSDOH (Female Breast Cancer Incidence and Mortality by Year, Bronx County, 1976-2010)

- The average Bronx female breast cancer incidence rate from 2006-2010 was 113.90 for whites; 98.90 for blacks; 56.30 for Asians; and 91.30 for Hispanics/Latinos (see Figure 2c).

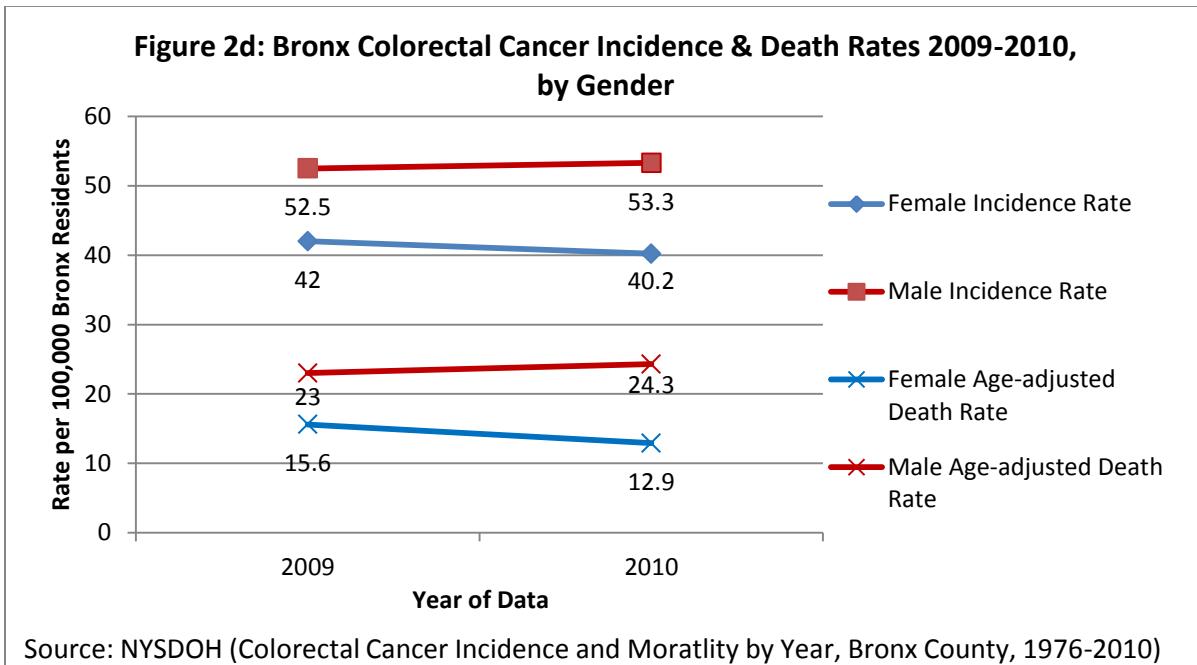


- According to the County Health Rankings data, 61% of Bronx female Medicare enrollees ages 67-69 reported in 2010 that they received at least one mammography screening over a two-year period. The Bronx's self-reported mammography screening percentage was lower than the statewide report of 66% in 2010.

*Colorectal Cancer:*

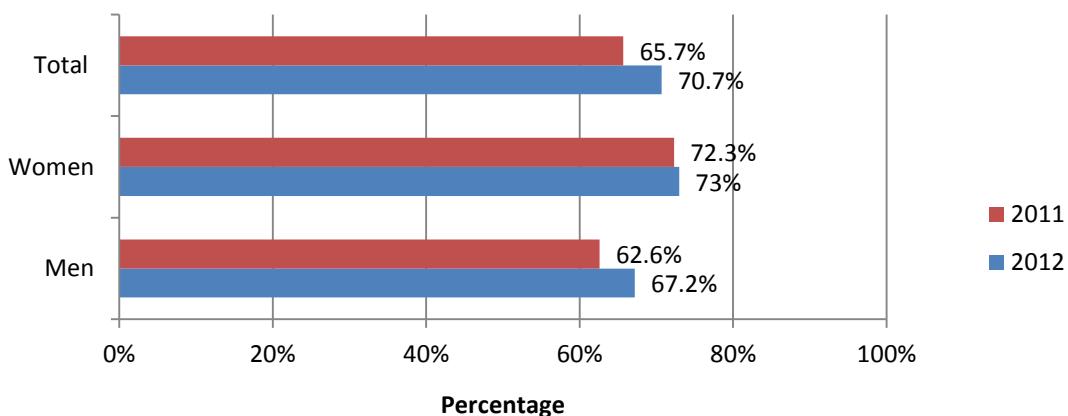
- According to the NYSDOH, the colorectal cancer incidence rate among Bronx residents in 2009 was 44.4 per 100,000 persons; higher than the citywide rate of 43.8 within the same year.
- The incidence rate among Bronx males was 52.5 per 100,000 males in 2009 and increased to 53.3 in 2010 (see Figure 2d). The incidence rate among Bronx females was 42.0 per 100,000 females in 2009 and decreased to 40.2 in 2010 (see Figure 2d).
- The age-adjusted death rate due to colorectal cancer was 17.9 per 100,000 Bronx residents in 2009 (see Figure 2d); higher than the citywide rate of 15.4 within the same year.
- The age-adjusted death rate for Bronx males was 23.0 per 100,000 males in 2009. The male death rate increased to 24.3 in 2010 (see Figure 2d).
- The age-adjusted death rate of Bronx females due to colorectal cancer was 15.6 deaths per 100,000 females in 2009. The death rate for females decreased to 12.9 in 2010 (see Figure 2d).

- Overall, the incidence rate among Bronx males increased over the years as the Bronx female rate decreased. The male incidence rate was higher than the female rate in 2009 and 2010. The death rate due to colorectal cancer in the last few years was higher among Bronx males than Bronx females. The Bronx male death rate has increased over the years as the Bronx female rate decreased. Based on data reported in 2009, the colorectal cancer incidence and death rates among Bronx residents were higher than the New York City and rates.



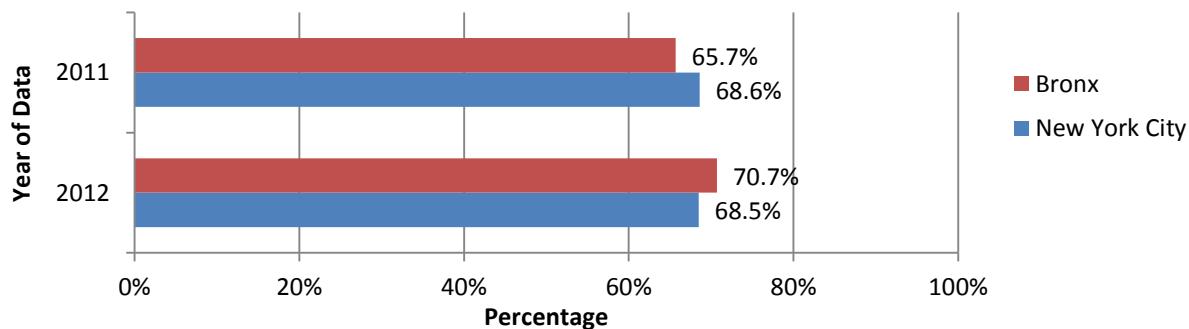
- In 2011, 65.7% of Bronx residents ages 50 and older had a colonoscopy in the past 10 years. 62.6% of Bronx men and 72.3% of Bronx women had a colonoscopy in the past 10 years (see Figure 2e). The self-reported colonoscopy percentage among Bronx residents in 2011 was lower than the New York City percentage of 68.6% (see Figure 2f).
- In 2012, 70.7% of Bronx residents ages 50 and older had a colonoscopy in the past 10 years. 67.2% of Bronx men and 73.0% of Bronx women had a colonoscopy in the past 10 years (see Figure 2e). The self-reported colonoscopy percentage among Bronx residents in 2012 was higher than the New York City percentage of 68.5% (see Figure 2f).
- Overall, the self-reported percentage of Bronx residents that had a colonoscopy in the past 10 years increased in the last few years. By 2012, the colonoscopy percentage among Bronx residents surpassed the New York City percentage. Within the same year, the colonoscopy percentages increased among Bronx women and Bronx men.

**Figure 2e. Percentage of Bronx Residents who had a Colonoscopy in the Past 10 Years, 2011-2012**



Source: NYCDOH (Community Health Survey 2011-2012)

**Figure 2f. Percentage of Residents who had a Colonoscopy in the Past 10 Years, 2011-2012**



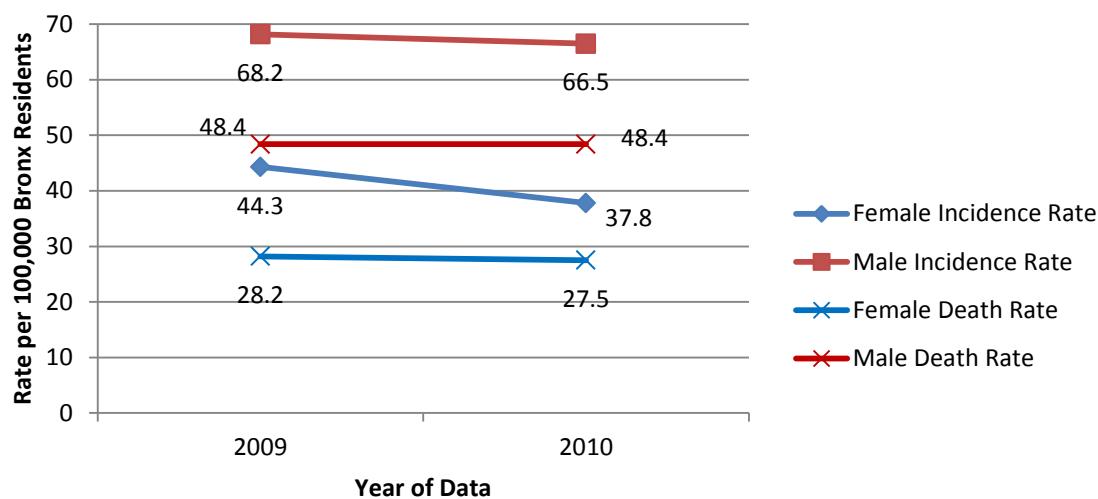
Source: NYCDOH Community Health Survey 2011 and 2012

*Lung cancer:*

- According to the NYSDOH, the lung cancer incidence rate among Bronx residents was 51.8 per 100,000 persons in 2009; higher than the citywide rate of 50.0.
- The incidence rate among Bronx males was 68.2 per 100,000 males in 2009; higher than the New York City rate of 66.3 and lower than the statewide rate of 77.1. The Bronx rate decreased to 66.5 in 2010 (see Figure 2g); remaining higher than the NYC rate of 62.4 and lower than the statewide rate of 71.6 (see Figure 2h).
- The incidence rate among Bronx females was 44.3 per 100,000 females in 2009; higher than the New York City rate of 43 and lower than the statewide rate of 54.9. The Bronx rate decreased to 37.8 in 2010 (see Figure 2g); lower than the New York City rate of 41.1 and statewide rate of 54.6 (see Figure 2i).

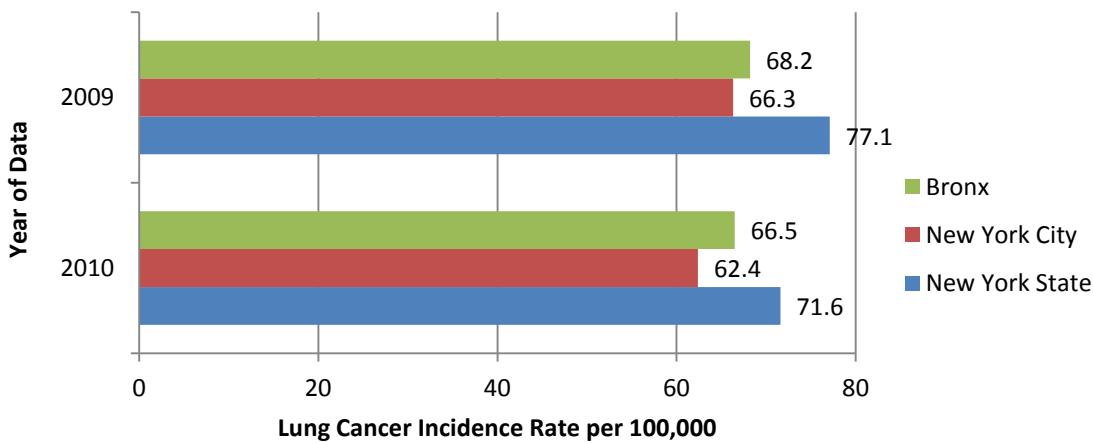
- Although the incidence rates among Bronx men and women have decreased in the last few years, the incidence rate of lung cancer is significantly higher among Bronx men than Bronx women. From 2009-2010, the lung cancer incidence rates among Bronx residents remained higher than the citywide rates. In comparison to New York State data, the lung cancer incidence rates remained lower than the statewide rates.
- The age-adjusted death rate due to lung cancer was 35.2 per 100,000 Bronx residents in 2009; higher than the citywide rate of 31.7.
- The age-adjusted death rate for Bronx males was 48.4 per 100,000 males in 2009 (see Figure 2g); higher than the New York City rate of 43.1 and lower than the statewide rate of 52.2. There was no significant change in lung cancer death rate among Bronx males in 2010; remaining higher than the NYC rate of 43.9 and lower than the statewide rate of 51 (see Figure 2j).
- The age-adjusted death rate for Bronx females was 28.2 per 100,000 females in 2009 (see Figure 2g); higher than the New York City rate of 26 and lower than the statewide rate of 34.5. In 2010, the death rate among Bronx females decreased to 27.5; similar to the NYC rate of 27.2 and remaining lower than the statewide rate of 35.4 (see Figure 2k).
- Overall, the death rate due to lung cancer was significantly higher among Bronx males than Bronx females in 2009 and 2010. The Bronx female death rate has decreased over the years as the Bronx male rate showed no significant change. From 2009-2010, the lung cancer death rates among Bronx residents remained higher than the citywide rates. In comparison to New York State data, the lung cancer death rates remained lower than the statewide rates.

**Figure 2g: Lung Cancer Incidence & Death Rates 2009-2010, Bronx  
Data by Gender**



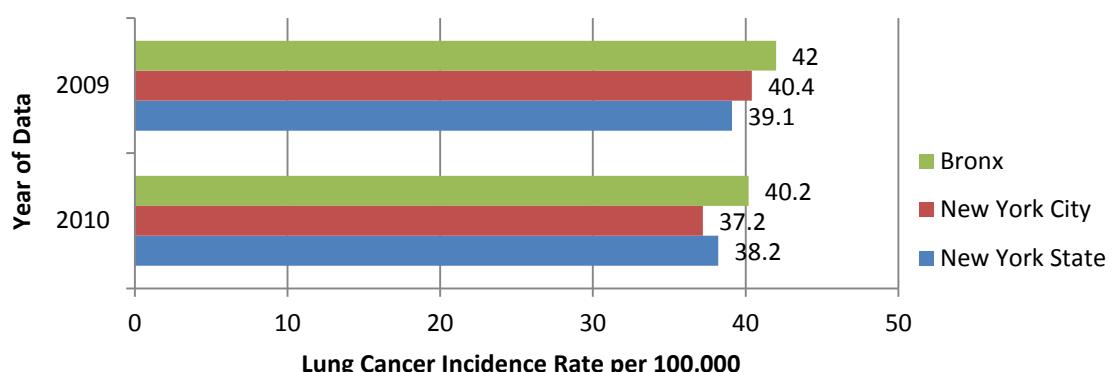
Source: NYSDOH (Lung Cancer Incidence and Mortality by Year, Bronx County, 1976-2010)

**Figure 2h. Lung Cancer Incidence Rates among Males, 2009-2010**



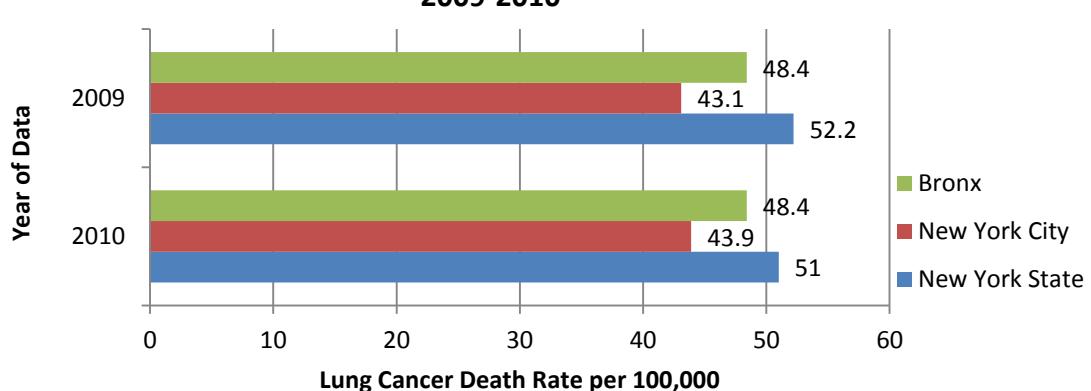
Source: NYSDOH (Cancer Registry)

**Figure 2i. Lung Cancer Incidence Rates among Females, 2009-2010**



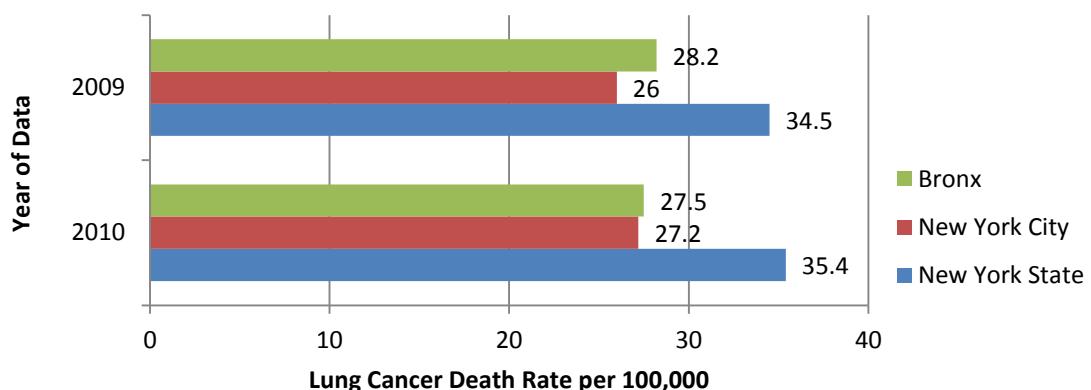
Source: NYSDOH (Cancer Registry)

**Figure 2j. Lung Cancer Death Rates among Males in New York, 2009-2010**



Source: NYSDOH (Cancer Registry)

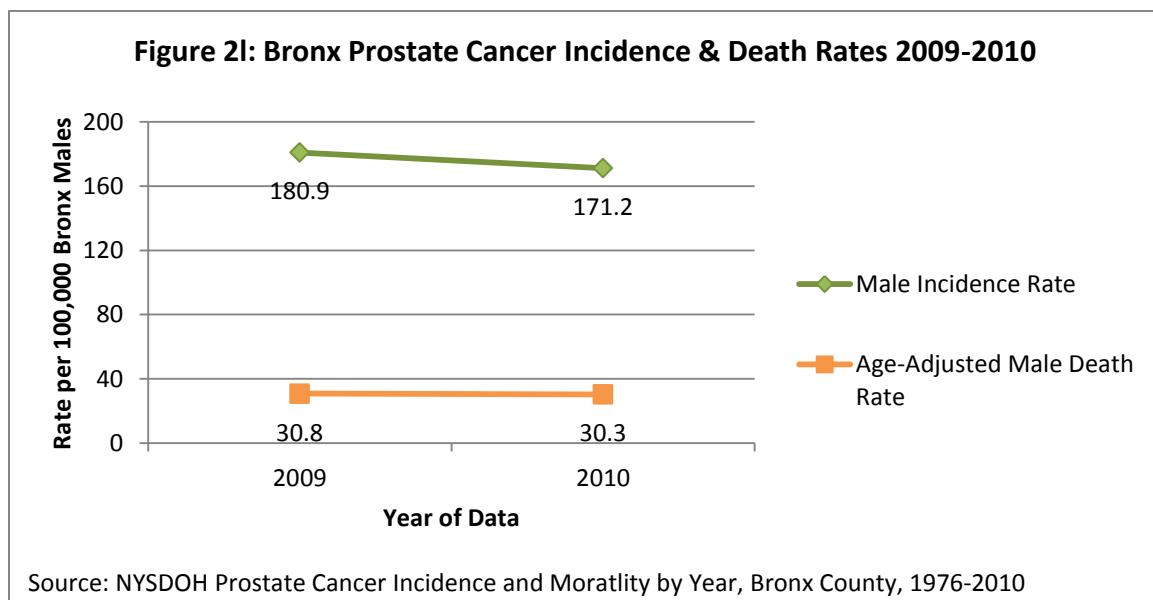
**Figure 2k. Lung Cancer Death Rates among Females in New York, 2009-2010**



Source: NYSDOH (Cancer Registry)

*Prostate cancer:*

- According to the NYSDOH, the prostate cancer incidence rate among Bronx males was 180.9 per 100,000 males in 2009; higher than the New York City rate of 160.3 and statewide rate of 161.9. The incidence rate among Bronx males decreased to 171.2 in 2010 (see Figure 2I); remaining higher than the NYC rate of 144.3 and statewide rate of 147.6.
- The age-adjusted death rate due to prostate cancer in the Bronx was 30.8 per 100,000 males in 2009; higher than the New York City rate of 24.1 and statewide rate of 20.7. The Bronx death rate was 30.3 per 100,000 males in 2010; remaining higher than the NYC rate of 24.1 and statewide rate of 21.3. There was no significant change in prostate cancer death rates among Bronx males from 2009-2010 (see Figure 2I).



*Cervical cancer:*

- According to the NYSDOH, the cervical cancer incidence rate among Bronx females was 9.3 per 100,000 females in 2009; similar to the New York City rate of 9.5 and higher than the statewide rate of 8.3. In 2010, the incidence rate among Bronx females was 9.2; the same rate as NYC and higher than the statewide rate of 8.0. There was no significant difference in incidence rates between Bronx females and NYC females. The Bronx incidence rates remained higher than the New York State rates from 2009-2010.
- According to the Centers for Disease Control and Prevention (CDC), 82.9% of women ages 18 and older reported in 2010 that they had a pap test within the past three years.

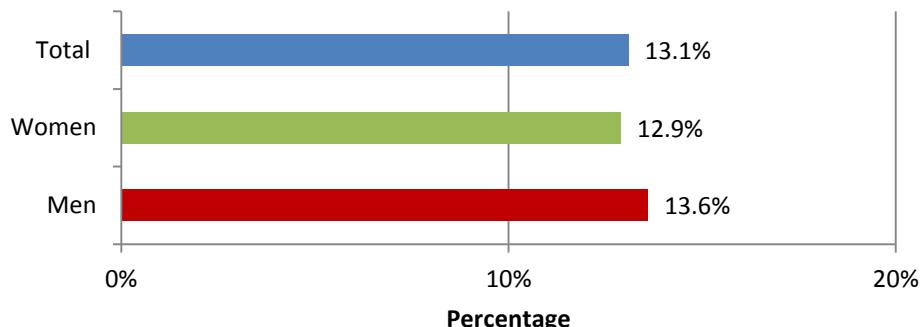
*Oral cavity and pharynx cancer:*

- The oral cavity and pharynx cancer incidence rate among Bronx residents was 11.6 per 100,000 persons in 2009; higher than the NYC rate of 9.6.
- The incidence rate among Bronx males was 20.2 per 100,000 males in 2009; higher than the New York City and statewide rates of 16. In 2010, the incidence rate among Bronx males decreased to 14.5; lower than the NYC rate of 13.6 and higher than the statewide rate of 15.3.
- The incidence rate among Bronx females was 6.5 per 100,000 females in 2009; higher than the New York City rate of 5.3 and statewide rate of 6.1. In 2010, the rate among Bronx females decreased to 3.9; lower than the citywide rate of 6.1 and statewide rate of 6.5.
- Overall, the incidence rate of oral cavity and pharynx cancer decreased in the past few years. From 2009-2010, the Bronx male incidence rate was significantly higher than the Bronx female rate. In 2010, the incidence rates among Bronx males and Bronx females were lower than the citywide and statewide rates.

Chronic Diseases: Diabetes

- According to the NYCDOH, 13.1% of adults in the Bronx reported that they were diagnosed with diabetes in 2011. 13.6% of Bronx men and 12.9% of Bronx women reported ever being diagnosed with diabetes (see Figure 2m).
- In 2012, 15.2% of Bronx adults reported that they were diagnosed with diabetes. 13.2% of Bronx men and 16.9% of Bronx women reported ever being diagnosed with diabetes (see Figure 2m).

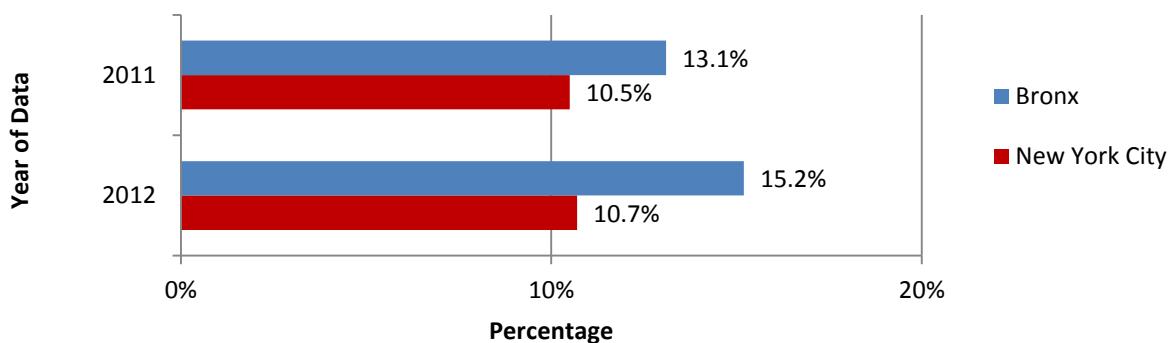
**Figure 2m. Percentage of Bronx Residents Diagnosed with Diabetes**



Source: NYCDOH (Community Health Survey 2011-2012)

- From 2011-2012, the diabetes percentage among Bronx residents remained higher than the citywide diabetes rate of 10% (see Figure 2n).

**Figure 2n. Percentage of Residents Diagnosed with Diabetes, 2011-2012**



Source: NYCDOH (Community Health Survey 2011-2012)

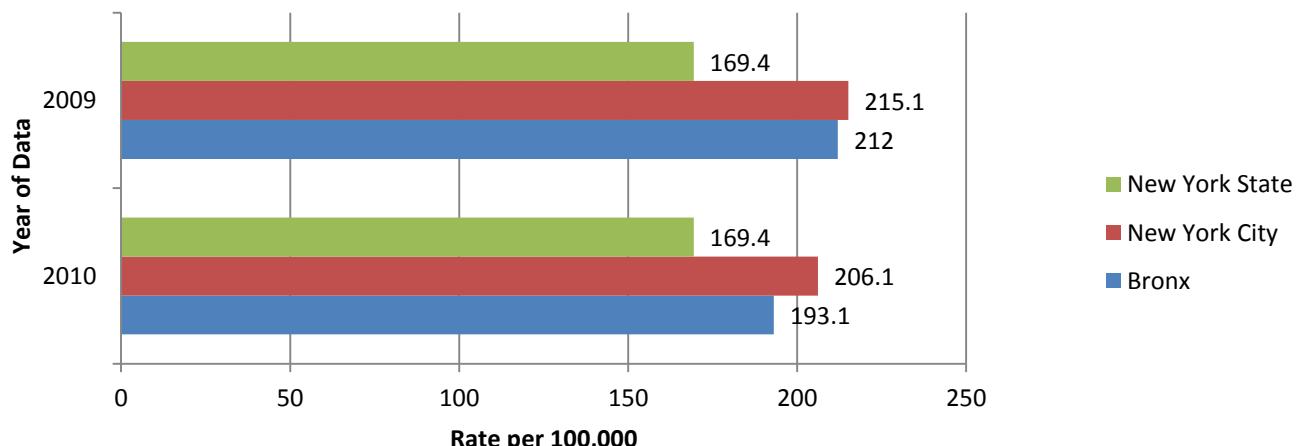
- According to the County Health Rankings data, 77% of diabetic Medicare enrollees ages 65 and older in the Bronx reported in 2009 that their blood sugar levels were screened in the past year using the HbA1c test method. 78% of enrollees reported in 2010 that they received HbA1c screening in the past year.
- The age-adjusted death rate due to diabetes was 28.0 per 100,000 Bronx residents in 2009; higher than the New York City rate of 19.5 and statewide rate of 16.6. In 2010, the death rate among Bronx residents decreased to 26.8; higher than the NYC rate of 20.2 and statewide rate of 16.6. The death rate due to diabetes among Bronx residents was higher than the citywide and statewide death rates from 2009-2010.

## Chronic Diseases: Heart Disease and Stroke

### *Heart Disease*

- According to the Community Needs Assessment and NYSDOH data, the age-adjusted death rate due to coronary heart disease among Bronx residents was 215.1 per 100,000 in 2009; higher than the New York City rate of 212 and statewide rate of 169.4. In 2010, the Bronx death rate decreased to 206.1 in 2010; remaining higher than the NYC rate of 193.1 and statewide rate of 169.4 (see Figure 2o).

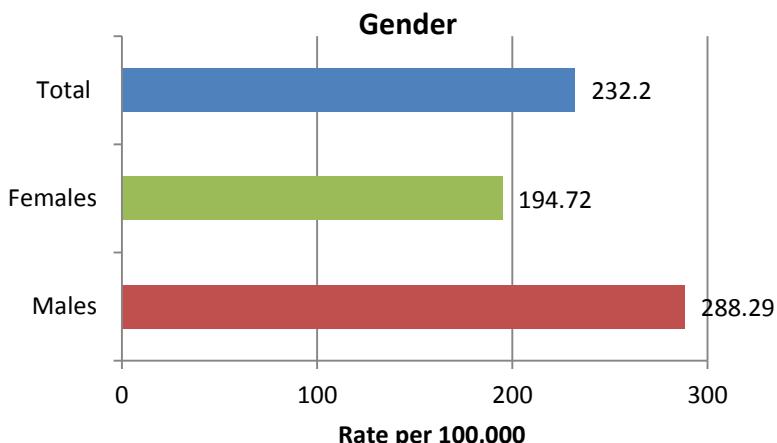
**Figure 2o. Age-adjusted Death Rate due to Coronary Heart Disease, 2009-2010**



Source: Community Needs Assessment; NYSDOH

- The annual age-adjusted death rate due to coronary heart disease from 2006-2010 among Bronx residents was approximately 232.20 per 100,000 persons (see Figure 2p).
- As shown in Figure 2p, the annual age-adjusted death rate due to coronary heart disease from 2006-2010 among Bronx males was approximately 288.29 per 100,000 males. For Bronx females, the annual death rate was approximately 194.72 per 100,000 females.

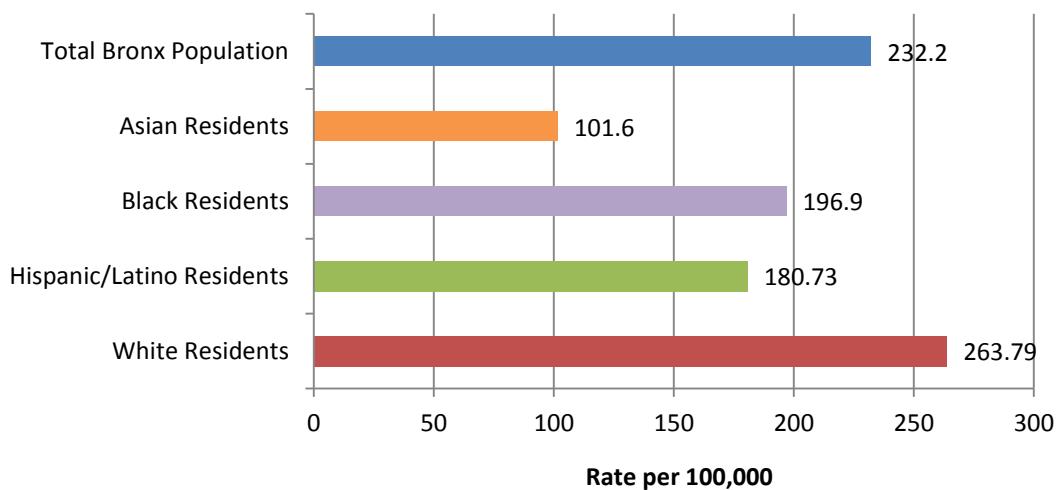
**Figure 2p. Annual Age-Adjusted Death Rate due to Coronary Heart Disease from 2006-2010, Bronx Data by Gender**



Source: Community Health Needs Assessment (Heart Disease Mortality)

- The annual age-adjusted death rate due to coronary heart disease from 2006-2010 in the Bronx was 263.79 per 100,000 for whites; 196.90 for blacks; 180.73 for Hispanics/Latinos; and 101.60 for Asians (see Figure 2q).
- The death rates due to coronary heart disease were significantly high among Bronx residents. From 2006-2010, Bronx Whites and Bronx males had the highest risk of dying from coronary heart disease (see Figure 2q).

**Figure 2q. Annual Age-Adjusted Death Rate due to Coronary Heart Disease from 2006-2010, Bronx Data by Race/Ethnicity**



Source: Community Needs Assessment (Heart Disease Mortality)

*Stroke:*

- The age-adjusted death rate due to cerebrovascular disease (stroke) was 19.4 per 100,000 Bronx residents in 2009; higher than the New York City rate of 17.6 and lower than the statewide rate of 26.7. In 2010, the death rate among Bronx residents increased to 21.6; remaining higher than the NYC rate of 19.3 and lower than the statewide rate of 26.7. From 2009-2010, the death rate among Bronx residents remained higher than the citywide rate and lower than the statewide rate.
- The annual death rate due to stroke from 2006-2010 among Bronx males was approximately 27.83 per 100,000 males. For Bronx females, the annual death rate was approximately 21.19 per 100,000 females.
- The annual death rate due to stroke from 2006-2010 in the Bronx was 25.78 per 100,000 for whites; 22.77 for blacks; 21.61 for Hispanics/Latinos; and 17.98 for Asians.
- Overall, the death rate due to stroke among Bronx residents has increased over the years. Although the death rate among Bronx residents was higher than the citywide rate from 2009-2010, the Bronx rate remained lower than the statewide rate. Males and whites have greater stroke mortality risks than other groups in the Bronx.

*High blood pressure:*

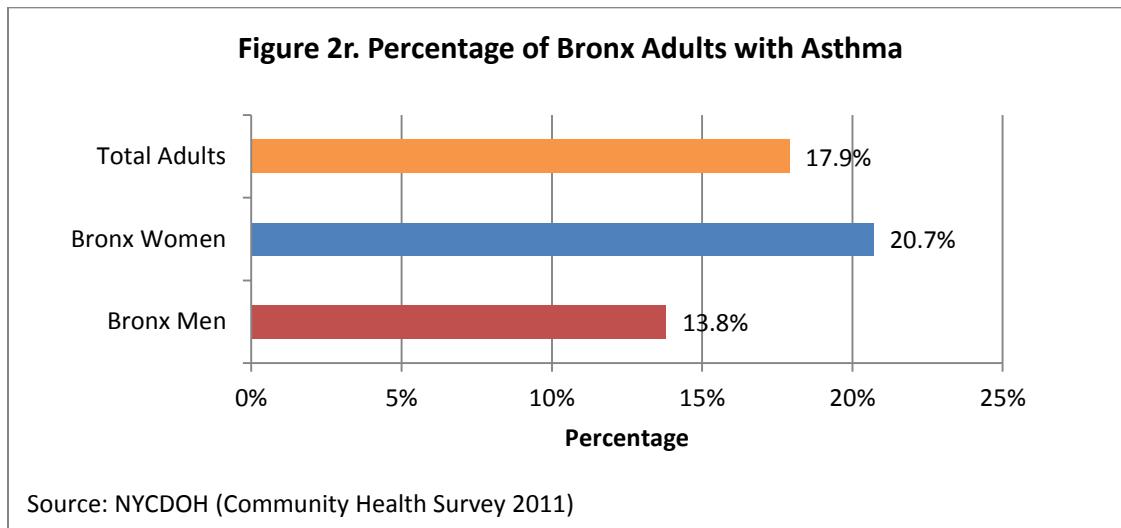
- According to the NYCDOH Community Health Survey in 2011, 32.8% of Bronx adults reported that they were diagnosed with hypertension. The percentage among Bronx adults was higher than the New York City percentage of 28.9%. 30.6% of Bronx men and 34.2% of Bronx women reported that they were diagnosed with hypertension.
- In 2012, 32.9% of Bronx adults reported that they were diagnosed with hypertension. The percentage among Bronx adults was higher than the New York City percentage of 27.8%. 32.5% of Bronx men and 33% of Bronx women reported that they were diagnosed with hypertension.

*High cholesterol:*

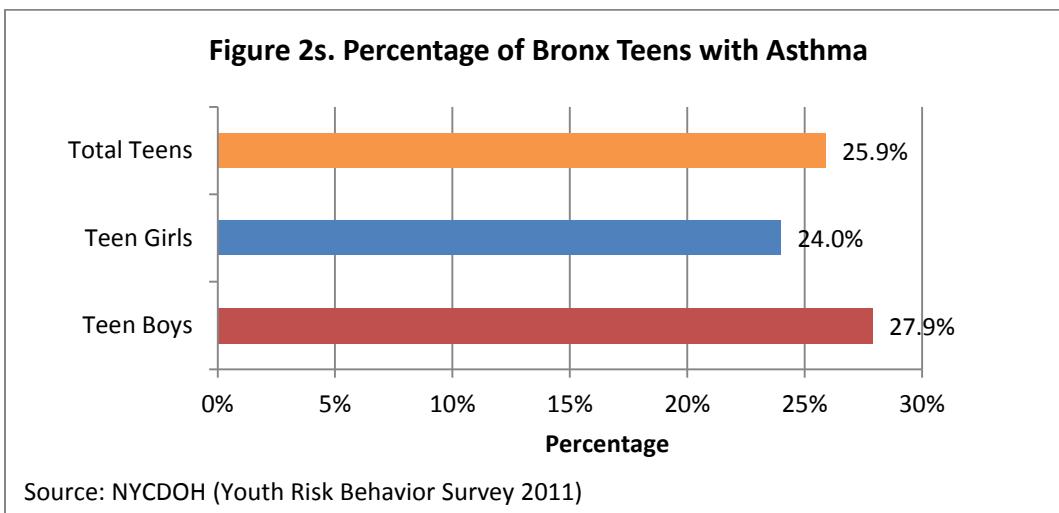
- According to the NYCDOH Community Health Survey in 2011, 31.5% of Bronx adults were told by a health professional that they had high cholesterol. The percentage among Bronx adults was higher than the New York City percentage of 30.6%. 35.1% of Bronx men and 28.1% of Bronx women were told by a health professional that they had high cholesterol.
- In 2012, 32% of Bronx adults were told by a health professional that they had high cholesterol. The percentage among Bronx adults was higher than the New York City percentage of 29.1%. 34.7% of Bronx men and 29.8% of Bronx women were told by a health professional that they had high cholesterol. The Bronx rates were higher than the citywide rates.

## Chronic Diseases: Respiratory Diseases

- According to the NYCDOH Community Health Survey in 2011, 17.9% of total Bronx adults, 13.8% of Bronx men, and 20.7% of Bronx women reported that they had asthma (see Figure 2r). The percentage among Bronx adults was higher than the New York City percentage of 11.9%



- 25.9% of total Bronx teens, 24.0% of Bronx teen girls, and 27.9% of Bronx teen boys have asthma (see Figure 2s).



- The age-adjusted death rate due to chronic lower respiratory diseases among Bronx residents was 25.6 in 2009; higher than the New York City rate of 18.1 and lower than the statewide rate of 31.1. In 2010, the Bronx rate increased to 29.9; remaining higher than the NYC rate of 20.9 and lower than the statewide rate in 31.1. Although the Bronx

death rate was higher than the citywide rate, the death rate among Bronx residents was lower than the statewide rate from 2009-2010.

### 3. Communicable Diseases and Immunizations

#### *Pneumonia and Influenza*

- According to 2008-2009 NYSDOH data, 48.3% of Bronx residents ages 65+ reported that they received a pneumonia shot in the past; lower than the citywide rate of 56.2% and statewide rate of 64.7%. 58.6% of Bronx residents ages 65+ reported that they received a flu shot within the last year; lower than the citywide rate of 73.8% and statewide rate of 75%.
- The Bronx death rate due to influenza and pneumonia was 31.3 per 100,000 persons in 2010 and decreased to 29.7 in 2011. In 2010, the death rate in the Bronx was higher than the citywide rate of 30.1. In 2011, the death rate was lower than the citywide rate of 30.2.

#### *STDs*

According to the 2010 and 2011 CDC STD Surveillance Reports:

- The incidence rate of chlamydia in the Bronx was 1,321.5 per 100,000, ranking the Bronx at 7<sup>th</sup> place among U.S. cities with the highest reported chlamydia cases in 2010. The incidence rate decreased to 1,302.2, remaining at 7<sup>th</sup> place in 2011. The 2011 incidence rate of chlamydia in the Bronx was higher than the statewide rate of 530.3 per 100,000 and the national rate of 457.6 per 100,000.
- The incidence rate of syphilis in the Bronx was 11.7 per 100,000, ranking the Bronx at 17<sup>th</sup> place among U.S. cities with the highest reported syphilis cases in 2010. The incidence rate decreased to 11.0, ranking the Bronx at 19<sup>th</sup> place in 2011. The 2011 incidence rate of syphilis in the Bronx was higher than the statewide rate of 24.7 per 100,000 and the national rate of 4.5 per 100,000.
- The incidence rate of gonorrhea in the Bronx was 236.2 per 100,000, ranking the Bronx at 11<sup>th</sup> place among U.S. cities with the highest reported gonorrhea cases in 2010. The incidence rate increased to 272.0, ranking the Bronx at 8<sup>th</sup> place in 2011. The 2011 incidence rate of gonorrhea in the Bronx was higher than the statewide rate of 106.9 per 100,000 and the national rate of 104.2 per 100,000.
- Overall, the Bronx ranks as a county with one of the highest STD incidence rates in the U.S. from 2010-2011. The gonorrhea incidence rate continued to increase over the years

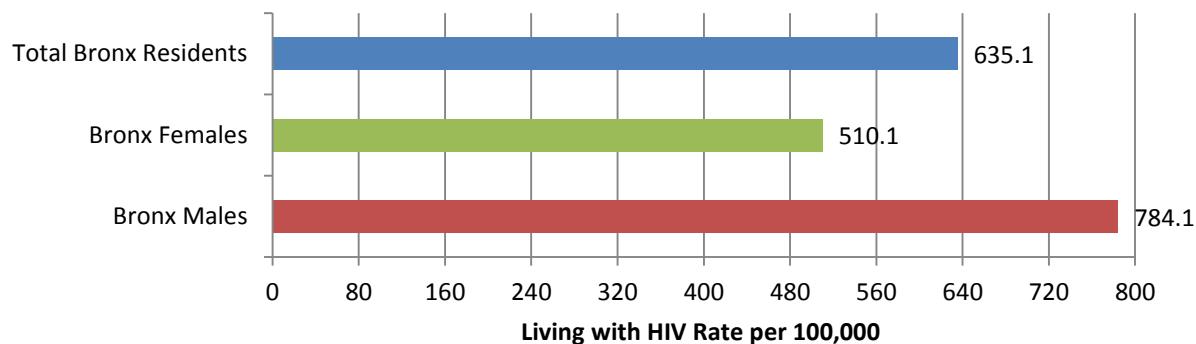
in the Bronx as the county's syphilis and chlamydia rates decreased. The Bronx STD rates were significantly higher than statewide and national rates in 2010-2011.

#### HIV/AIDS

According to the NYSDOH's Annual HIV/AIDS Surveillance Report:

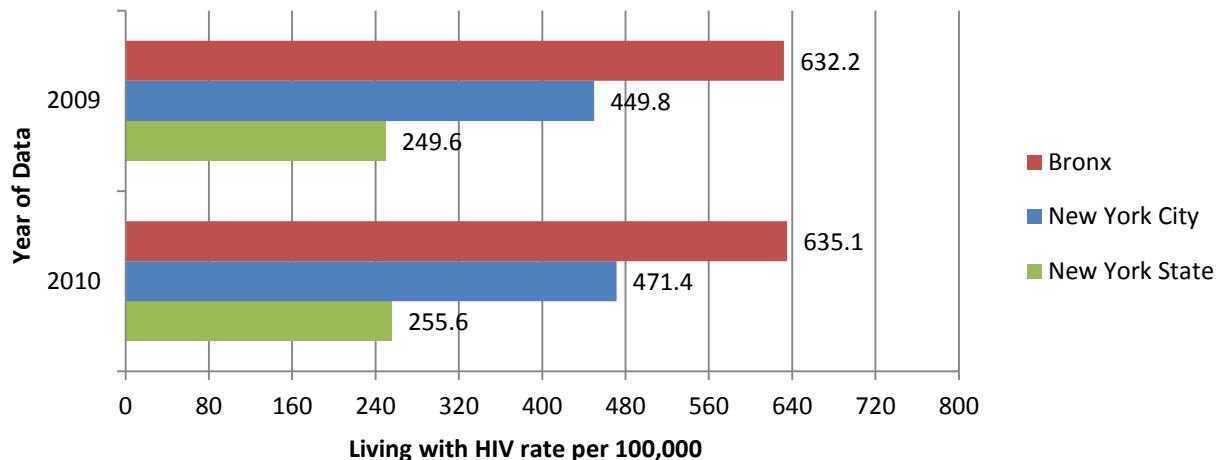
- The rate of Bronx residents living with HIV was 632.2 per 100,000 persons in 2009 and increased to 635.1 in 2010 (see Figure 3a). The rate among Bronx residents was higher than the citywide and statewide rates in 2009-2010. In 2009 the citywide rate was 449.8 per 100,000 and in 2010 the citywide rate was 471.4 per 100,000. In 2009 the statewide rate was 249.6 per 100,000 and in 2010 the statewide rate was 255.6 per 100,000 (see Figure 3b).
- The rate of Bronx males living with HIV was 766.5 per 100,000 persons in 2009 and increased to 784.1 in 2010 (see Figure 3a).
- The rate of Bronx females living with HIV was 518.7 per 100,000 persons in 2009 and decreased to 510.1 in 2010 (see Figure 3a).

**Figure 3a. Rates of Bronx Residents Living with HIV from 2009-2010**



Source: NYS HIV/AIDS Surveillance Annual Report; For Cases Diagnosed through Dec. 2009 and Dec. 2010

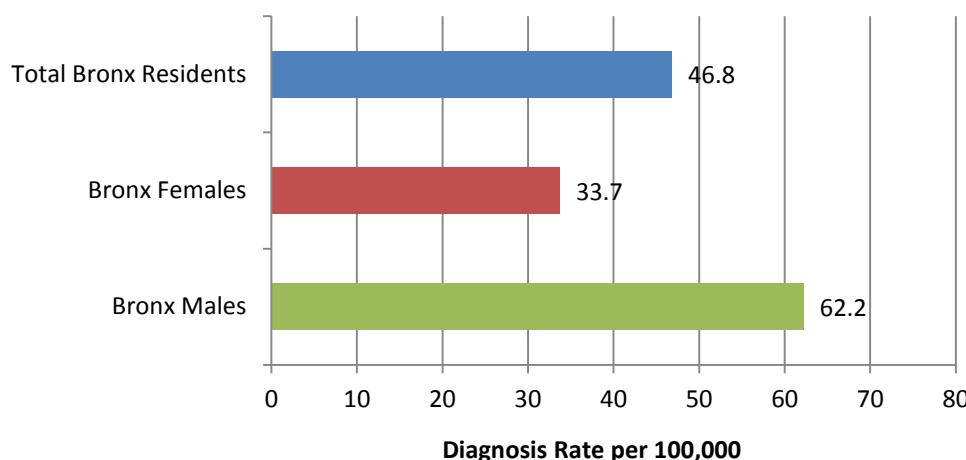
**Figure 3b. Rates of New York Residents Living with HIV from 2009-2010**



Source: NYS HIV/AIDS Surveillance Annual Report; For Cases Diagnosed through Dec. 2009 and Dec. 2010

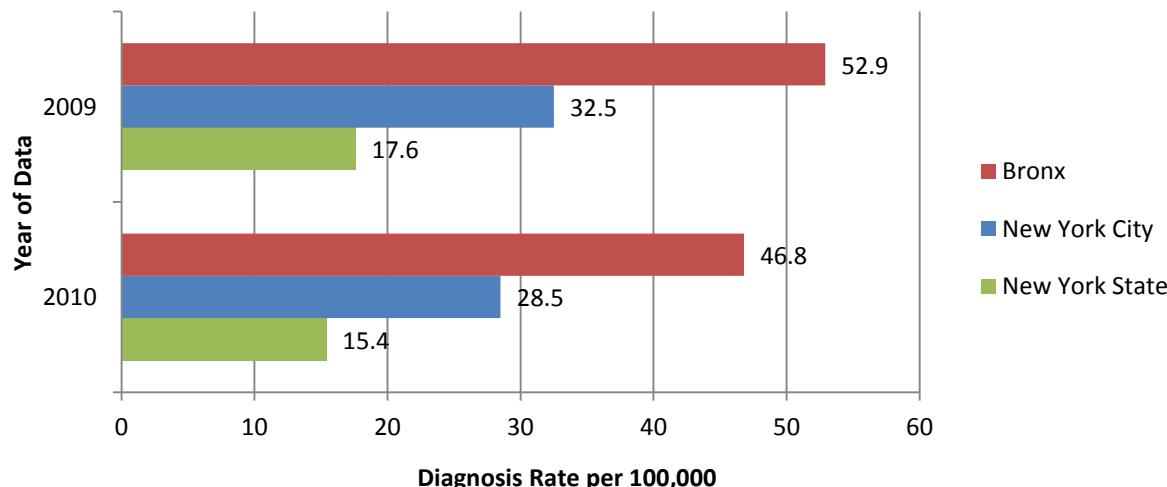
- Overall, the rate of Bronx residents living with HIV increased from 2009-2010. The Bronx rate of residents living with HIV is significantly higher than the citywide and statewide rates. Among cases of Bronx residents living with HIV, male cases of HIV are more prevalent than female cases. The Bronx female cases decreased over time as the Bronx male cases increased.
- The rate of newly diagnosed AIDS cases among Bronx residents was 52.9 per 100,000 persons in 2009 and decreased to 46.8 in 2010 (see Figure 3c). The newly diagnosed AIDS cases in the Bronx were higher than the citywide and statewide rates from 2009-2010. In 2009 the citywide rate was 32.5 per 100,000 and in 2010 it was 28.5 per 100,000. In 2009 the statewide rate was 17.6 per 100,000 and in 2010 it was 15.4 per 100,000 (see Figure 3d).
- The rate of newly diagnosed AIDS cases among Bronx males was 70.0 per 100,000 in 2009 and decreased to 62.2 in 2010 (see Figure 3c).
- The rate of newly diagnosed AIDS cases among Bronx females was 38.5 per 100,000 persons in 2009 and decreased to 33.7 in 2010 (see Figure 3c).

**Figure 3c. Rates of Bronx Residents Newly Diagnosed with AIDS from 2009-2010**



Source: NYS HIV/AIDS Surveillance Annual Report; For Cases Diagnosed through Dec. 2009 and Dec. 2010

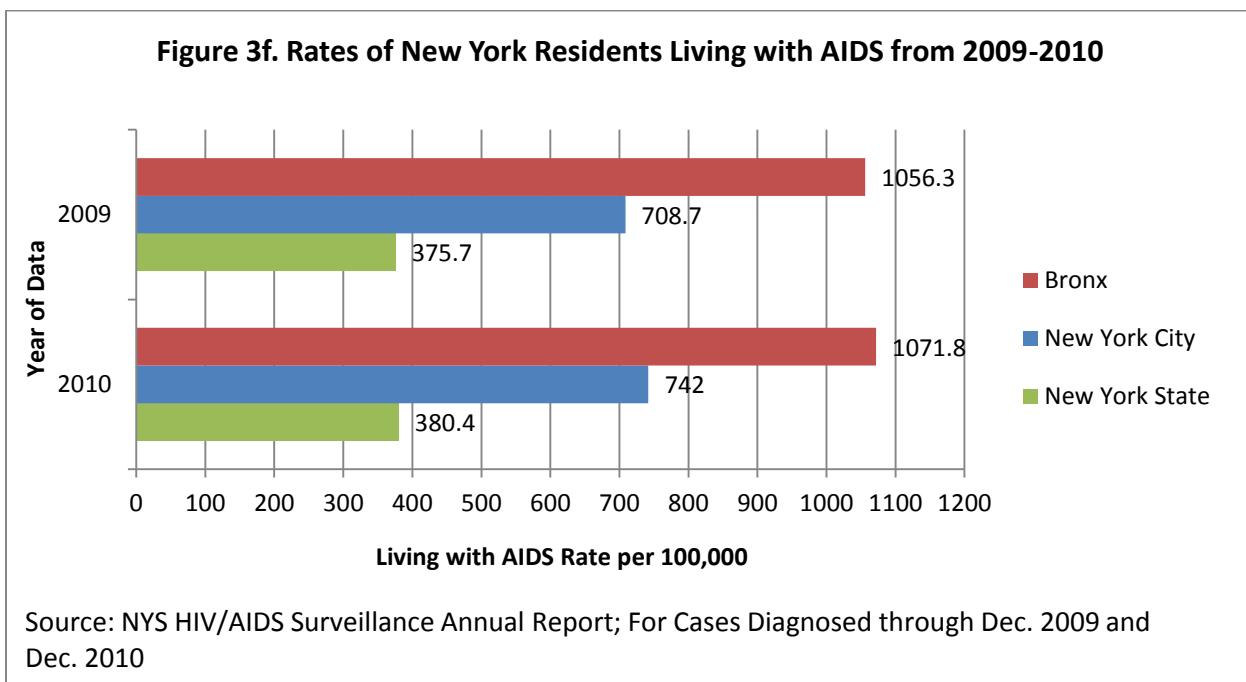
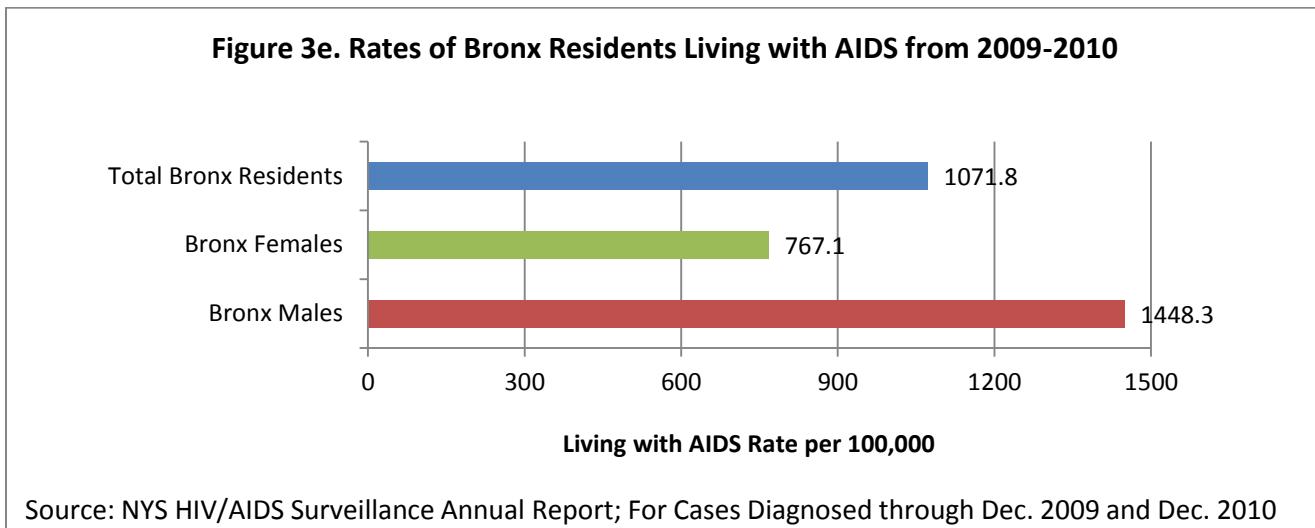
**Figure 3d. Rates of New York Residents Newly Diagnosed with AIDS from 2009-2010**



Source: NYS HIV/AIDS Surveillance Annual Report; For Cases Diagnosed through Dec. 2009 and Dec. 2010

- The rate of Bronx residents living with AIDS was 1056.3 per 100,000 persons in 2009 and increased to 1071.8 in 2010 (see Figure 3e). The rate among Bronx residents was higher than the citywide and statewide rates in 2009-2010 (see Figure 3f).
- The rate of Bronx males living with AIDS was 1429.1 per 100,000 persons in 2009 and increased to 1448.3 in 2010 (see Figure 3e).

- The rate of Bronx females living with AIDS was 754.1 per 100,000 persons in 2009 and increased to 767.1 in 2010 (see Figure 3e).



- Overall, the rate of newly diagnosed AIDS case among Bronx residents has decreased over time. Although the Bronx diagnosis rates are decreasing, they remained higher than the citywide and statewide rates. Among newly diagnosed AIDS cases in the Bronx, new male cases of AIDS are more prevalent than new female cases. The rate of Bronx residents living with AIDS increased from 2009-2010. The Bronx rate of residents living with AIDS is significantly higher than the citywide and statewide rates. Among cases of

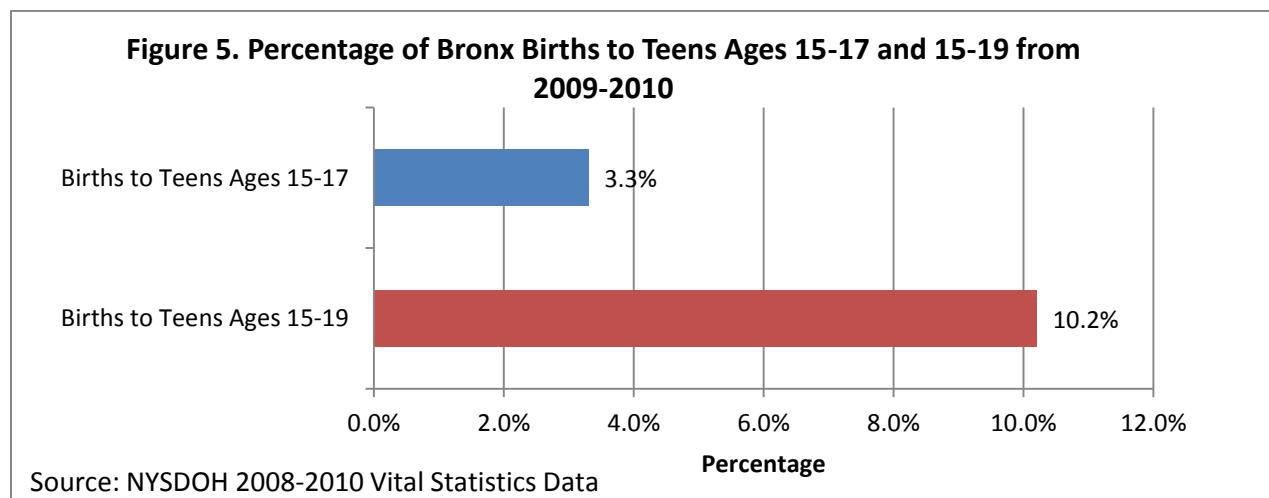
Bronx residents living with AIDS, male cases of AIDS are more prevalent than female cases.

#### 4. Disability

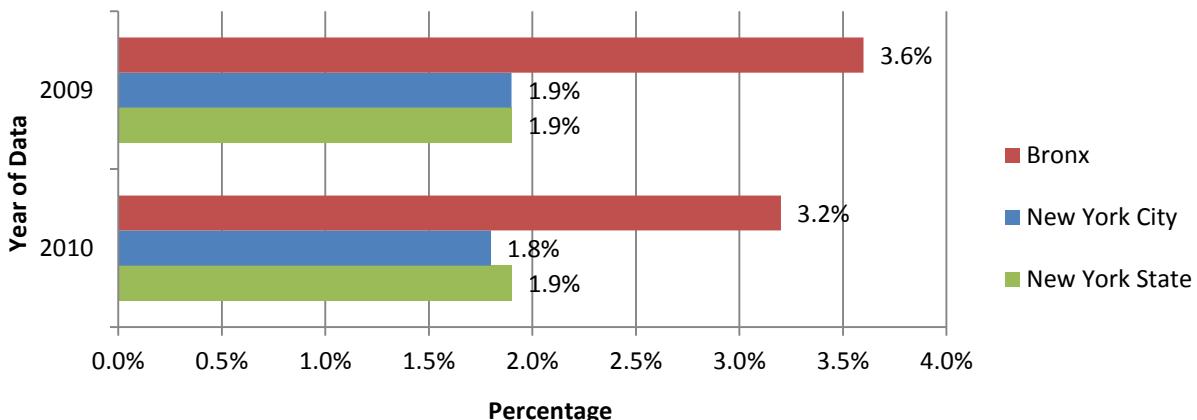
- According to 2011 U.S. Census Bureau data, 13.8% of Bronx residents are living with a disability. The Bronx percentage was higher than the statewide percentage of 10.9% and the nationwide percentage of 12.1%.
- 12.60% of Bronx males and 14.60% of Bronx females have a disability.
- Age groups in the Bronx with any disability: 5.37% under age 18; 12.50% ages 18-64; and 43.31% age 65+.
- Race/ethnic groups in the Bronx with any disability: 18.22% whites; 15.56% of Native Americans/Alaskan Natives; 13.97% Hispanics/Latinos; 13.57% blacks/African Americans; and 7.04% Asians.

#### 5. Family Planning & Adolescent Pregnancy

- The rate of Bronx births to teens ages 15-17 was 3.6% in 2009 and decreased to 3.2% in 2010 (see Figure 5a). The Bronx percentages were higher than the citywide and statewide rates from 2009-2010. The citywide rate in 2009 was 1.9% and in 2010 was 1.8%. The statewide rate in 2009 and 2010 was 1.9% (see Figure 5b).
- The rate of Bronx births to teens ages 15-19 was 10.5% in 2009 and decreased to 10.0% in 2010. (see Figure 5a). The Bronx percentage was higher than citywide and statewide rates from 2009-2010. In 2009 the citywide rate was 6.2% and in 2010 it was 5.9%. In 2009 and 2010 the statewide rate was 6.6% (see Figure 5c).

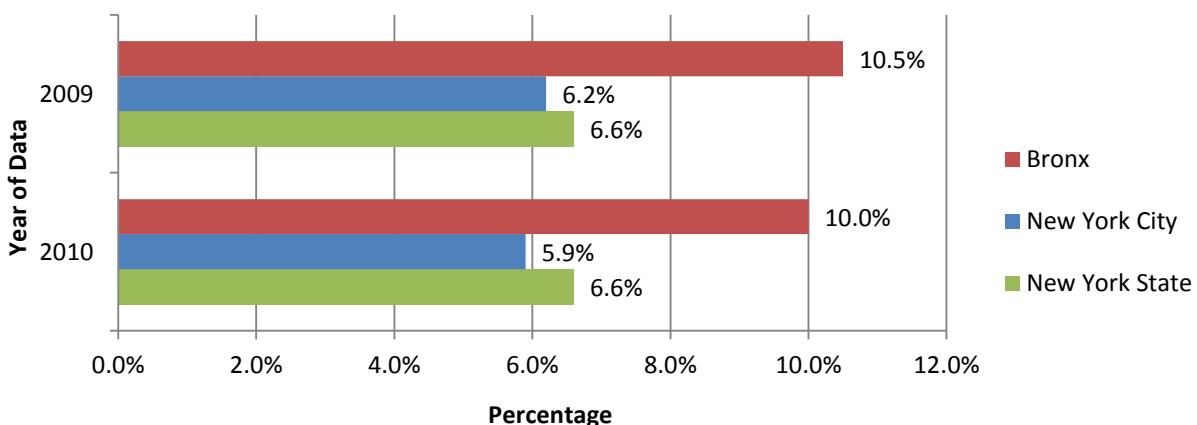


**Figure 5b. Percentage of New York Births to Teens Ages 15-17 from 2009-2010**



Source: NYSDOH 2008-2010 Vital Statistics Data

**Figure 5c. Percentage of New York Births to Teens Ages 15-19 from 2009-2010**



Source: NYSDOH 2008-2010 Vital Statistics Data

- According to the Community Health Needs Assessment data, the Bronx teen birth rate among females ages 15-19 from 2003-2009 was 47.50 per 1,000 births.
- Bronx teenage girls by race/ethnicity, birth rate (per 1,000 births): 14.40 whites; 42.10 blacks; 11.60 Asians; and 57.10 Hispanics/Latinos.

## 6. Maternal, Fetal, and Infant Health

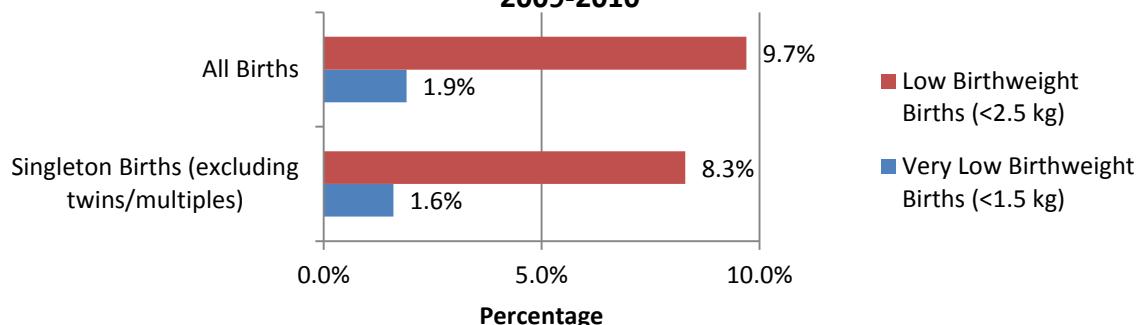
According to the NYSDOH:

- The rate of Bronx mothers who received late or no prenatal care was 10.0% in 2009 and increased to 11.0% in 2010. The Bronx rates were higher than the citywide rates 2009-2010. In 2009 the citywide rate was 6.8% and in 2009 it was 7.3%.
- The infant mortality rate in the Bronx was 6.6 per 1,000 live births in 2009 of infants <1 year, and decreased to 5.6 in 2010. The Bronx rates were higher than the citywide and statewide rates from 2009-2010.
- The percentage of premature births <37 weeks gestation in the Bronx was 14.3% in 2009 and decreased to 12.4% in 2010. The Bronx rates were higher than the citywide and statewide rates from 2009-2010.

### *Low birthweight*

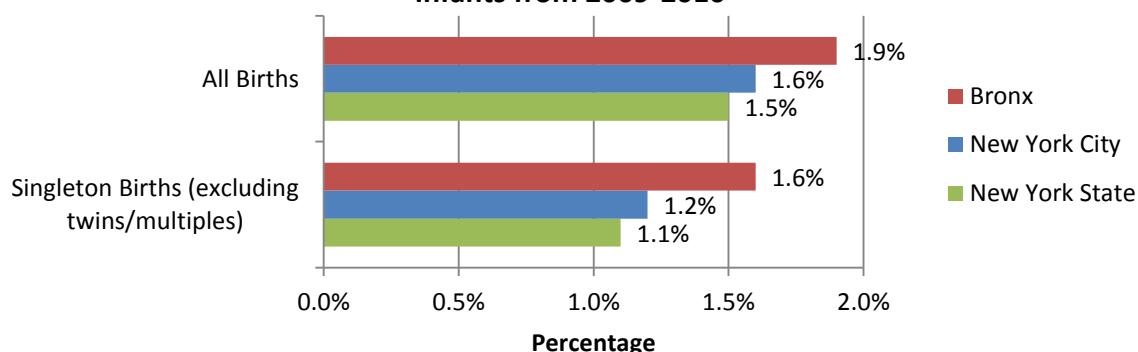
- The rate of very low birthweight (<1.5 kg) births was 1.9% births in 2009 and 2010 (see Figure 6a). The Bronx rates were higher than the citywide rate from 2009-2010, which was 1.6% (see Figure 6b).
- The rate of very low birthweight (<1.5 kg) singleton births (excluding twins/multiples) was 1.6% in 2009 and 2010 (see Figure 6a). The Bronx rates were higher than the citywide rate from 2009-2010, which was 1.2% (see Figure 6b).
- The rate of low birthweight (<2.5 kg) births was 9.9% in 2009 and decreased to 9.7% in 2010 (see Figure 6a). The Bronx rates were higher than the citywide rates 2009-2010, which were 8.7% (see Figure 6c).
- The rate of low birthweight (<2.5 kg) singleton births (excluding twins/multiples) was 8.3% in 2009 and decreased to 8.1% in 2010 (see Figure 6a). The Bronx rates were higher than the citywide and statewide rates from 2009-2010. In 2009 and 2010 the citywide rates were 6.7%. In 2009 the statewide rate was 8.2 per 100,000 and 2010 it was 6.2 per 100,000 (see Figure 6c).

**Figure 6a. Rates of Low Birthweight among Bronx Infants from 2009-2010**



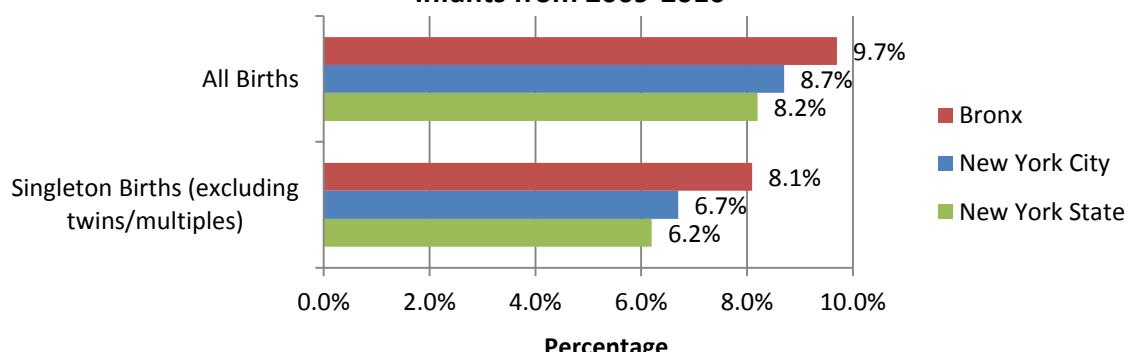
Source: NYSDOH Health Indicator Reports-Maternal and Infant Health Indicators

**Figure 6b. Rates of Very Low Birthweight (<1.5 kg) among New York Infants from 2009-2010**



Source: NYSDOH Health Indicator Reports-Maternal and Infant Health Indicators

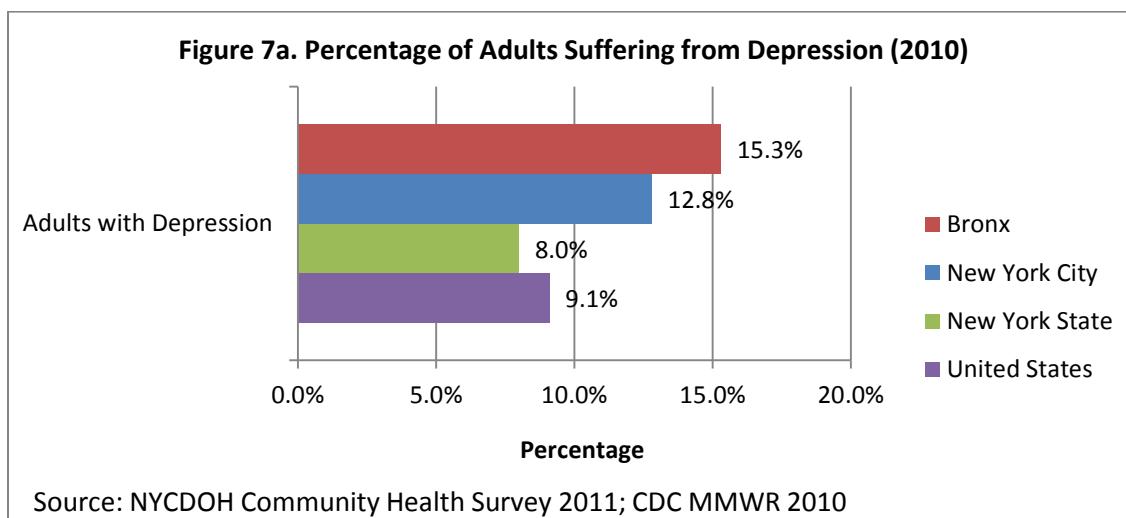
**Figure 6c. Rates of Low Birthweight (<2.5 kg) among New York Infants from 2009-2010**



Source: NYSDOH Health Indicator Reports-Maternal and Infant Health Indicators

## 7. Mental Health and Mental Disorders

- According to the NYCDOH Community Health Survey (2010), 15.3% of residents in Bronx County, New York, were told by a doctor, nurse, or other health professional that they had depression, making the Bronx the borough with the second highest depression rate in New York City after Manhattan (17.5%). The overall depression rate for New York City is 12.8%. According to the CDC (2010), 8.0% of adults in New York State and 9.1% of adults in the United States suffer from depression. Thus the percentage of Bronx County residents with depression is significantly higher than city, state, and national rates of depression (Figure 7a).



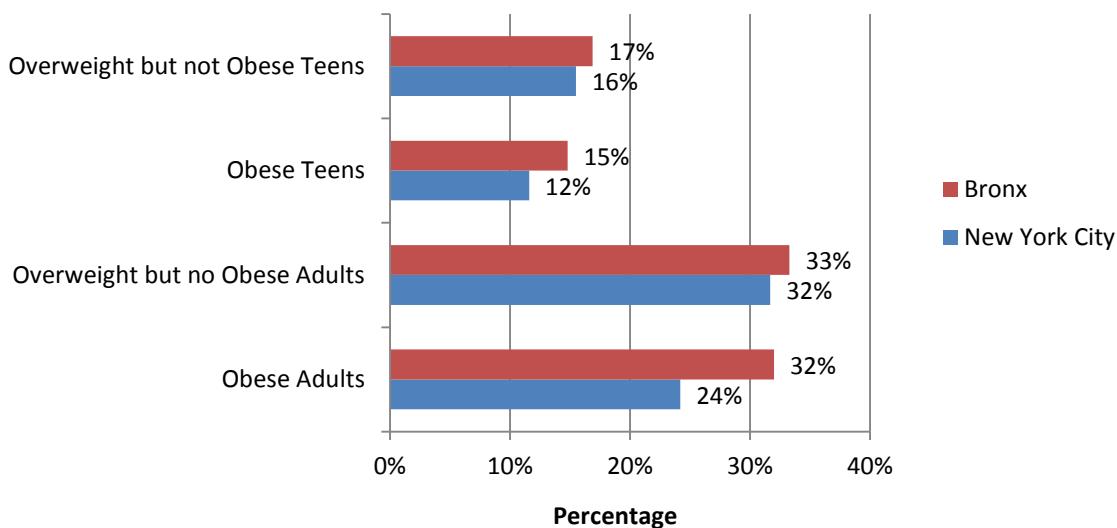
- From 2005-2011, the average number of poor mental health days reported by individuals in the past 30 days in the Bronx was 3.8 days. This was higher than both New York State (3.4 days) and the National Benchmark (2.3 days).
- According to the NYCDOH Community Health Survey (2012), 48.5% of Bronx County residents reported receiving mental health counseling or treatment, compared with 45.2% of New York City residents. The Bronx was the borough with the second highest percentage of residents receiving mental health counseling or treatment, after Brooklyn (54.8%).
- The NYSDOH reported that the age adjusted death rate due to suicide in 2011 was 6.41 per 100,000 in the Bronx, greater than the 5.7 per 100,000 reported in New York City.
- According to the NYCDOH Youth Risk Behavior Survey (2011), 8.9% of Bronx students had attempted suicide one or more times, making the Bronx the borough with the

second highest teen suicide rate in New York City, after Brooklyn (9.5%). 8.4% of students in New York City have attempted suicide.

## 8. Nutrition, Physical Activity, and Weight

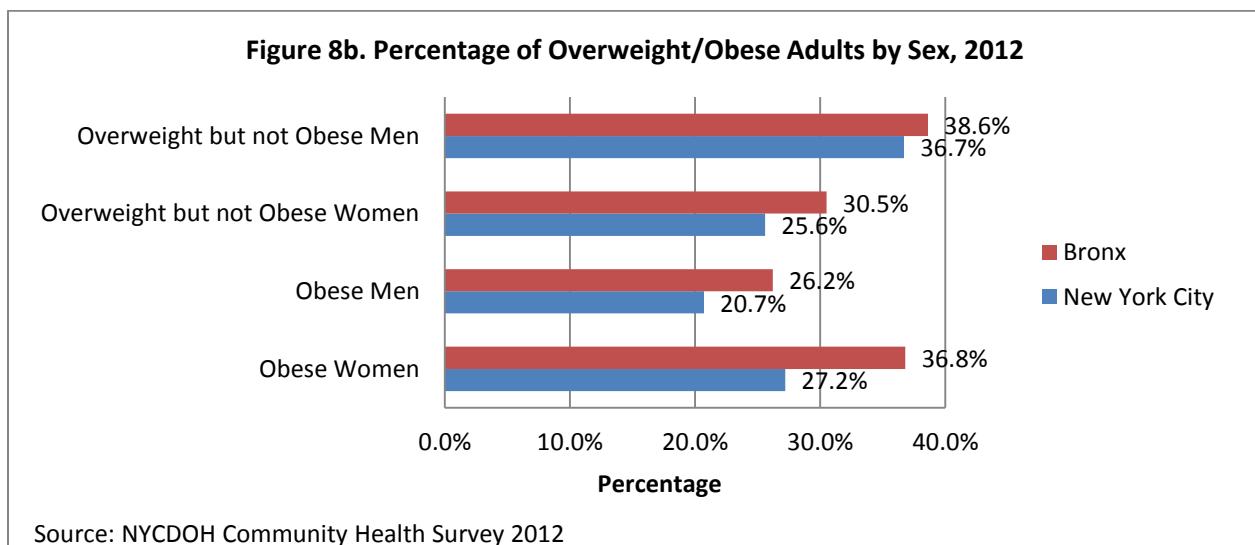
- According to the NYSDOH, 68% of Bronx adults were reported to be overweight or obese between 2008 and 2009. This is higher than the reported rates in both New York City (57.9%) and New York State (59.3%).
- As seen in Figure 8a, the NYCDOH Community Health Survey (2012) found that 32% of Bronx adults were classified as obese. This ties the Bronx with Staten Island for the borough in New York City with the highest percentage of obese adults. The overall obesity rate for New York City adults is 24.2%. 33.3% of Bronx adults were classified as overweight but not obese, making it the borough with the second highest rate of overweight adults behind Queens by 0.2%, which has a rate of 33.5%. The New York City rate for overweight but not obese adults is 31.7%.
- The NYCDOH Youth Risk Behavior Survey (2011) found that the Bronx had the highest rate of teen obesity of all five boroughs with 14.8% of teens reported obese. New York City has a teen obesity rate of 11.6%. The Bronx also had the highest percentage of teens that were overweight but not obese of all five boroughs, with 16.9%. In New York City 15.5% of teens are overweight but not obese (Figure 8a).

**Figure 8a. Percentage of Overweight/Obese Adults & Teens, 2011-2012**



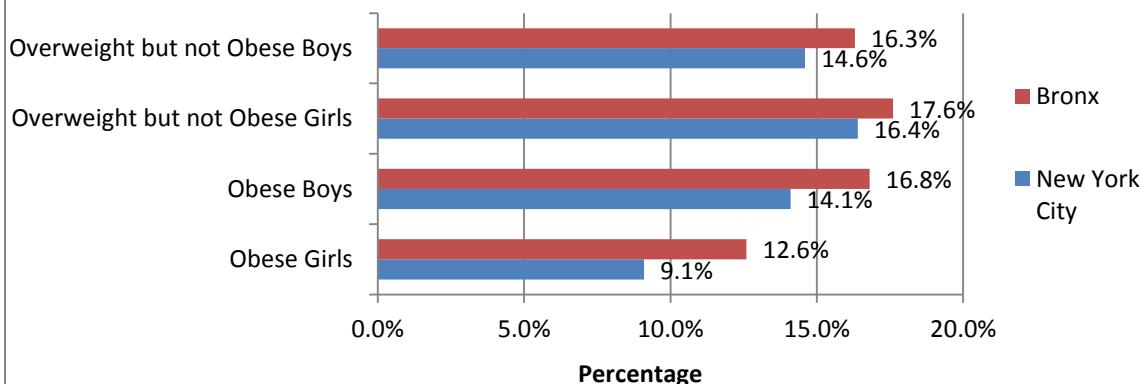
Source: NYCDOH Community Health Survey 2012; NYCDOH Youth Risk Behavior Survey, 2011

- According to the NYCDOH Community Health Survey (2012), 36.7% of Bronx men were classified as overweight but not obese, less than the New York City rate for men, which was 38.6%. The Bronx was the borough with the second lowest male overweight but not obese population. The male obesity rate in the Bronx, however, was 26.2%, making it the second most obese borough for men in New York City and significantly greater than the overall New York City male obesity rate of 20.7%.
- The percentage of women in the Bronx who were overweight but not obese was 30.5%, much higher than the New York City rate for women of 25.6%. For women, the Bronx represented the borough with the highest percentage overweight but not obese. The Bronx was also the borough with the highest female obesity rate at 36.8%, almost 10% higher than the overall New York City female obesity rate of 27.2% (Figure 8b).



- According to the NYCDOH Youth Risk Behavior Survey (2011), 16.3% of Bronx teen boys were classified as overweight but not obese, while only 14.6% of New York City teen boys were classified as the same. The Bronx had the second largest rate of teen males who were overweight but not obese of all of the boroughs. 16.8% of Bronx teen boys were classified as obese. This was the second highest rate of all of the boroughs; only 14.1% of New York City teen boys were considered to be obese. 17.6% of Bronx teen girls were classified as overweight but not obese, greater than the 16.4% of New York City teen girls who were classified as the same and the greatest of all of the boroughs. 12.6% of teen girls were classified as obese, significantly larger than the 9.1% of New York City teen girls classified as obese and the largest of all of the boroughs (Figure 8c).

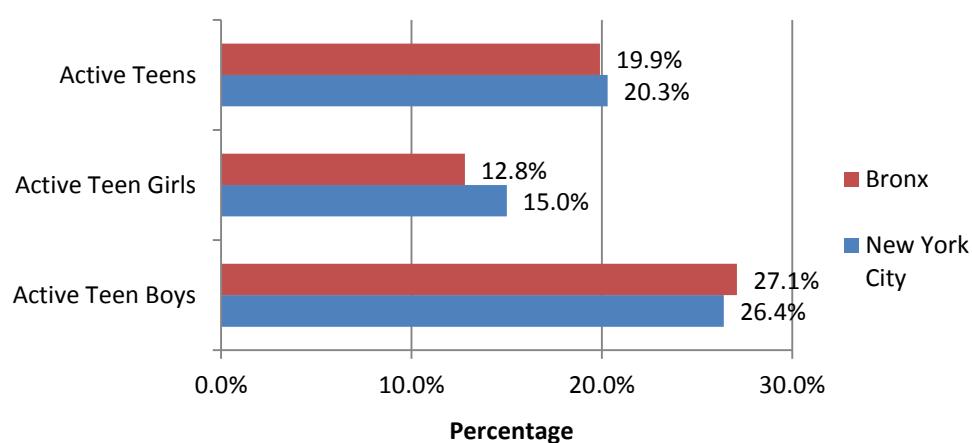
**Figure 8c. Percentage of Overweight/Obese Teens by Sex, 2012**



Source: NYCDOH Youth Risk Behavior Survey 2011

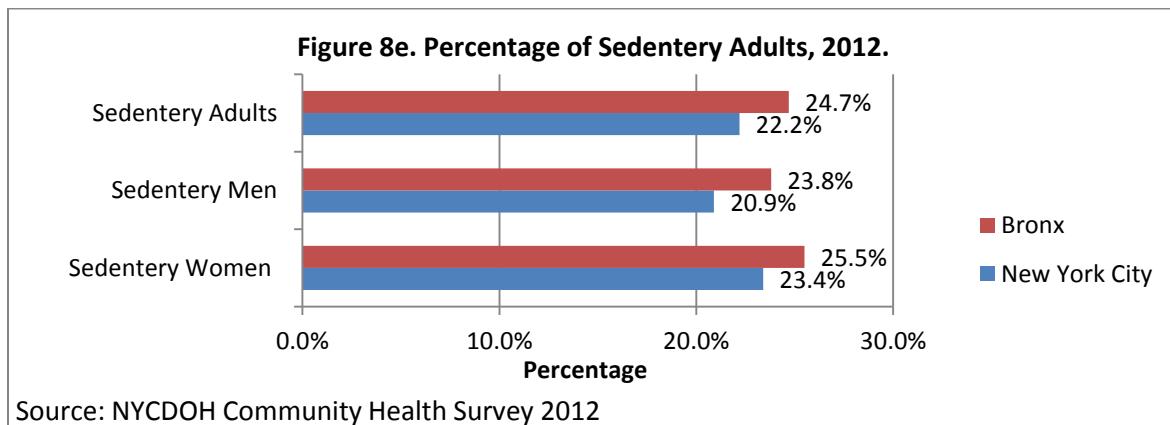
The NYCDOH Youth Risk Behavior Survey (2011) found that 19.9% of Bronx teens reported engaging in physical activity for at least 60 minutes per day. This was lower than the 20.3% of New York City teens who reported engaging in physical activity for at least 60 minutes a day. The rate of Bronx girls who engaged in physical activity was 12.8%, lower than the 15% of New York City girls who reported the same. However, at 27.1%, the rate of Bronx boys who reported engaging in physical activity was greater than the 26.4% of New York City boys who reported engaging in physical activity (Figure 8d).

**Figure 8d. Percentage of Active Teens, 2011.**



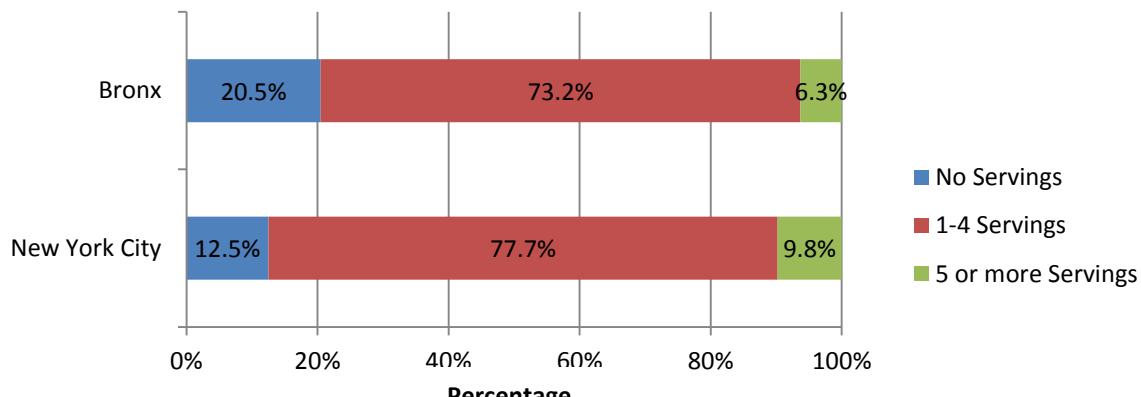
Source: NYCDOH Youth Risk Behavior Survey 2011

- The NYCDOH Community Health Survey (2012) found that the Bronx had the highest rate of adults who had not engaged in physical activity in the past 30 days of all of the boroughs at 24.7%. 22.2% of all New York City adults had not engaged in physical activity in the past 30 days. 23.8% of Bronx males had not engaged in physical activity in the past 30 days, compared with 20.9% of New York City males. 25.5% of Bronx females had not engaged in physical activity in the 30 days, compared with 23.4% of New York City females (Figure 8e).



- Between 2003 and 2009, 76.5% of individuals reported consuming few fruits or vegetables. According to the NYCDOH Community Health Survey (2012), 20.5% of individuals in the Bronx consumed no servings of fruit and/or vegetables per day, 73.2% of individuals consumed 1-4 servings, and 6.3% consumed over 4 servings (see Figure 9b). The Bronx had the lowest fruit and/or vegetable consumption of all of the boroughs, with the highest percentage of individuals consuming no servings of fruit and/or vegetables per day and the lowest percentages of individuals consuming 1-4 servings and greater than 4 servings per day. For New York City, 12.5% of individuals consumed no servings of fruit and/or vegetables per day, 77.7% consumed 1-4 servings per day and 9.8% consumed greater than 4 servings per day (Figure 8f).

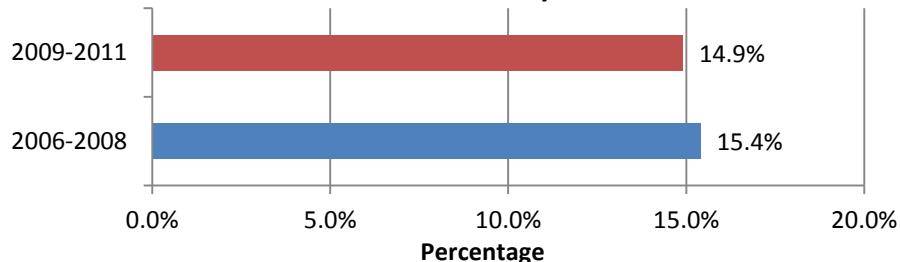
**Figure 8f. Fruit and Vegetable Consumption, 2012.**



Source: NYCDOH Community Health Survey (2012)

- As shown in Figure 8c, the low-income preschool obesity rate in the Bronx was 15.4% in 2006-2008, decreasing to 14.9% from 2009-2011. According to the CDC the low-income preschool obesity rate for New York State averaged 14.4% from 2009-2011 (Figure 8g).

**Figure 8g. Percentage of Low-Income Obese Preschool Children in Bronx County.**

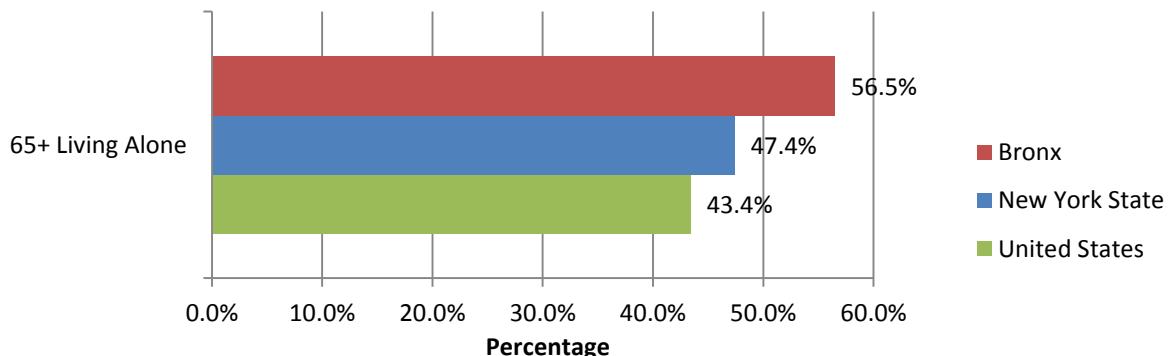


Source: USDA Food Environment Atlas

## 9. Older Adults and Aging

- According to the U.S. Census Bureau (2012), 56.5% of the Bronx population ages 65 and over reported living alone (see Figure 9a). This is much greater than percentage of New York State residents 65+ living alone (47.4%) and the national percentage of individuals 65+ living alone (43.4%).

**Figure 9a. Percentage of Residents 65+ Living Alone, 2012.**



Source: US Census Bureau American Community Survey (2012)

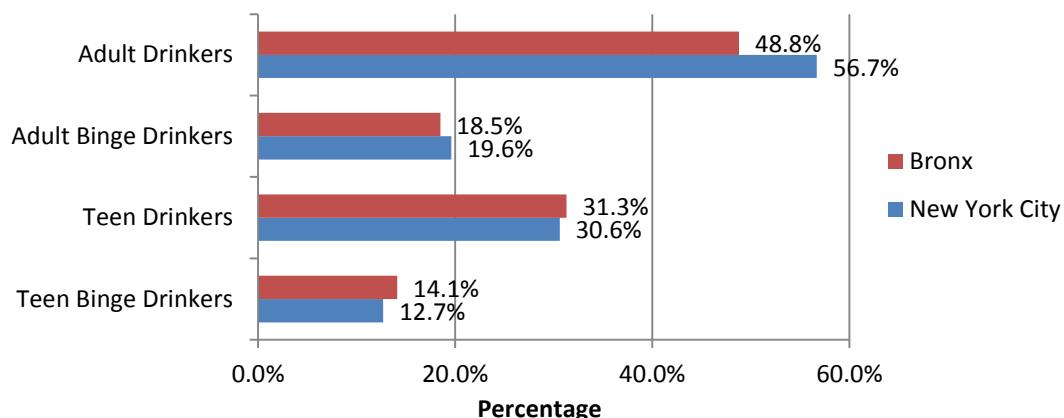
## 10. Injury and Violence Prevention

- The age-adjusted death rate due to unintentional injuries was 19.4 per 100,000 persons in 2009 and increased to 18.8 in 2010.

## 11. Substance Abuse and Tobacco Use

- The NYCDOH Community Health Survey (2012) found that 48.8% of adults in Bronx County are alcohol drinkers, less than the 56.7% of New York City adults that are alcohol drinkers. 18.5% of Bronx County residents engaged in binge drinking, which is less than the 19.6% of New York City residents who engaged in binge drinking in 2012.
- The NYCDOH Youth Risk Behavior Survey (2011) found that 31.3% of teens in Bronx County had used alcohol in the past month, compared with 30.6% of New York City teens. Bronx County had the second highest rate of teen alcohol consumption of the five boroughs. In Bronx County, 14.1% of teens engaged in binge drinking, compared with 12.7% of New York City teens. (Figure 11a).

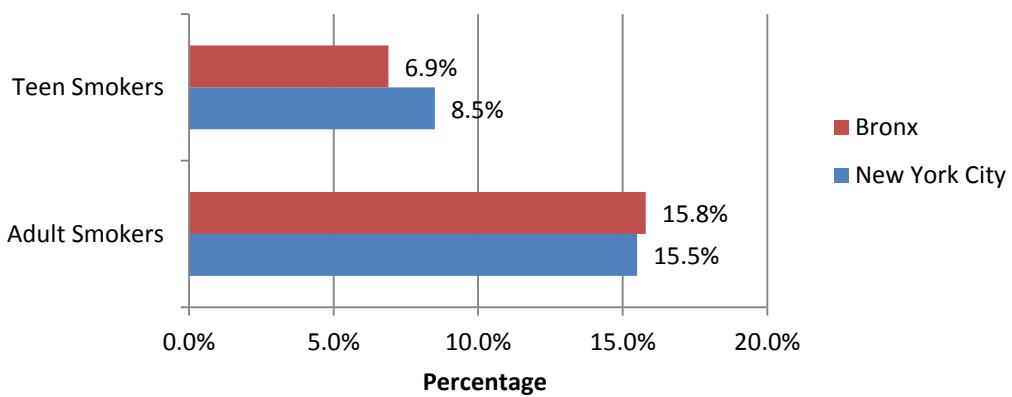
**Figure 11a. Percentage of Drinkers and Binge Drinkers, 2011-2012.**



Sources: NYCDOH Community Health Survey (2012); NYCDOH Youth Risk Behavior Survey (2011)

- According to the NYCDOH Community Health Survey (2012), 15.8% of adults in the Bronx reported being current smokers. 15.5% of New York City adults reported being current smokers.
- According to the NYCDOH Youth Risk Behavior Survey (2011), 6.9% of Bronx teens reported being current smokers. This is less than the 8.5% of New York City teens who reported being current smokers. The Bronx tied with Brooklyn for the lowest percentage of teens that reported being current smokers (Figure 11b).

**Figure 11b. Percentage of Smokers, 2011-2012.**

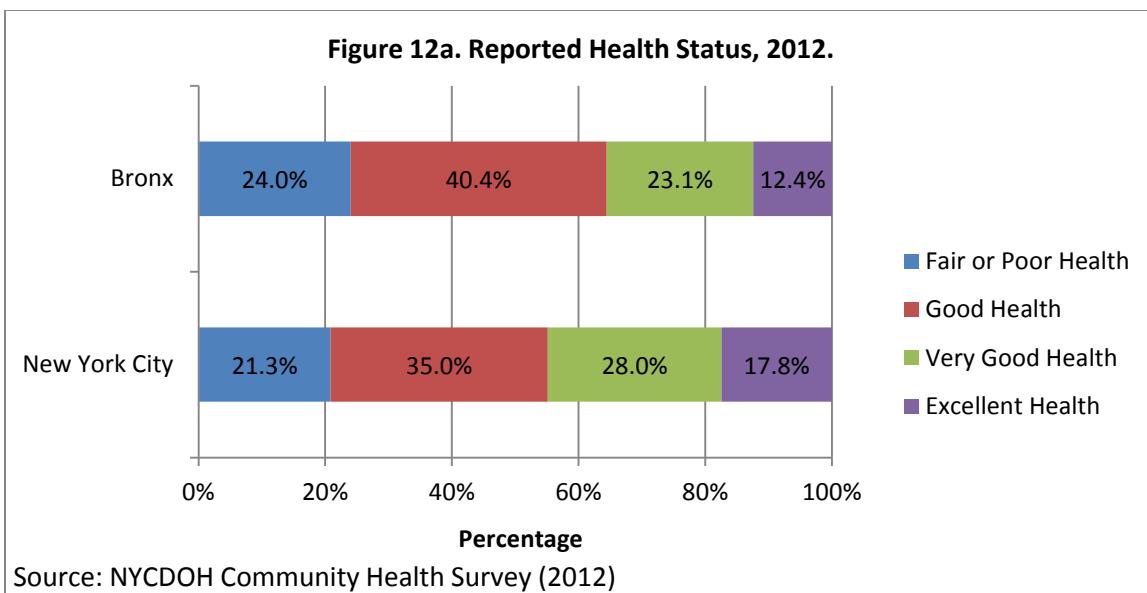


Sources: NYDOH Community Health Survey (2012); NYCDOH Youth Risk Behavior Survey (2011)

- In 2011, 17.9% of Bronx teens had used marijuana at least one time in a 30-day period, compared with 17.7% of New York City teens. 2.6% of teens reported having used methamphetamines one or more times in their lifetime, less than the 2.8% of New York City teens who had ever used methamphetamines. In Bronx County, 6.3% of teens had taken prescription pain medication without a doctor's prescription within the past 12 months. This was the lowest rate of prescription pain medication use without a prescription of all five boroughs; the New York City average was 7.3%.

## 12. Wellness and Lifestyle

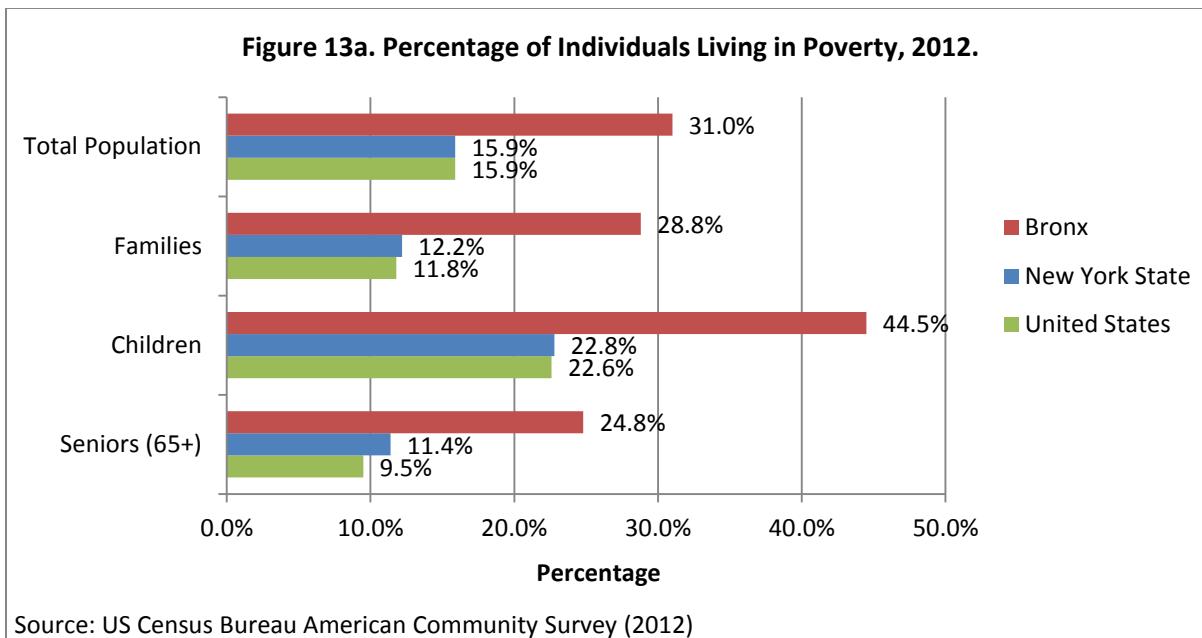
- As shown in Figure 12a, 12.4% of Bronx residents reported in 2012 that they had excellent health; 23.1% reported being in very good health; 40.4% reported being in good health; and 24% reported being in fair or poor health. The New York City averages for self-reported health status included 17.8% in excellent health, 28% in very good health, 33% in good health, and 21.3% in fair or poor health (Figure 12a).



- From 2005-2010, 34% of Bronx residents reported that they received inadequate social support. This is significantly lower than both the New York State rate (24%) and the National Benchmark (14%).

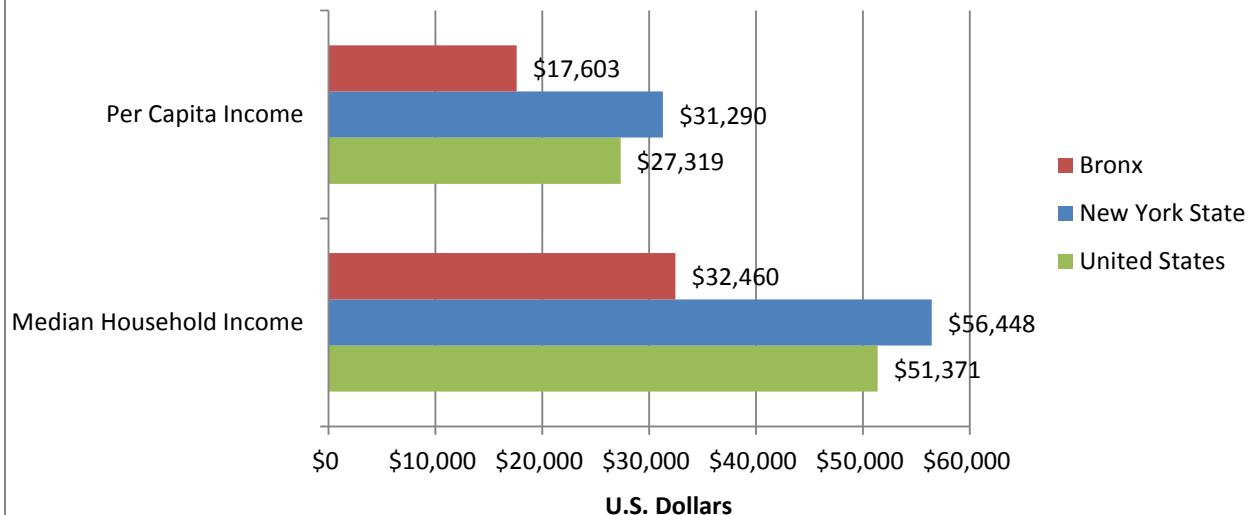
## B. Economy

- According to the US Census Bureau (2012), 31% of Bronx residents lived below poverty level. In 2012, 28.8% of Bronx families, 44.5% of Bronx children, and 24.8% of Bronx residents ages 65 and older lived below poverty level. In New York State, 15.9% of the population lived below the poverty level in 2012. In 2012, 12.2% of families, 22.8% of children, and 11.4% of residents ages 65 and older lived below the poverty level. In the United States, 15.9% of the population lived below the poverty level in 2012. In 2012, 11.8% of families, 22.6% of children, and 9.5% of individuals ages 65 and older lived below poverty level (see Figure 13a).



- Out of the 1,374,278 people living in Bronx County, New York in 2012, 767,256 (55.8%) lived below 200% of poverty level. In New York State, 33% of the population lived below 200% of poverty level in 2012. In the United States, 35.1% of the population lived below 200% of poverty level in 2012.
- The per capita income of people living in Bronx County, New York in 2012 was \$17,603. In 2012 the per capita income in New York State was \$31,290 and in the United States was \$27,319. In 2012, the median household income in the Bronx was \$32,460. It was \$56,448 in New York State, and \$51,371 in the United States (Figure 13b).

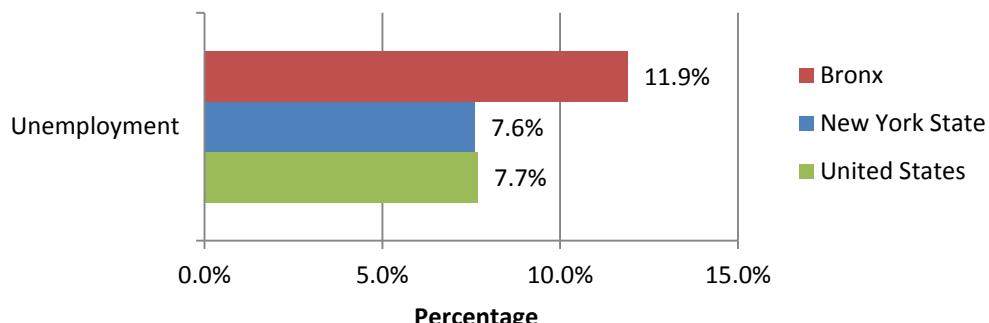
**Figure 13b. Income in 2012.**



Source: US Census Bureau American Community Survey (2012)

- In 2012, 7.37% of Bronx households received public assistance income. During this time 3.39% of New York State households and 2.88% of United States households received public assistance income.
- Community Health Needs Assessment data stated that 84.18% of students in the Bronx are eligible for reduced or free lunch during the 2010-2011 school year. In New York State 48.12% of students were eligible and in the United States 48.34% were eligible.
- According to the Community Health Needs Assessment data, the unemployment rate in the Bronx as of July 2013 is at 11.90%. It is 7.60% in New York State and 7.69% In the United States (Figure 13c).

**Figure 13c. Percentage of Unemployed Civilian Population age 16+, 2013.**

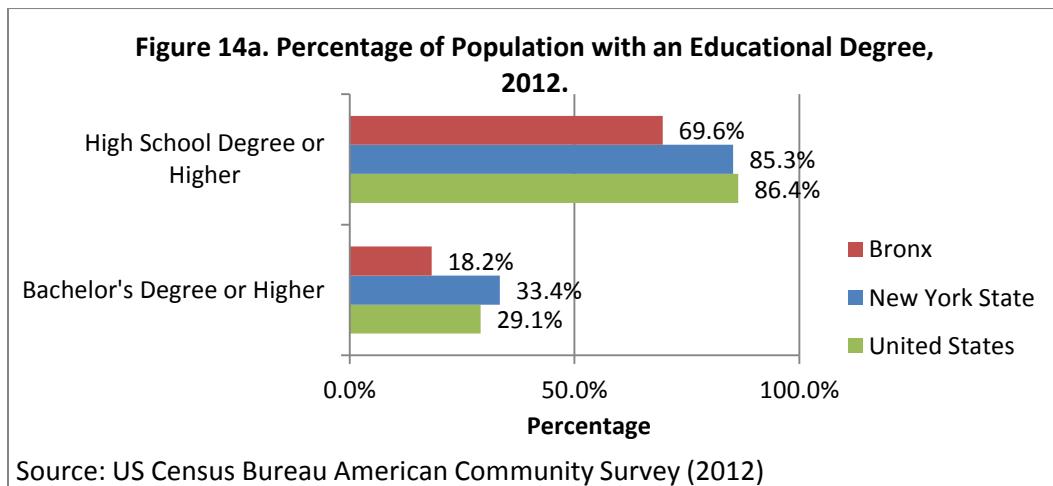


Source: Community Health Needs Assessment (2013)

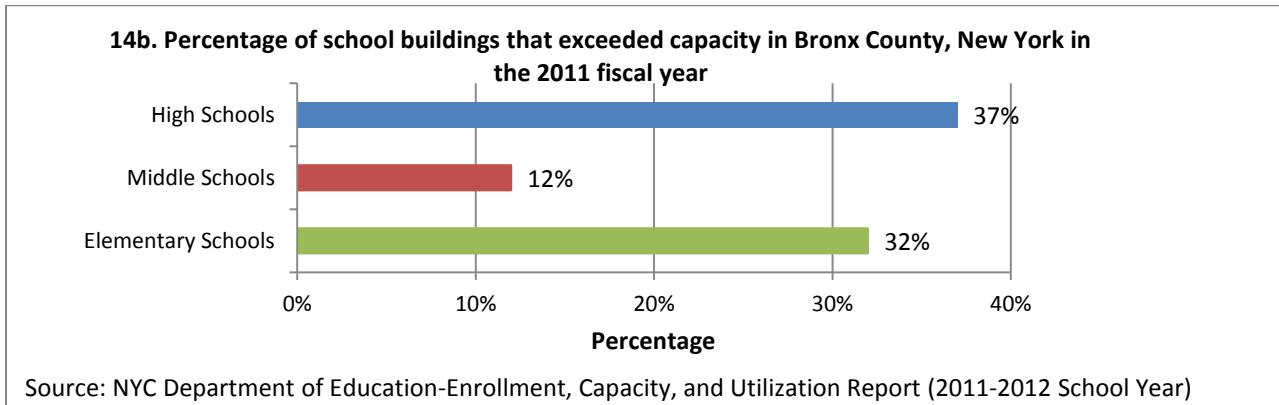
- An estimated 59.2% of renters in the Bronx spent 30% or more of their household income on rent in 2012. In the same year an estimated 50.4% of renters in New York State and 48.1% of renters in the United States spent 30% or more of their household income on rent.
- In 2012, the homeowner vacancy rate in the Bronx was 5.1%. It was 4.4% in New York State and 3.8% in the United States.
- In 2012, 19.1% of occupied housing units in the Bronx were owner-owned units. In the same year, 53.7% of occupied housing units in New York State and 63.9% of occupied housing units in the United States were owner-owned units.
- In 2010, approximately 2,516 Bronx households filed for foreclosure, a rate of 4.9 filings per 1,000 households. In New York State the foreclosure filing rate was 42 per 1,000 in 2010.

### C. Education

- In 2012, 69.6% of the population 25 years and over in the Bronx had a high school degree or higher. In this same year 85.3% of New York State residents 25 years and over and 86.4% of United States residents 25 years and over had a high school degree and higher. In 2012, 18.2% of residents 25 years and over in the Bronx had a bachelor's degree or higher. In this same year 33.4% of New York State residents 25 years and over and 29.1% of United States residents 25 years and over had a bachelor's degree or higher (Figure 14a).

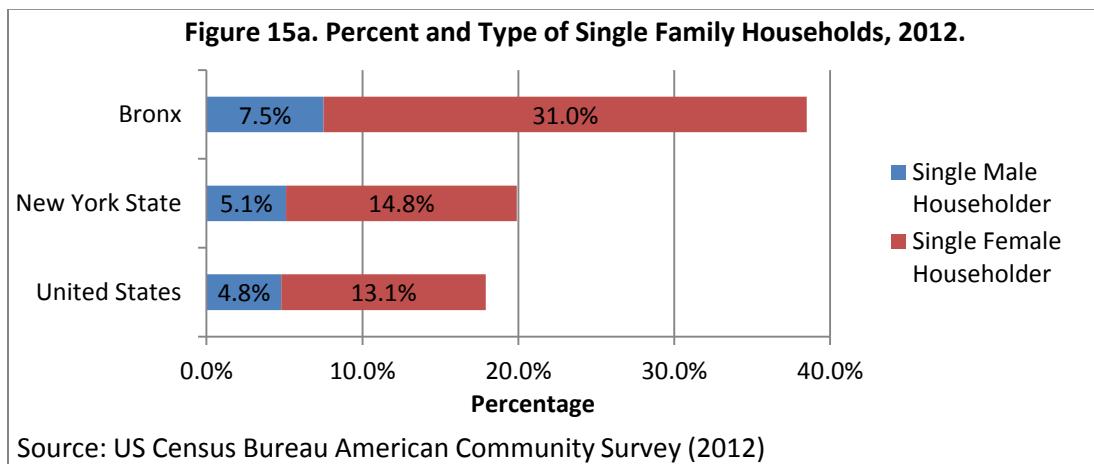


- From 2010-2011, 58% of ninth grade students graduated in 4 years in the Bronx. During this same period, 77% of New York State ninth grade students graduated in 4 years.
- In the 2011 fiscal year in the Bronx, 32% of elementary schools, 12% of middle schools, and 37% of high schools exceeded building capacity (see Figure 14b).



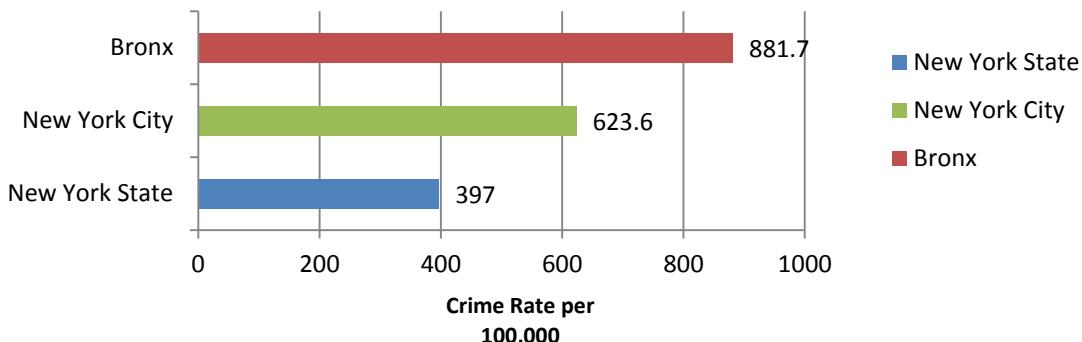
#### D. Social Environment

- Out of the 475,978 households in Bronx County, New York in 2012, an estimated 35,542 (7.5%) had a male householder with no wife present and an estimated 147,517 (31%) had a female householder with no husband present. Out of the estimated 7,238,922 households in New York State in 2012, an estimated 369,635 (5.1%) had a male householder with no wife present and an estimated 1,070,310 (14.8%) had a female householder with no husband present. Out of the estimated 115,969,540 households in the United States in 2012, an estimated 5,578,212 (4.8%) had a male householder with no wife present and an estimated 15,176,600 (13.1%) had a female householder with no husband present (Figure 15a).



- According to the NYS Division of Criminal Justice Services, the violent crime rate in the Bronx in 2011 was 881.7 per 100,000 population (see Figure 15b). In New York City it was 623.6 per 100,000 population and in New York State it was 397 per 100,000 population.

**Figure 15b. Violent Crime Rate per 100,000 population, 2011.**



Source: DCJS, Uniform Crim/Incident-Based Reporting Systems (2012)

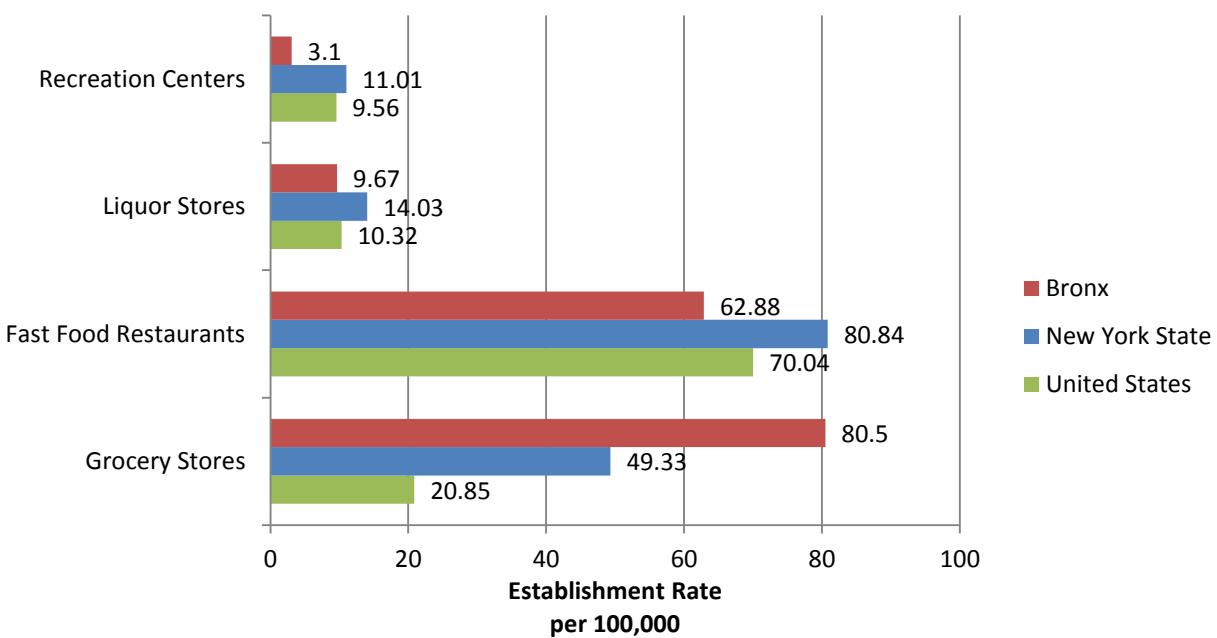
#### E. Built Environment

- In 2011, there were 1,115 grocery stores in the Bronx and the establishment rate for grocery stores was 80.5 per 100,000 population. During this time New York State had 9,560 grocery stores with an establishment rate of 49.33 per 100,000 population and the United States had 64,366 grocery stores with an establishment rate of 20.85 per 100,000 population (Figure 16a).
- In 2010, 99.91% of the Bronx's low-income population lived less than a mile from a grocery store. During this same time 97.45% of New York State's low-income population and 93.73% of the United States' low-income population lived less than a mile from a grocery store.
- As of April 2013, the Department of Health had identified 29 farmers' markets in the Bronx.
- In 2011 there were 871 fast food restaurants in Bronx County, New York and the establishment rate was 62.88 per 100,000 population. During this same time New York State had 15,666 fast food restaurants with an establishment rate of 80.84 per 100,000 population and the United States had 216,243 fast food restaurants with an establishment rate of 70.04 per 100,000 population (Figure 16a).
- There were 134 liquor stores in Bronx County, New York in 2011 and the establishment rate of liquor stores was 9.67 per 100,000 population. In 2011 New York State had 2,719 liquor stores with an establishment rate of 14.03 per 100,000 population and the United

States had 31,876 liquor stores with an establishment rate of 10.32 per 100,000 population (Figure 16a).

- In 2011 in Bronx County, New York there were 43 recreation and fitness facilities and the establishment rate of such facilities was 3.10 per 100,000 population. In 2011 New York State had 2,134 recreation and fitness facilities with an establishment rate of 11.01 per 100,000 population and the United States had 29,506 recreation and fitness facilities with an establishment rate of 9.56 per 100,000 population (Figure 16a).

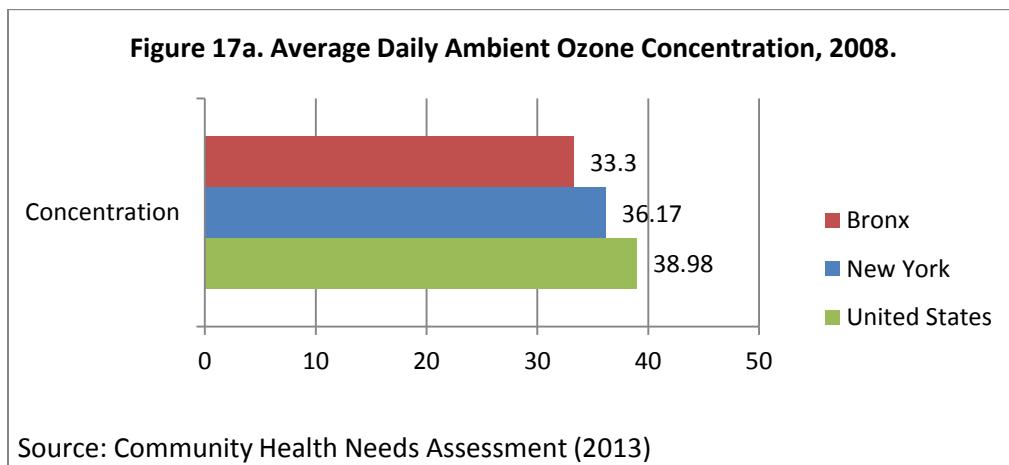
**Figure 16a. Establishment Rate of Facilities per 100,000 population, 2010-2011.**



Source: Community Health Needs Assessment (2013)

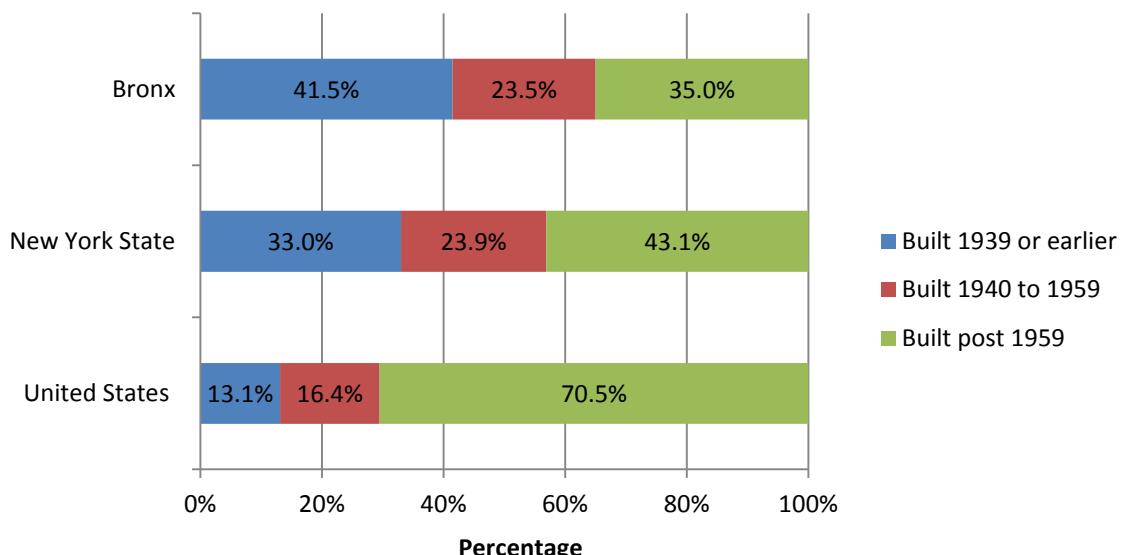
## F. Environment

- The American Lung Association gave Bronx County, New York an ozone grade of D and reported that the weighted average of high ozone days from 2009-2011 was 2.3 days per year. In 2008 the average daily ambient ozone concentration was 33.3 in Bronx County, New York. This is lower than the rates of both New York State (36.17) and the United States (38.98) (Figure 17a).



- The American Lung Association gave Bronx County, New York a passing grade for annual particle pollution and noted an annual average concentration of  $11.9\mu\text{g}/\text{m}^3$  for 2009-2011. The American Lung Association gave Bronx County, New York a daily particle pollution grade of C and reported that the daily average concentration was 1.7 from 2009-2011.
- According to the U.S. Environmental Protection Agency (EPA), 1% of carcinogenic chemicals (Polycyclic Aromatic Compounds) were released into the air in the Bronx in 2011. 148lbs total of PBT (persistent, bioaccumulative, and toxic chemicals) were released on-site in the Bronx during the same year.
- In 2012, 41.5% of occupied housing units in the Bronx were built in 1939 or earlier and 23.5% of occupied housing units were built between 1940 and 1959. In New York State in 2012, 33% of occupied housing units were built in 1939 or earlier and 23.9% were built between 1940 and 1959. In 2012, 13.1% of occupied housing units in the United States were built 1939 or earlier and 16.4% of occupied housing units were built between 1940 and 1959 (Figure 17b).

**Figure 17b. Year Housing Structures Built, 2012.**

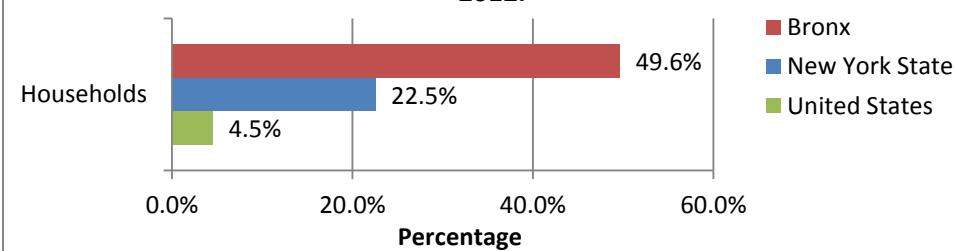


Source: US Census Bureau American Community Survey (2012)

#### G. Transportation and Transportation Safety

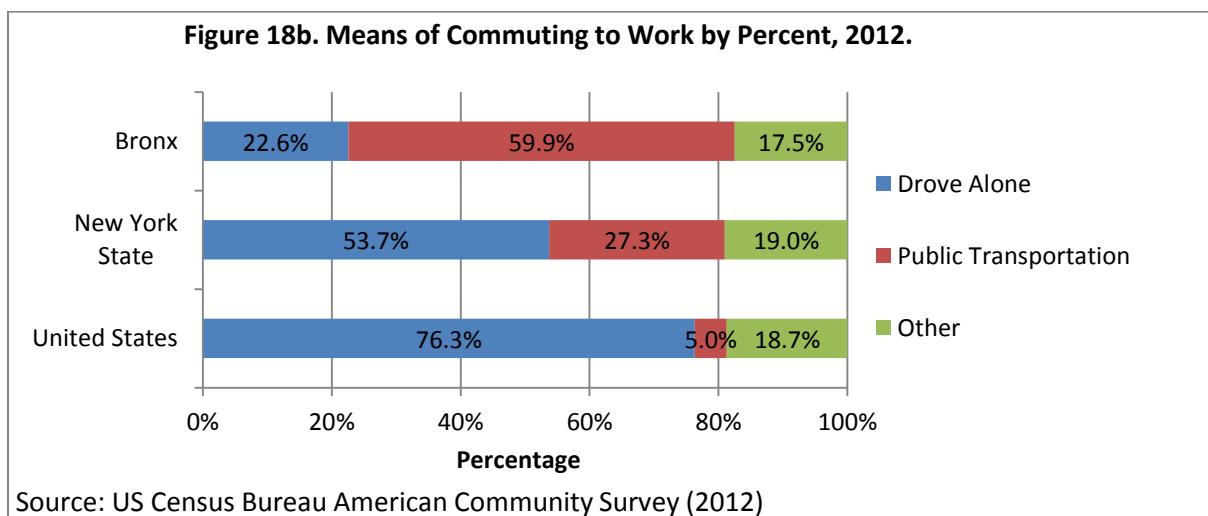
- In 2012, the mean travel time to work for Bronx residents was 42.8 minutes. In New York State, the mean travel time to work was 31.8 minutes. The national mean travel time to work was 25.7 minutes.
- In 2012 49.6% of households in the Bronx had no vehicle available. In comparison, 22.5% of New York State households and 4.5% of households in the United States had no vehicle available (Figure 18a).

**Figure 18a. Percent of households with no vehicle available, 2012.**



Source: US Census Bureau American Community Survey (2012)

- In 2012 out of 526,809 total Bronx workers, 118,963 drove alone to work (22.6%) and 315,692 (59.9%) used public transportation. Out of 8,916,499 New York State workers, 4,785,225 (53.7%) drove alone to work and 2,429,897 (27.3%) used public transportation. Out of 140,862,960 national workers, 107,460,210 (76.3%) drove to work alone and 7,053,456 (5%) used public transportation (Figure 18b).



- In the Bronx, the age-adjusted death rate due to motor vehicle collisions was 4.0 per 100,000 in 2010 and decreased to 3.5 per 100,000 in 2011. In New York City the age-adjusted death rate due to motor vehicle collisions was 3.4 per 100,000 in 2010 and decreased to 3.2 per 100,000 in 2011.

### **5b. Primary Data Analysis**

The collection of primary data from a representative sample of the Bronx residents was an important element of the development of the Community Health Needs Assessment. The Bronx is an ethnically diverse borough with a population of 1.37 million that, despite economic and environmental improvements since the 1970's, continues to include numerous groups with difficulties such as low health literacy, limited income, English proficiency, and lack of insurance or insurance knowledge.

To capture the voices of various sectors of Bronx community residents and workers from various perspectives, a mixed-methods approach to data collection consisting of online surveys, focus groups and participation in directed community forums were used. For each of the data collection venues, it was clearly expressed and understood that participation was open to both consumers and providers who live and/or worked in the Bronx and that were 18 years old and above. While many of the questions used in the three methods were similar, some were unique to each format, based on the feasibility of exploring certain questions in particular settings.

Montefiore Medical Center contracted with the Bronx Health Link, a not for profit 501c3 organization in the Bronx, to facilitate the implementation of the primary data collection process for the Community Health Needs Assessment within the Bronx and to assist in the facilitation of these community level connections.

To assist in the review of each of the modalities used in the primary data collection process, the process, methods, demographics and results for each area (1 – focus group, 2 – community forum and 3 – online survey), will be presented as a complete unit for the ease of the reader.

### **5.b.i Focus Groups**

#### **5.b.i.1. Process**

The focus groups with Bronx community residents were conducted to ascertain and understand current community views on the most pressing health issues and the availability and quality of healthcare in the Bronx. Specifically, we sought community opinions on (1) the most important health problems among the community in general, among children, and among adolescents, (2) the quality of management of mental health in the community, (3) gaps in healthcare availability in the Bronx, (4) the availability of information on where to access various types of healthcare, and, (5) among Spanish speaking participants, how well translation services are functioning in Bronx healthcare settings. The sample population consisted of Bronx residents and workers ages 18 and over, both English- and Spanish-speaking.

To collect the data of interest, focus group methodology was utilized because: 1) open-ended questions enable capturing participants' wording and experiences with less bias from researchers, 2) the group participants' engagement in the dialogue stimulates participants to recall issues surrounding health and healthcare that they deem most important, and 3) focus groups facilitate the reaching of more participants than one-on-one interviews.

#### **5.b.i.2. Methods**

A discussion guide was designed and translated into Spanish to meet the specific data collection needs of the project. Separate recruitment flyers were prepared to recruit for the English-language and Spanish-language focus groups. The flyers were circulated to a wide range of community-based organizations in the Bronx and telephone calls were made to follow up on the flyer distribution. The information was posted in various e-newsletters and other electronic communications. In addition, flyers were distributed at a preconception care conference and was shared with the Bronx Community Research Review Board.

A total of four focus groups were conducted with English-speaking (two focus groups) and Spanish-speaking (two focus groups) adults who live and/or work in the Bronx to collect data on their views regarding the most important health issues in their communities. The groups were each conducted at different times, dates and locations in order to reach a diverse group of participants. Each group lasted approximately one hour. A total of 31 individuals (21 women and ten men) attended the four groups: 15 in the English-speaking groups, and 17 in the Spanish-speaking groups.

**Table 1. Focus Group Schedule**

Language	Date and Time	Location	Number of Participants
English	September 30, 2013, 6:00 p.m.	Bronx Museum of the Arts, 1040 Grand Concourse	8
English	October 5, 2013, 11:00 a.m.	Montefiore Medical Center, Tishman Learning Hall, Room 3, 100 E. Gun Hill Rd.	7
Spanish	Wednesday, October 9, 2013, 12:00 p.m.	Bronx County Court House, conference room, 851 Grand Concourse	10
Spanish	Saturday, October 12, 2013, 11:00 a.m.	Urban Health Plan, 1069 Southern Boulevard	7

After the focus groups took place, the survey responses were entered into an online survey data entry and analysis program (SurveyMonkey.com) and frequencies were calculated for each response. The survey data were analyzed separately for the English- and Spanish-language focus groups. The recordings of the focus groups were transcribed and transcriptions were reviewed for accuracy. The transcriptions were analyzed using a qualitative data analysis software program (QSR NVivo Versions 9 and 10). Questions and responses were examined for topics, themes, concepts and ideas. Code (category) labels were made for each topic, theme, concept and idea identified, and the interview segments were categorized into these codes. Codes labels were created a priori, based on the topic of each question, as well as “on the fly,” that is, grounded in the comments of the participants, a method which allows the participants’ beliefs and experiences to emerge without solely being predetermined by the interview guide and researchers’ hypotheses or presuppositions. The data were then grouped and examined by code label. Data in the major codes are summarized below.

**5.b.i.3        Demographic Background of Participants**

All participants were asked to complete surveys to assess their socio-demographic backgrounds. Below are the data from the English-speaking groups, followed by the data from the Spanish-speaking groups (percentages have been rounded to the nearest whole number). In general, compared to the participants in the English-language groups, the participants in the Spanish-language groups were slightly more female; they were older; they had a broader range of educational levels with less higher education; they had lower incomes; they were more likely to speak Spanish in their homes; and they were less ethnically diverse.

## **English-speaking Participants**

### **Living in the Bronx**

The majority of participants (87%; n=13) stated they lived in the Bronx. More than half (67%; n=10) of the participants also worked in the Bronx. Participants lived in various zip codes; zip codes 10452 (n=4) and 10457 (n=3) had the greatest representation at the focus groups. Other zip codes represented included 10460, 10451, 10456, 10467, 10035 and 07801.

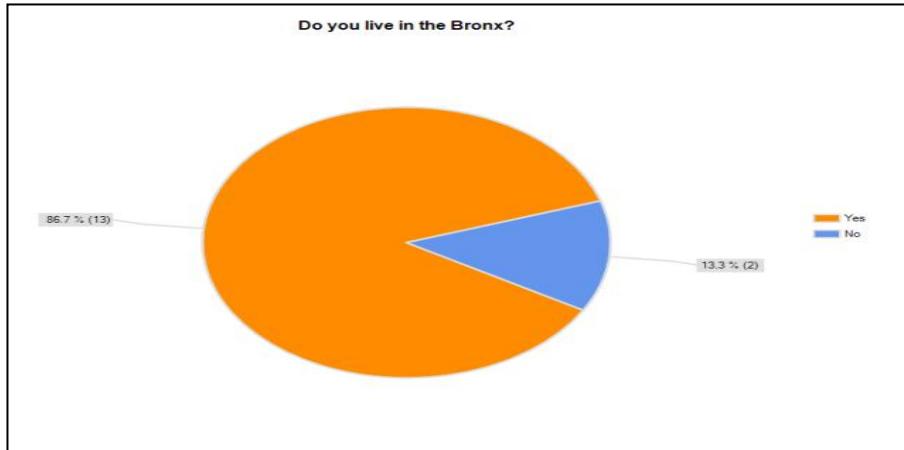


Chart 1: Residence (English)

### **Age Groups**

Most participants were relatively young; 40% (n=6) of focus group participants were 18-25 years old. Twenty percent (n=3) of participants were 26-39 years old, 20% (n=3) of participants were 40-54 years old and 20% (n=3) of participants were 55-64 years old. There were no participants over the age of 65.

### **Gender**

There were nine female participants (60%) and six males (40%).

Chart 2: Age (English)

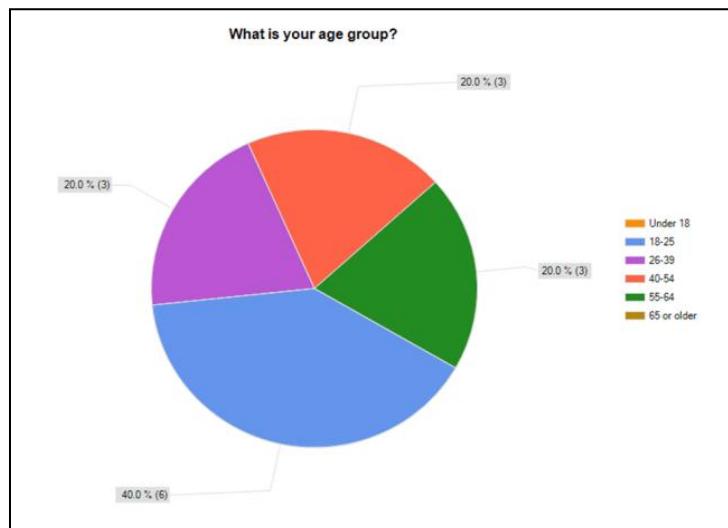
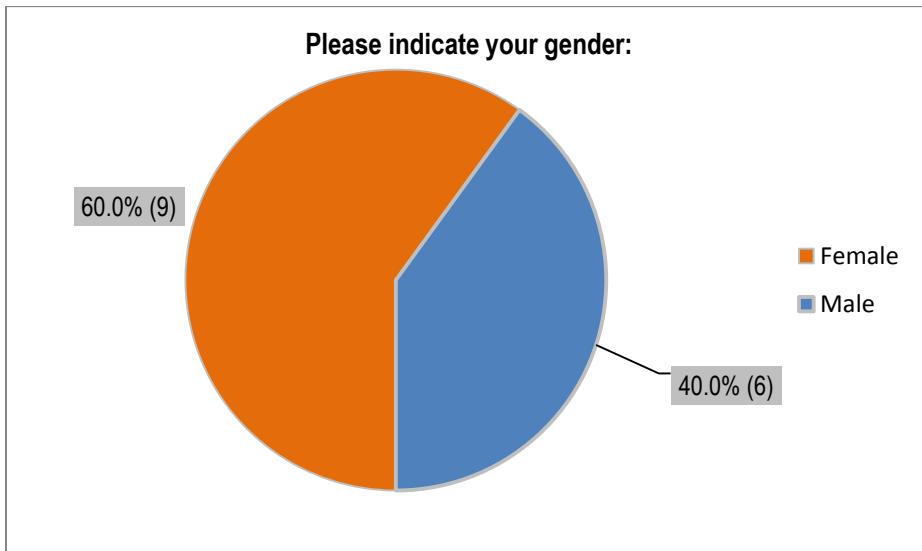


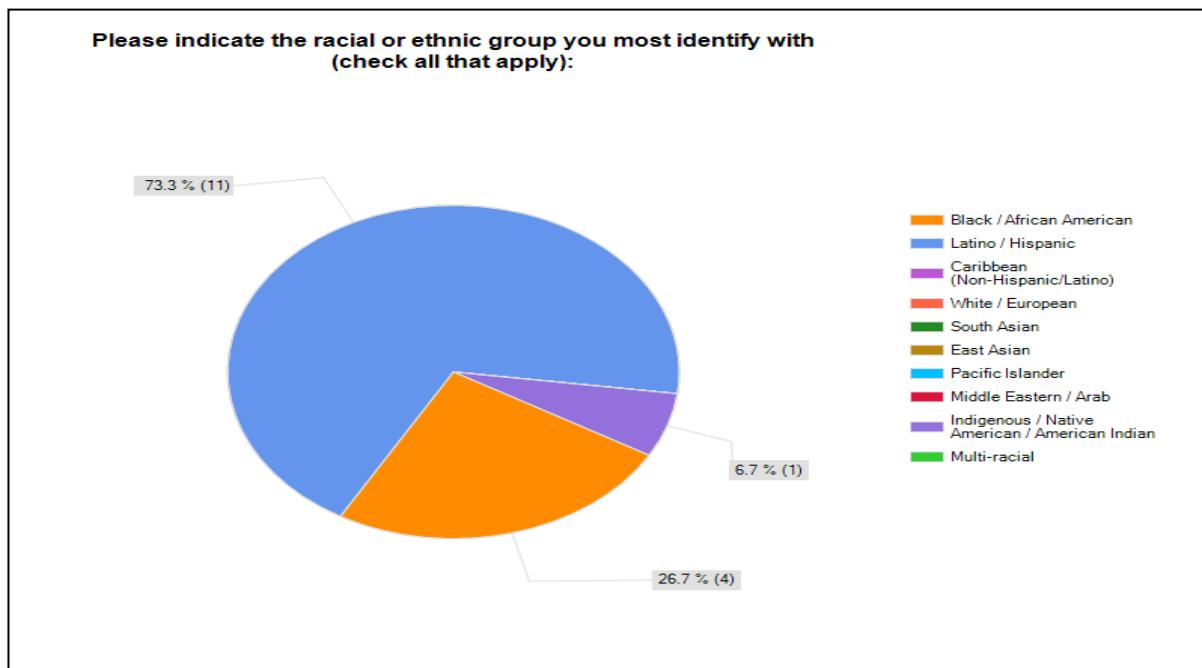
Chart 3: Gender (English)



#### Race/Ethnicity, Language and Nativity

Eighty percent (n=12) of participants were born in the United States and the remainder (three participants) were born in the Dominican Republic. Most participants (73%; n=11) identified their race/ethnicity as Latino/Hispanic, while four participants (27%) identified as Black/African American. One participant identified as Indigenous/Native American/American Indian. More than 60% (n=10) of participants indicated that English was the main language spoken in their home; two participants (13%) stated that Spanish was the main language spoken and three participants (20%) said that both English and Spanish were the main languages spoken in their homes.

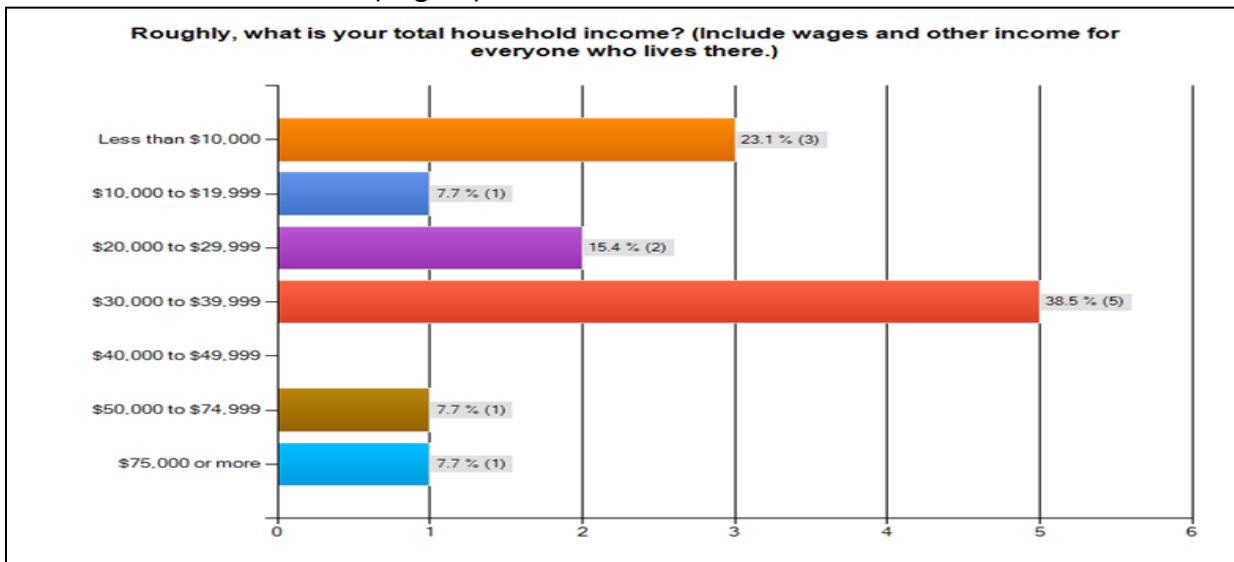
Chart 4: Ethnicity (English)



## Total Household Income and Household Size

In terms of household size, 53% of participants said there were between three (n=7) and four (n=1) people living in their household. Thirty-three percent (n=5) of participant said there were two people living in their household and 13% (n=2) had a household of 5 people. Most participants (n=11) had total household incomes of less than \$40,000. Two participants had total household incomes of \$50,000-\$74,999 and \$75,000 or more, respectively.

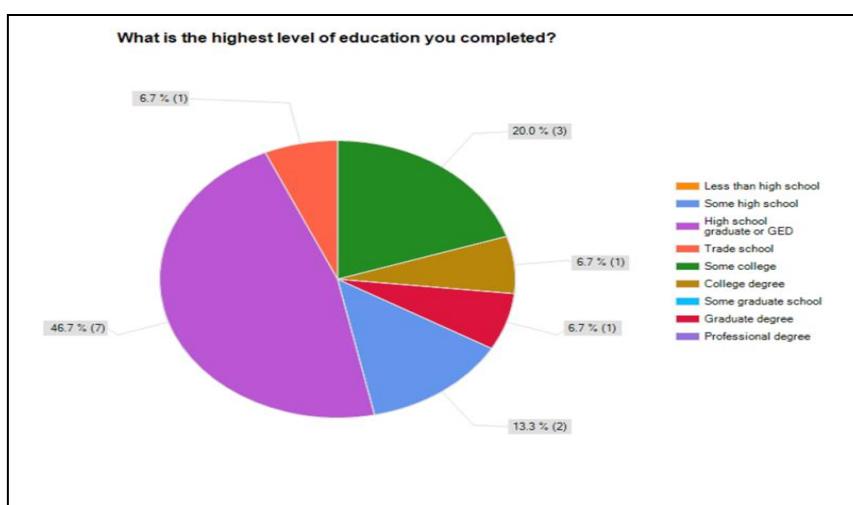
Chart 5: Household Income (English)



## Healthcare or Social Service Background and Education Level

Participants were also asked to indicate whether they currently work or have worked in the past in a healthcare- or social services-related position. Six of the 15 participants had or currently work in healthcare services jobs. Most participants work/worked as health educators or social service providers and two participants indicated they had worked/work as a healthcare provider. The highest level of education completed by most participants was high school/GED (47%; n=7). Twenty percent (n=3) of participants had completed some college and two participants (13%) completed some high school. Two participants had a college degree and graduate degree.

Chart 6: Educational Level (English)



### **Spanish-Speaking Participants**

All participants (N=17) of the Spanish-language focus groups were asked to complete surveys to assess their socio-demographic backgrounds; however, two forms were returned without being completed. The survey was the same as that administered to the English-speaking participants, translated into Spanish by a certified translator.

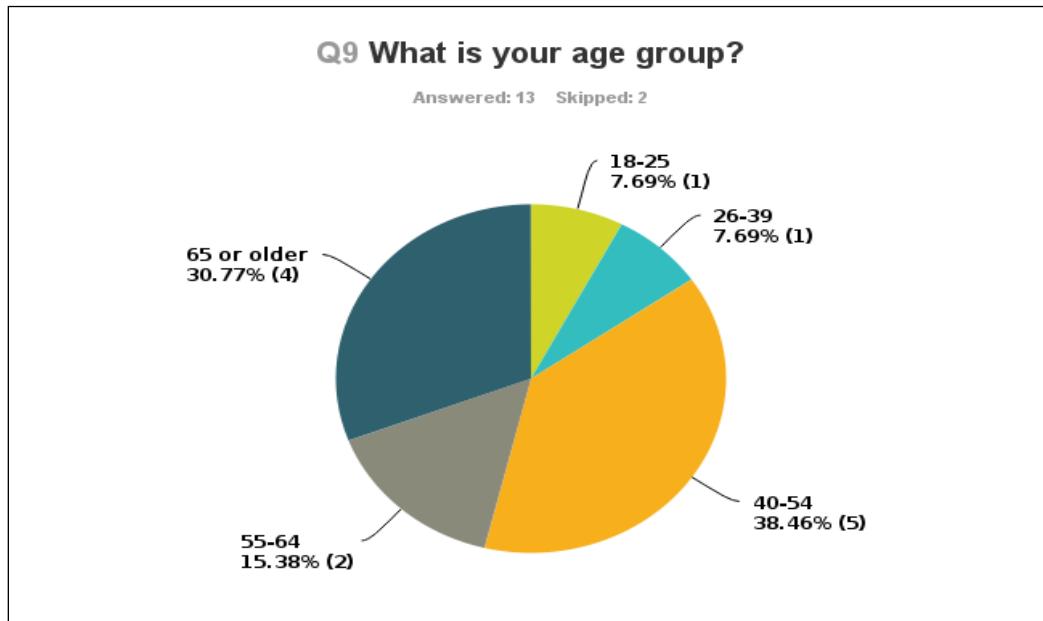
#### **Living in the Bronx**

All of the responses from the Spanish-speaking participants showed that they lived in the Bronx. 33% worked in the Bronx. 42% (n=5) participants lived in zip code 10453, 25% (n=3) lived in zip code 10469, 17% (n=2) lived in zip code 10467, and 8% (n=1) each lived in zip codes 10456 and 10472.

#### **Age Groups**

The largest groups of participants were in the age groups 40-54 (39%) and 65 and older (31%). Another 15% were in the age group 55-64.

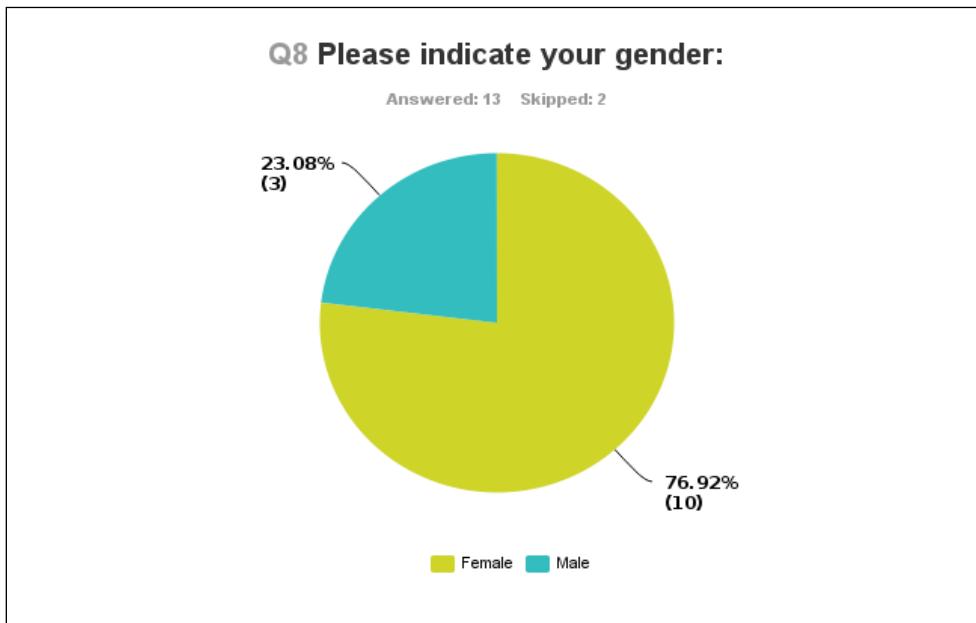
Chart 7: Age (Spanish)



#### **Gender**

Of the submitted responses, 77% (n=10) were from females, and 23% from males.

Chart 8: Gender (Spanish)



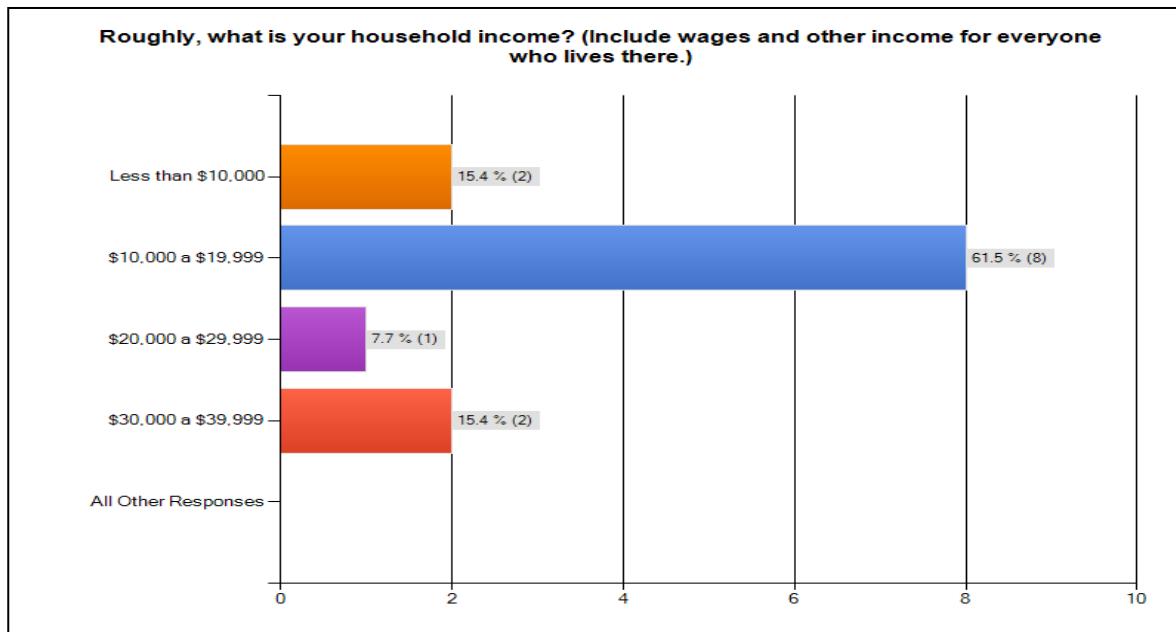
#### Race/Ethnicity, Language and Nativity

One hundred percent (n=13) of the respondents identified themselves as Hispanic/Latino. Of 13 participants providing responses to the question, "What is the main language you speak at home?", 54% (n=7) responded that they speak Spanish, 23% (n=3) responded that they speak English, and the remaining 23% (n=3) responded that they speak both Spanish and English. The largest number of participants, 42% (n=5) were born in Puerto Rico. 25% each (n=3) were born in the Dominican Republic and the United States. 8% (n=1) were born in Honduras. An additional person who did not complete the survey said in his introduction that he was from Mexico. Additionally, during the introductions of the two Spanish-language focus groups, the participants were asked how long they had lived in the Bronx. Of 19 people who responded to this question, the median length of time in the Bronx was 30 years. The range was one year to 65 years. Only three people said they lived in the Bronx for less than ten years. Fourteen individuals said they have lived in the Bronx over twenty years. The person who lived in the Bronx for one year lived in a European country for a time after leaving her country of origin. One person who has lived in the Bronx for four years reported living in another state for six years after leaving her country of origin.

#### Total Household Income and Household Size

The majority of respondents, 39% (n= 5), reported living in a household of 3 people. 31% (n=4) reported living by themselves. 8% each (n=1 each) reported living in a household of 2, 4, 5, and more than 5 persons. The majority, 62% (n=8) reported incomes of \$10,000 to \$19,000. No one reported having a household income of over \$39,999.

Chart 9: Household Income (Spanish)



### **Healthcare or Social Service Background and Education Level**

Participants were asked if they currently or previously work in a health or social service setting. Six of the 13 respondents (46%) reported that they had a history of work in one of these areas: 67% (n=4) as a healthcare provider (doctor, nurse, medical assistant, psychologist, nutritionist/dietician, etc.). One of these four worked as a home care attendant. 33% (n=2) had worked as a social service provider, and 17% (n=1) worked as an administrator of a social or health service. The latter stated that she was a volunteer. Education levels were very diverse among the 12 respondents. 25% (n=3) had studied in a university. 17% each (n=2 each) had not attended secondary school (starting at ninth grade), attended secondary school for some time (grades 9-12), or finished high school or passed the General Equivalency Degree exam. 8% each (n=1) had a university degree, had taken some graduate coursework, or had a professional degree.

#### **5.b.i.4      RESULTS**

##### **Most Important Health Issues**

In all four groups, participants were asked a series of questions about their opinions regarding the most important health issues effecting residents of the Bronx. Everyone was handed three identical lists of 17 health issues (in English or Spanish), developed by Montefiore Hospital based on data about health status in the Bronx, and asked to choose what they considered the five most important for each of three age groups: (1) all ages, (2) children and (3) teenagers.

The health issues were read aloud to minimize the impact of literacy issues. Participants were also invited to add any issue not listed that they considered in the top five. The results were as follows.

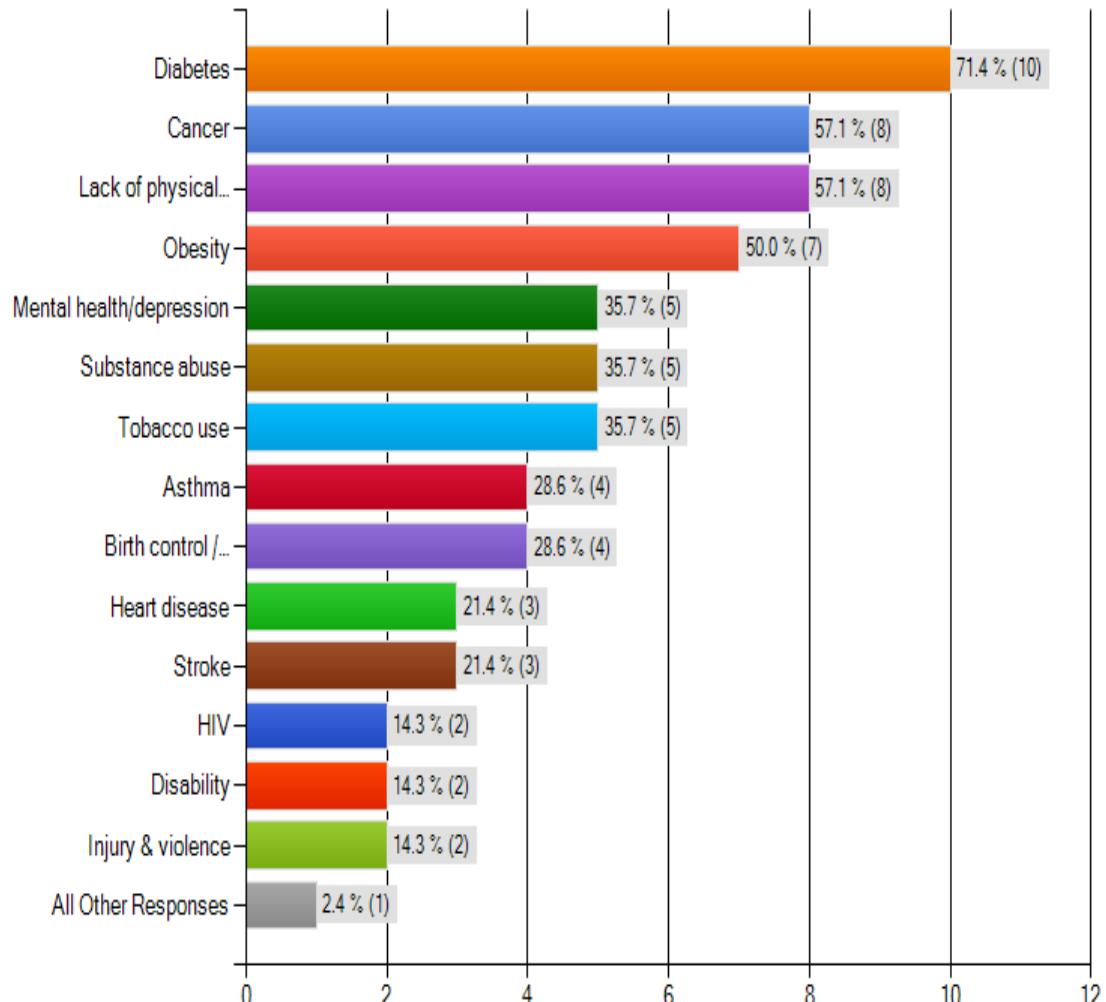
### ***Community Health Issues for People in the Bronx of All Ages***

In the responses from the focus groups conducted in English, the most highly endorsed health issue of concern for people of all ages in the Bronx by focus group participants was **Diabetes** (71%). Ten of the 15 participants rated this as one of the top five health issues in the Bronx. **Cancer** (57%) and **Lack of physical activity** (57%) were the second highest endorsed health issues in the Bronx. Eight participants each rated these as important health issues for people in the Bronx. The fourth highest (50%) endorsed health issue of concern among the focus group participants was **Obesity**. Seven participants rated Obesity as one of the top five health issues in the Bronx. The fifth highest rated health issue was tied three-ways between **Mental Health/Depression** (n=5), **Substance Abuse** (n=5), and **Tobacco Use** (n=5). Only one response (Medical Insurance Coverage) was written in by a participant.

[see next page]

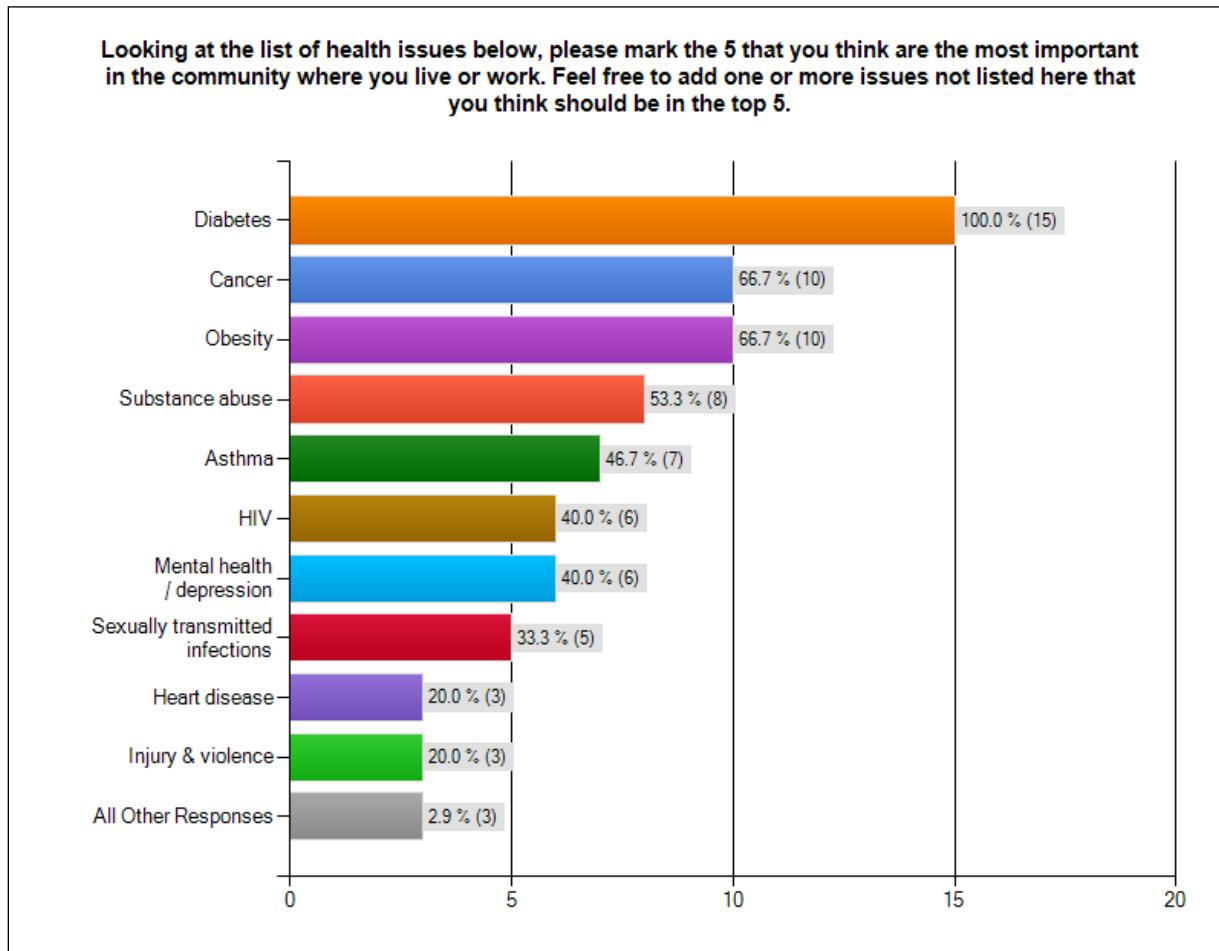
Chart 10: Five most important community health issues (English)

Looking at the list of health issues below, please mark the 5 that you think are the most important in the community where you live or work. Feel free to add one or more issues not listed here that you think should be in the top 5.



The Spanish-speaking focus groups were asked the same question about the top five health issues of concern for people of all ages in the Bronx. All 15 respondents included **Diabetes** (100%) among their top five issues. **Cancer** and **Obesity** (67% each) were each selected by ten participants. **Substance abuse** (53%) was listed by eight participants. **Asthma** (47%) was listed by seven participants. Only one person (7%) listed **Lack of Physical Activity** as one of their top five concerns. One person wrote in the issue of **Alzheimer's disease**.

Chart 11: Five most important community health issues (Spanish)

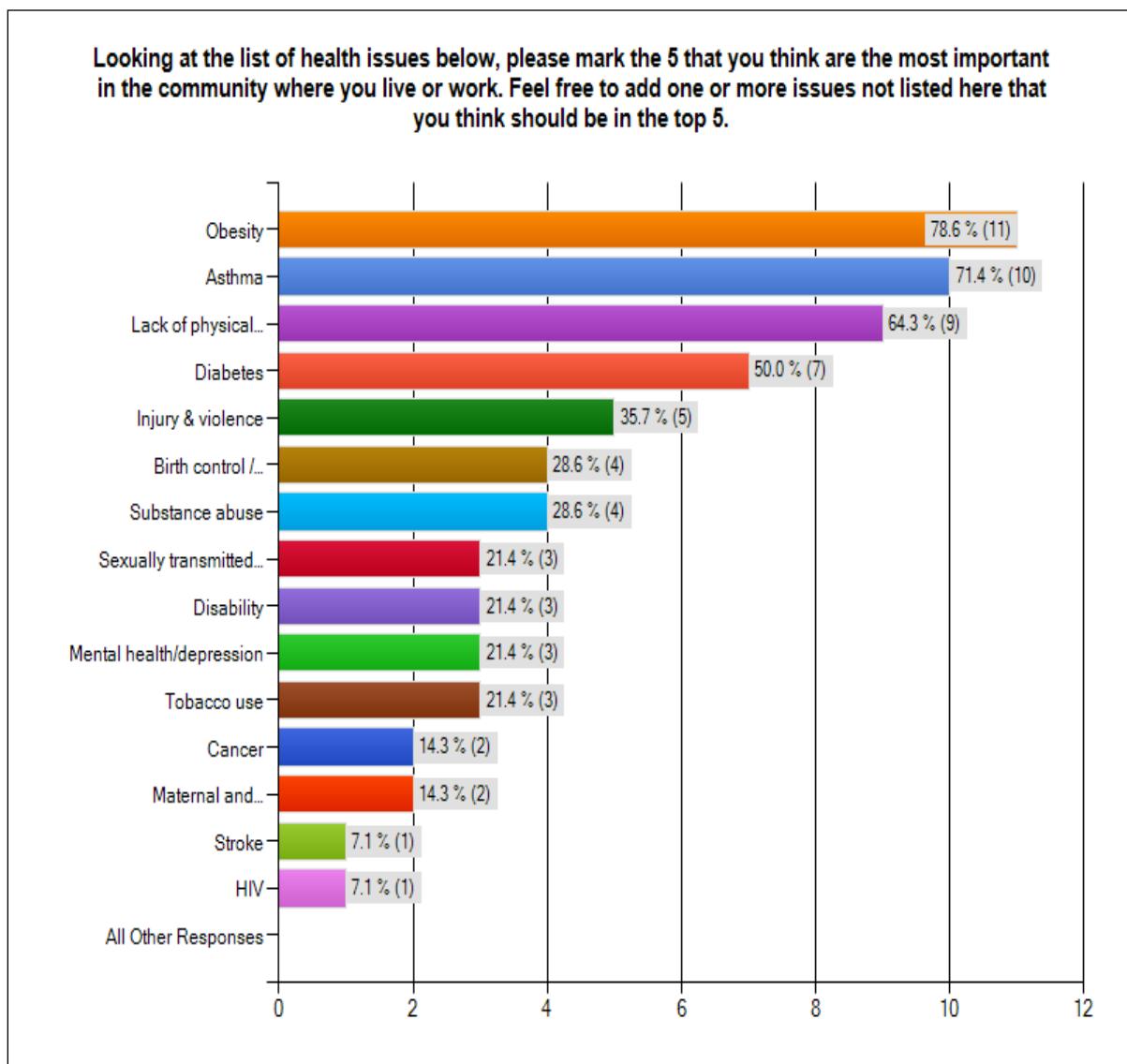


Thus, the issues endorsed in common among the top five (counting the three tied for fifth place in the English groups) by both sets of language groups were **Diabetes**, **Cancer**, **Obesity**, and **Substance Abuse**. A significant difference in the responses was that **Asthma** was cited by nearly half of the Spanish-language participants, but by none of the English-language participants. Conversely, **Mental Health/Depression** and **Tobacco Use** were endorsed by a third of the English-language participants, but by none of the Spanish-language participants.

## **Community Health Issues for Children in the Bronx**

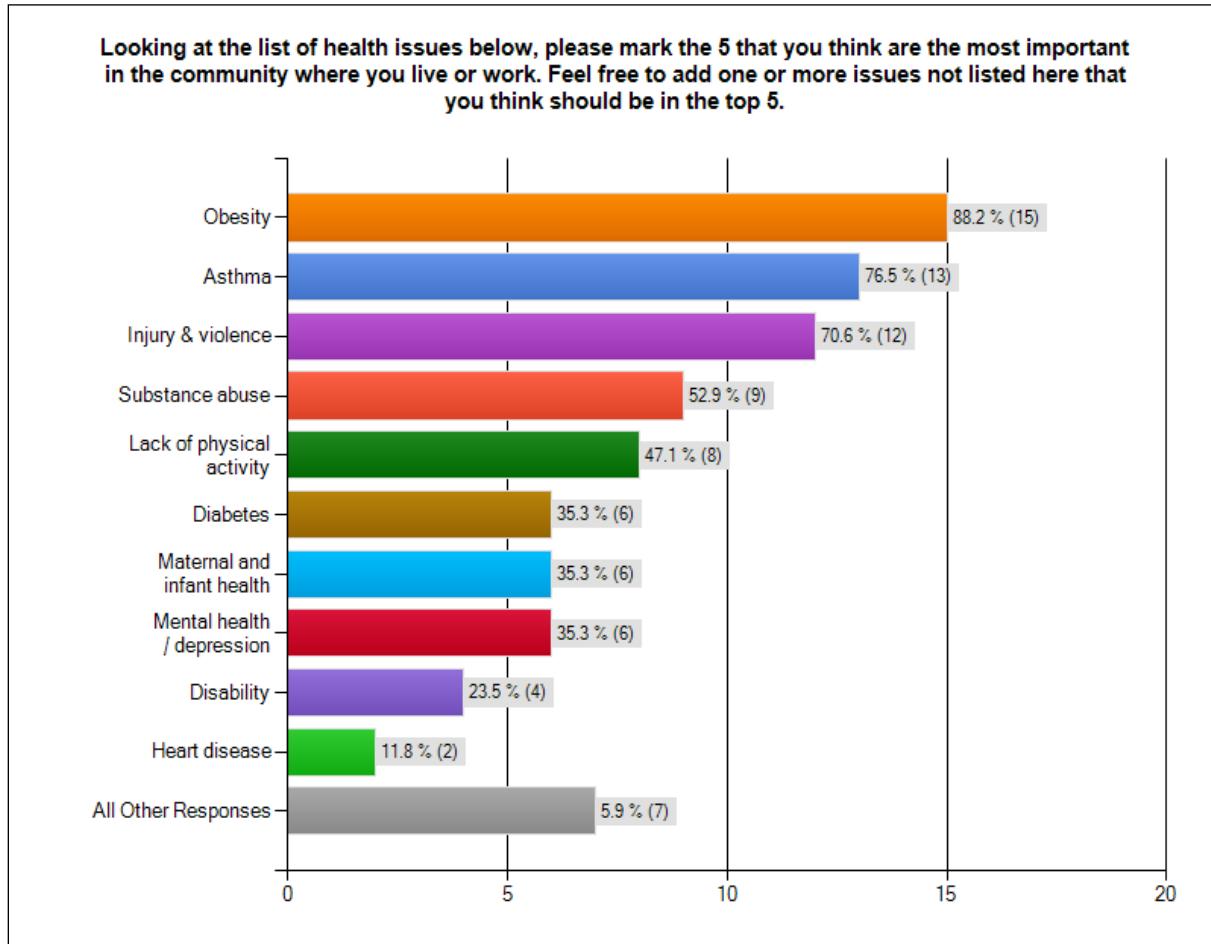
Participants were also asked to list (in no particular order) the top five health issues of concern for *children* living in the Bronx. Among participants in the English-language focus groups, **Obesity** (79%; n=11) was the most highly endorsed health issue, followed by **Asthma** (71%; n=10), **Lack of physical activity** (64%; n=9), **Diabetes** (50%; n=7), and **Injury & Violence** (36%; n=5).

Chart 12: Five most important community health issues for children (English)



The responses regarding children's health issues from the Spanish language focus group participants were similar to those from the English language group. The most frequently listed issue was **Obesity** (88%; n=15), followed by **Asthma** (77%; n=13), **Injury & Violence** (71%; 12), **Substance Abuse** (53%; n=9), and **Lack of Physical Activity** (47%; n=8). **Diabetes** came in sixth at 35% (n=6). No other topics were added to the original 17 listed. Some participants may have misunderstood the question: one person listed stroke as one of the top five problems for children.

Chart 13: Five most important community health issues for children (Spanish)



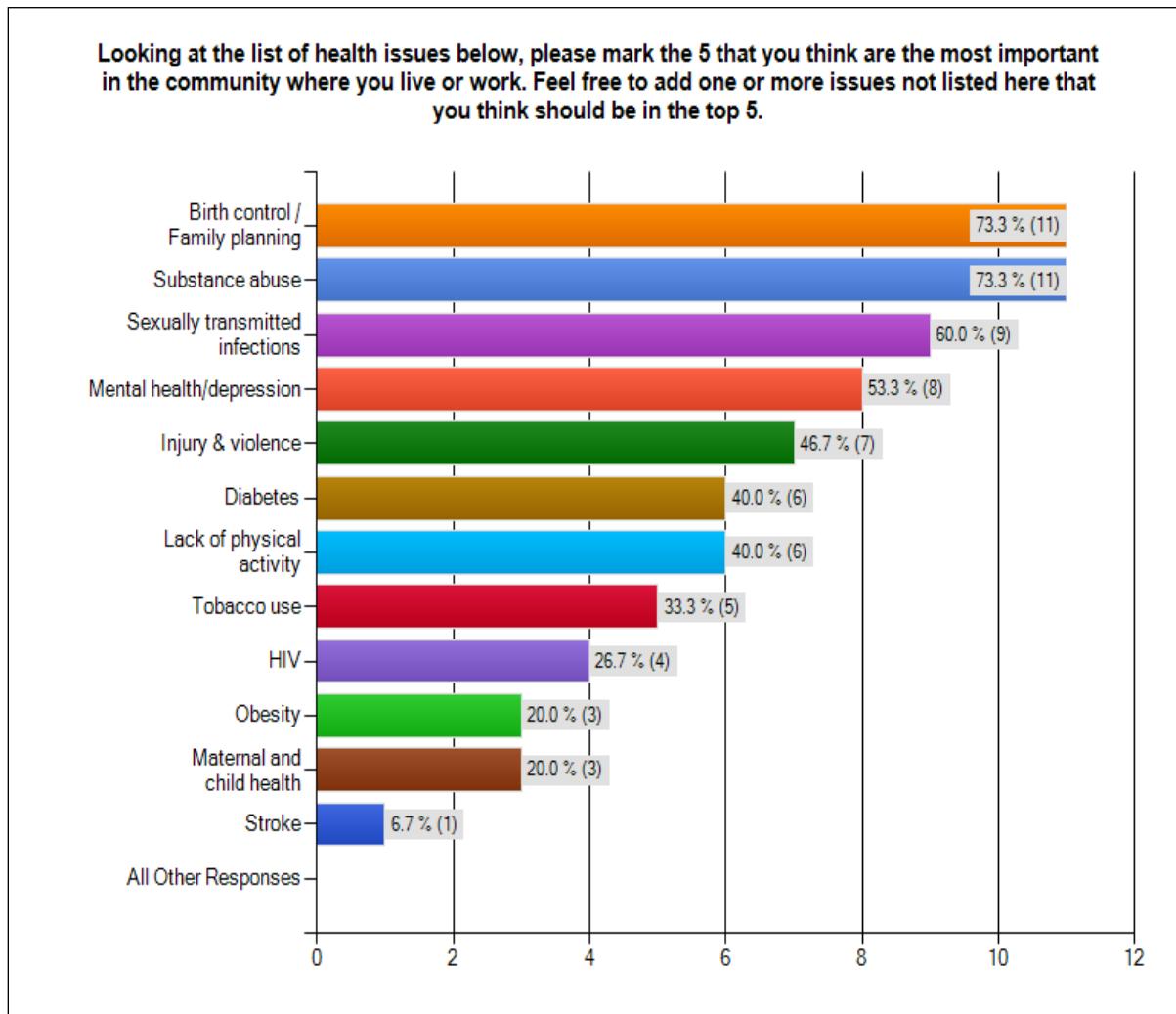
Thus, the issues endorsed in common among the top five for children by both sets of groups were **Obesity, Asthma, Lack of Physical Activity, and Injury & Violence**. **Diabetes** was in the top-5 among English-language participants, and sixth in the Spanish-language group.

#### ***Community Health Issues for Adolescents in the Bronx***

Finally, participants were asked to list the top five health issues of concern for *teenagers* living in their community (i.e., the Bronx). In the English-language groups, the most highly endorsed health issues were **Birth Control/Family Planning** (73%; n=11) and **Substance Abuse** (73%;

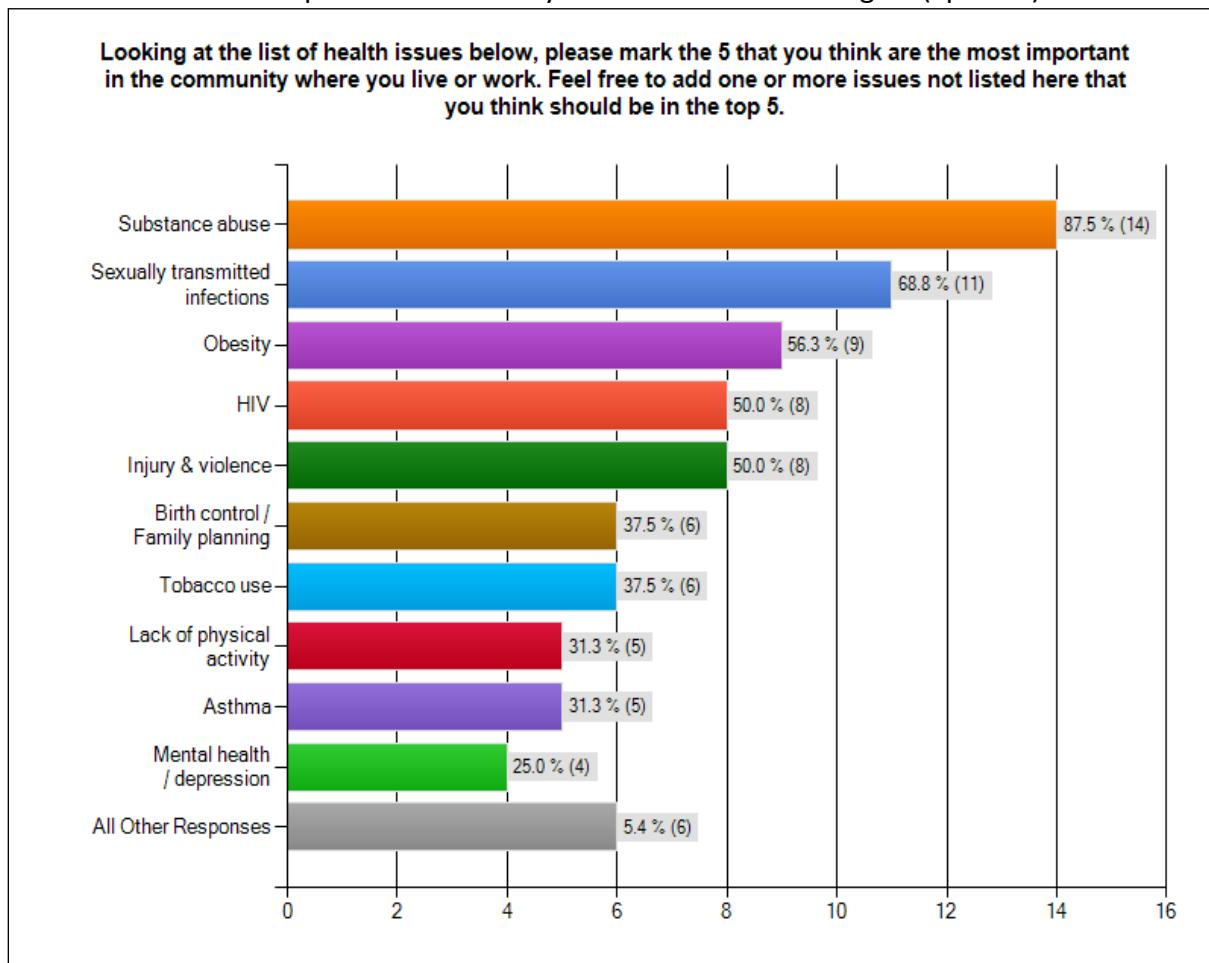
n=11). **Sexually Transmitted Infections** (60%; n=9), **Mental Health/Depression** (53%; n=8) and **Injury & Violence** were the third, fourth and fifth most important health issues endorsed by participants, respectively.

Chart 14: Five most important community health issues for teenagers (English)



The Spanish-language focus groups had somewhat different responses to the question about adolescent health issues. **Substance Abuse** was selected by 86% (n=14) of the participants, followed by **Sexually Transmitted Infections** (69%; n=11), **Obesity** (56%; n=9). **HIV and Injury & Violence** tied for fourth place (each 50%; n=8). No items were added to the original list of 17 issues.

Chart 15: Five most important community health issues for teenagers (Spanish)



Thus, the issues endorsed in common among the top five for teenagers by both sets of groups were **Substance Abuse**, **Sexually Transmitted Infections**, and **Injury & Violence**. Unlike the English-language focus group, **Birth Control/Family Planning** and **Mental Health/Depression** were not included among the top five issues by Spanish-language participants, whereas a majority of the latter included **Obesity** and **HIV** in their top-five lists.

## **Mental Health Issues**

In the focus group discussions, all participants were asked, "How well do you think mental health issues are being dealt with in your community?"

There were two main themes that emerged from the English-language focus group discussions regarding how well mental health issues were being dealt with in the community. Participants expressed concerns about mental health treatment/treatment options in the Bronx and concerns about underdiagnosis or misdiagnosis of mental health issues in the Bronx community. While these issues were of concern to Spanish-language group participants, they emphasized the inadequate availability of mental health services and the need for outreach and health education about mental health issues.

### **Concerns about Mental Health Treatment or Treatment Options**

Participants in both the English- and Spanish-language groups felt that the treatment options available or offered to residents in the Bronx were limited to psychotropic medication and that less attention was focused on therapy to offer strategies for coping with mental health issues. There was also concern among participants that psychiatrists in the Bronx may not be providing mental health patients with the proper dosages of medication for all people. They felt that in addition to prescription medication to help deal with mental issues, support groups and other therapies allowing people to talk about how they feel are important parts of mental health treatment and are underutilized in the Bronx.

One female participant (English, Sept. 30, 2013) said:

*I think that the doctor prescribes the medication, but if you are going to prescribe a lower dose so the person can manage, then you need other things to support them. You need a support group or you need to make sure they are going to the therapist. But these doctors, they have 30 to 40 patients. [The doctor] ha[s] 10 minutes with you. They don't have time to really investigate what's going on and really give you a complete [treatment plan].*

Another male (English, Sept. 30, 2013) commented:

*There is someone living...not far down the block. I see this guy...and he has a problem with his mother...he take[s] medicine, but the same thing is happening and re-happening. Two or three weeks home [and then his mother would call] the police [and they] would come and get him...and make him go [to the hospital]. He'd come back, [for] a week he is good and then he's back to the same thing.*

A female (Spanish, Oct. 12, 2013) commented:

*Yes, I have seen, in the short time that I've been here, that the area of mental health assistance is really loose here. Like they don't pay enough attention to people with mental health problems...I've seen families that are in chaos, that have ...mental disabilities like pathological lying, that causes a lot of problems in the family. Because if there is a family member who only tells lies, that becomes something mental, a mental health problem. And then that person gets sick and makes those around them sick, it creates nervous problems, they begin to fight. Then when they need help, they should be able to go to the psychologist or psychiatrist for therapy on how to manage their problem, but I don't see that. I just see that they just get in more conflict day after day and they create more problems. Every time they go to their medical appointment they get medication, just medication, and no trying to treat that mental behavior they have, their way of acting.*

Concern about treatment options was also echoed for children living in the Bronx. One male participant (English, Oct. 5, 2013) said about an 8-year old boy that was diagnosed with autism: "*After the whole diagnostic part, I have not noticed any kind of progress. They found out that there was a problem with him, but they haven't been able to move forward to treat it properly. So the diagnostic part, to reach a conclusion, has been perfect, but how about the solution?"*

Another male participant (English, Oct. 5, 2013) said about treating mental disorders in children: "*Maybe they haven't chosen the right treatment. [I am a teacher and]...I think that some [treatments] have worked very well because I experience it and I work with it every day but some aren't right for everyone."*"

A female participant (Spanish, Oct. 12, 2013) commented on a problem she has observed:

*I know of a four-year-old girl who is developing mental problems, in her behavior, so her grandmother, who she lives with, is looking for care for her. Wherever she goes, they toss her out. They throw her here, they throw her there. Four years old! No! "Wait until she is five." When she is five is when she qualifies to see the psychiatrist. I found it so strange but yes, she has to wait until she is five. Why? I find that...it shouldn't be like that, so I think it's better for them to strengthen it [mental healthcare services], a reinforcement.*

#### **Mental Illness Underdiagnosed among Adults in the Bronx**

Some English-language participants were concerned about the need for more accurate diagnosis of mental illnesses among people living in the Bronx. This concern was specifically targeted toward adults rather than children, as some participants felt that children had more access and better quality mental health diagnosis. Participants felt that the issue of mental health was being adequately addressed for children mostly because school-age children are

monitored and observed by adults (i.e., teachers) who would be more likely to notice mental health issues.

One female participant (English, Oct. 5, 2013) commented: "*Because obviously children are going to school and there are a lot of adults paying attention to them, but for adults, it's like you are on your own, so unless you speak up about it, about how you are feeling, no one is going to notice.*"

Along those same lines, another female participant (English, Oct. 5, 2013) said: "...*because mental illness is not really something that you can see, so [health issues] that have symptoms [are] well-treated...but since mental illness isn't something that you can see...a lot of people are in the closet about [their mental health issues] so I don't think it's diagnosed well.*" There was a definite consensus among participants that mental health conditions were under-diagnosed among teenagers and adults.

#### **Concerns about Causes of Mental Health Problems, Insufficient Availability of Care, and the Need for Health Education and Outreach**

In both Spanish-language groups, the open-ended question about how mental health is being managed in the Bronx was first met with responses about how mental health problems are mainly due to insufficient parental discipline. A few people in the Spanish groups felt that there is enough mental healthcare, and that the problem is that people do not seek care. Others felt that people are just not aware enough about mental health in general and thus do not see a need to get care. This issue connects with the need for health education about mental health, as people may not be aware that someone near them has a mental health problem or may prefer not to let anyone else know that the problem exists.

A woman (Spanish, Oct. 9, 2013) explained:

*Here, what there is, many times parents are afraid to begin to educate their children. You see three kids born in this country. When I came, I had been taught by my parents, when I got here I began to contribute, to work, and my husband worked outside of the city....but that was no reason for me to fear my own children, and [not] tell them what time to be home. Obedience is primary...*

A male participant (Spanish, Oct. 12, 2013) commented:

*In my building there are young men, you know? They don't want to study, they are 19, 20. Their grandfather sells ices and... they sell drugs. Where the problem is, is the grandfather doesn't say anything, he is afraid, it seems, because he is [illegally] selling ices, so what's happening there, they want \$60 pants and sneakers from \$100 or so to \$200, where the problem is, is the grandfather can't control his grandsons. He doesn't set a limit, he doesn't teach them that if there's no money, there's no money.*

A female participant in the same group (Spanish, Oct. 12, 2013) continued:

*I'm getting at it, continuing what he was saying. Mostly it comes from families...who don't help them. For example, youth here, they're a little more rebellious than in other places and the parents...they don't guide them. They don't have that guide, that education, and they tend to get depressed because they don't feel they can trust people at home. They can't vent with their parents.*

A female participant (Spanish, Oct. 9, 2013) commented that silence about mental health problems is common in Hispanic communities:

*We as a community, the majority of Hispanics, we as a group, some Spanish-speaking communities and other minority communities, we have certain taboos about the topic of mental health, and they try to keep it hidden. There isn't enough information in the community to let them know that it is a disease like any other. If you have it, if you get treatment and you keep going to support groups, you can survive the illness. That's one thing that affects it, that escalates it so that the illness and the family and community problems get a little bigger.*

A few participants were adamant that they see no gaps in the quality or availability of mental healthcare in the Bronx. Two female participants (Spanish, Oct. 12, 2013) commented:

*And about mental health, there's a lot, a lot of help, and especially for children I have, personally, my personal idea is that in this country, no one, no one can complain because the help that exists here for the elderly, for children, for everybody, is perfect, I would say, to me it's perfect.*

*Here there's help, what happens is that you have to look for it. You have to look for it. You have to look for the place where there is help, talking with counselors at a hospital...I go to the counselor and ask them to advise me where to go.*

Other participants see problems in the community's knowledge about mental health and the availability of services. A female participant (Spanish, Oct. 9, 2013) responded to the question about how well mental health is managed in the Bronx with the following statement:

*Mediocre. Because for my part I would like to see more education on this theme. More services. Generally that's not what I see. I see people in the street, in my neighborhood, that I know need help for mental situations they have, but I know they lack services....I don't know everything, but let's say there is very little information. The people don't know where to go, what to do, what are the steps to take, for this or that condition, right in my neighborhood. Mediocre...*

Another female participant in the same Spanish group (Oct. 9, 2013) commented:

*There aren't enough services. And if there are services, people don't know where to get them. And even if there are services, there aren't enough services for people of low income...my neighbor had postpartum depression. She began medicine and treatment and it took time, but she was getting worse...Once a person has emotional problems, that affects the whole family and then there are no services, there are no places where they can live, especially those who are alone, without a family. And finally the person with a mental illness ends up alone...It affects the family. The daughter ended up having to take care of her siblings...it's a trauma, as much for the person who has the illness as for the whole family.*

A female participant (Spanish, Oct. 12, 2013) commented:

*...More attention is needed in that area, in mental health. It's not that there isn't any [attention]. Nor that a person couldn't get confused because here there are a lot of services – for physical health. There's plenty. That can't be denied. Even free if you have insurance, whatever, but for mental health, I find that from my point of view that there is very little information, or guidance. Although there are services I see too many problems here with mental health. So, if the information were all over, there would be fewer [problems]. There would be fewer.*

### **Access to Healthcare Services**

Participants were asked to look at a list of different types of healthcare services (e.g., general medical care, mental healthcare, children's healthcare, maternity and infant care, sexual health/family planning, dental care, vision care, other specialty care [i.e., diabetes, cancer, HIV/AIDS], and programs to prevent illnesses like cancer, diabetes, asthma) and were asked to think about people they know who live in the Bronx who needed any of these types of care but could not get it and to discuss the reason(s) why they couldn't get the healthcare.

Participants mentioned a range of healthcare services – including specialty care for fibromyalgia, endometriosis, children's healthcare, mental health, Alzheimers' disease, prevention programs for cancer and other illnesses and dental and vision care – for which access is inadequate in the Bronx.

Participants also felt that there was little to no access to programs (education, counseling, medical testing) focused on preventing illnesses until after a person was already diagnosed with the illness.

One female participant (English, Sept. 30, 2013) said: "*I don't think there's enough programs, like, that's in our faces. Like, for example, I been out of school for about 11 years now and there*

*was never no type of programs about preventing like cancer and other illnesses. We only had like a sex education type of class."*

Another male participant (English, Sept. 30, 2013) agreed with her, saying:

*I agree with you on that. It's not enough...when you are [diagnosed with an illness] then they give all [the information] to you, but before you [are diagnosed], you don't get no...like the doctor's preventive medicine...you know how you get preventive medicine money? We don't get that, cause we don't get that information...to know nothing about preventative, until something actually happens to you and you are put in that situation.*

A male participant (Spanish, Oct. 9, 2013), stated:

*Part of it, what I don't think is seen around here...we have to work on the medical problem of obesity. If in our community we eat really differently, a lot of flour, a lot of fat...that [nutritional] service in adults, for children, and for the elderly, ....we can eat better and prevent obesity, prevent diabetes and other complications, high blood pressure...We need nutritional services and they are really limited here in the county of the Bronx...You get an appointment for an interview and to enroll in nutrition services – in four or five months if you can get it. Sometimes you even have to go someplace else.*

### **Quality of Healthcare in the Bronx**

Some participants felt that some healthcare services were available in the Bronx, but they worried about the quality of care people received. For example, one male participant (English, Oct. 5, 2013) remarked: "*I don't think that it's they couldn't get [access to a healthcare service], but it's that you feel as a personal preference that the hospitals in the Bronx aren't the best. ...If I have to go to the doctor, I will go to St. Luke's because I feel that it's a better hospital.*"

### **Information about Healthcare Services**

Referring again to the list of types of healthcare services, participants were asked: "How do you feel about the amount of information that is available about how to find these services in the Bronx? Can you think of any situation among people that you know where someone didn't know where to get a health service?"

### **Advertising and Promoting Information about Health**

Participants had mixed feelings about the amount of information that is available about healthcare services in the Bronx. Some participants felt that there is enough information, especially from hospitals and organizations like Bronx Health Link. Some participants said these places are where they most often receive information about healthcare services. One female

participant (English, Oct. 5, 2013) said that she found information about different healthcare services at a clinic in a hospital:

*The number one place is the hospital. They have all the service there and I didn't know that until I started going to the clinic and they had the diabetes class there and they have each one of them, cancer center, asthma, eye/vision, for cancer, they even do blood pressure...but if I wasn't going to that clinic, I wouldn't have even known that they had [those resources] out there.*

Some participants felt that the information was available, but that people in the Bronx have to really seek out the information in order to get it. A male participant (English, Sept. 30, 2013) said: "*A lot of people ain't willing to do what it takes to get information...*"

Other participants felt that there was information about healthcare services, but that it was not properly disseminated and promoted in the community. These participants felt that the information had to be actively sought out by residents in the Bronx. Participants said there is information available on the Internet, but that a lot of people in the Bronx don't have access to the Internet.

A male participant with a disability (Spanish, Oct. 12, 2013) explained how he seeks the information he needs:

*I always go to the politicians, they can find anything on the Internet. I talk with them and they look for it for me on the Internet and they give me the address and everything and that's how I get to those places. [Facilitator: So what you do is call the office of the Assembly?] I go there personally and they help me on the Internet, they tell me where to go, they tell me what bus, and with that information, you see, that's how I get to the examination.*

In several of the groups, there was a lot of discussion about *how* and *where* healthcare information was advertised to people in the Bronx. Participants commented that there is an abundance of advertisements for fast food, beer and cigarettes in the Bronx, but far fewer advertisements promoting information about healthcare services. One male participant (English, Sept. 30, 2013) said: "*If they advertise, then they are not advertising things like [healthcare services]. They are advertising things like cigarettes. And beer.*" Another male participant (English, Sept. 30, 2013) said: "*Like in this area of the Bronx, you see advertising for you young guys, beers and stuff but there's not advertising for health things that could help you properly.*" Another female participant (English, Oct. 5, 2013) said: "*If you go out on one of these streets on a billboard, you will either see advertising for cigarettes or liquor. I have not seen anything for hospitals or different type of care service.*" A female participant (Spanish, Oct. 12, 2013) suggested, "*they could advertise that these services exist on television. Then people would see it.*"

One female participant (English, Oct. 5, 2013) said about mobile health clinic vans that are sometimes seen providing services throughout the Bronx: “*Like for the van thing. They are...approaching people on the street and people have somewhere to go, something to do and they don't really have time to...stop and look at a van and ...talk to a person in a van. So I guess that's not really a good approach because people cannot really just stop in the street when they got to go somewhere.*”

Another male participant (English, Oct. 5, 2013) said about the mobile health clinics:

*I know there [are] vans with health and stuff...and I know they go around and whatnot, I know there [are] vans...but I don't think it's...distributed...like how many people can a van see a day? How many people can it actually be shown to? Like if it's...usually stationed at one place,...what if it's two blocks down and you didn't get a chance to see it? You won't know that information or that that is available to you. There's not enough promotion or information to go around.*

Participants suggested that a peer-to-peer approach might be a more effective way of getting information about healthcare services and prevention programs to residents of the Bronx, especially young people. One male participant (English, Sept. 30, 2013) said: “*You need someone on the inside to see what's really going on and to talk to these people and somebody who can actually relate to these people.*” Another female participant (English, Sept. 30, 2013) concurred, saying: “*Peer-to-peer counseling versus having an adult telling them [about healthcare].*” Another male participant (English, Oct. 5, 2013) said that the peer-to-peer approach is actually how he was informed about his child’s pediatrician: “*Usually, I get it from a family member. For example, we chose our pediatrician for the baby based on our other family members' experience and referral. That's how that information got to me.*”

Participants also expressed concern that health information, particularly preventive information, was only available to people after they are diagnosed with an illness. One female participant (English, Oct. 5, 2013) said: “*like prevention programs...you don't really have access to that until you actually have the problem.*” Another male participant (English, Oct. 5, 2013) said: “[*Healthcare providers] never told [a participant] anything about it until she was diagnosed with diabetes so she basically never had access to a prevention program.*”

### **Health Insurance Coverage**

Participants were asked: “Is there anything we have not covered that you think is important concerning the health and well-being of community residents, whether infants, children, teenagers, adults, or seniors, or services needed by them?”

Participants brought up health insurance as a major issue concerning the health and well-being of community residents. Participants felt that not having insurance was a major barrier to accessing healthcare services. One male participant (English, Sept. 30, 2013) said: “*Every hospital should have like flyers with different information on them, services... I know that clinics*

*have that but I haven't seen that in hospitals. But some people can't go to clinics because they don't have insurance.*" Participants felt that many people in the Bronx may not even attempt to deal with the health issues that they have because they don't have insurance coverage and are concerned not about getting treatment (i.e., they feel they would be treated), but how they would pay for healthcare services after being treated. One female participant (English, Oct. 5, 2013) said if she didn't have health insurance, she would not go to the doctor: "*because you are going to get a bill. How are you going to pay that bill? If you had money you would get the insurance to pay for it. If you had money you would get the insurance.*"

While one woman in the Oct. 12 Spanish group commented that there is free care for those who don't have insurance, another woman in the same group said that if a person doesn't have insurance and is undocumented, their access to care is limited.

*I think that if one doesn't have insurance or if one doesn't have papers, too. That affects it. Because there are people who don't have health insurance, and maybe the appointment is very expensive and they go to the doctor and the appointment...you have to pay for the visit and buy the medicine and that can be a factor. And the other thing is papers, there are people that are afraid that if they go to the hospital something will happen to them. They're going to... [pauses] [Facilitator: Deport them?] Yes. Or have them arrested. So that has a lot to do with it for people who don't have papers and because they are afraid to look for that help....That is what happened to me and my mother when we first came to this country [ten years ago]. We didn't have papers or insurance, and we didn't have money to go to the doctor.*

### **Language and Translation Issues**

In the Spanish-language focus groups, the participants were asked how well translation services were working. While a few people mentioned that translation services work well in some settings, most people offered criticism and details of what they have experienced, which included: being asked to translate for other patients or seeing other patients being asked to translate; being asked to translate formal clinical language for other patients; being given papers to sign in English with no translation offered; observing that some translators are untrained and do not translate well; having to "wait all day" for a translator; and feeling frustrated that so many providers in the Bronx do not speak Spanish.

A female participant (Spanish, Oct. 12, 2013) explained, referring to healthcare providers:

*They have to be looking for a person that speaks the language so that the person knows to be able to, for them to explain to the person, what is it they have to do, what the doctor is saying. Because sometimes they become really rude and one says, 'I don't know English' and then 'I don't know Spanish either.' Then the person becomes inhibited and wants to leave...then the person doesn't want to*

*look for help because the people treat you badly, because the people who work with the public should have a little more politeness.*

A woman in the Oct. 9 Spanish group responded to the question, "how are translation services working?" as follows:

*Terrible. Terrible. You go to the doctor and if you don't know the other language, they choose any other patient to interpret, who doesn't know medical terminology, so that what they are saying is just nonsense. I've seen it just last month. More than that, that was last week that was the last time I saw it. They grabbed a...I was in the clinic, I have an ear infection. And they chose another patient, they don't care about your business, they don't care about your [private] information. How can you choose one patient to interpret for another? Here in the Bronx! In a very well-known clinic.*

Another female participant (Spanish, Oct. 9, 2013) described being in pain and being asked to translate:

*What happened to me was I was going to have my son. I'm bilingual, I speak Spanish and English. They had me walk to open [up my cervix]. While I was walking, a doctor stopped me so that I could translate for a woman they were going to discharge that day. I'm a patient, I have to tolerate the pains of contractions, to translate for another woman who is there. That's what happened to me.*

A male participant (Spanish, Oct. 9, 2013) added:

*This is really bad because, like she says, I've seen it a lot in the hospital where they call whatever person to translate – and I don't know anything about translating, because sometimes the doctor talks to you in a language, even in Spanish, for example, I know English and Spanish, and in the way the doctor talks to you about illness that you don't understand, it has to be not just a translator, but a person who knows clinically what you're talking about because I can translate but I can't...[because they use] I think really formal, clinical words.*

A female participant (Spanish, Oct. 9, 2013) described what she has observed:

*I've seen it in the hospital. Someone comes in with a pain, they are yelling in pain, they don't understand the nurse. 'I don't know English.' But you see a person is shouting in pain, find someone who can speak Spanish so that they know what the person has. But they don't get anyone and they just ignore them, they walk away, and they don't attend to the person. They don't look for anyone, the person [patient] themselves is looking. I see it in the hospital, it has*

*happened to me in the hospital, I'm really sick, and I see all that, and I say, 'Oh, my God.'*

Another female participant (Spanish, Oct. 9, 2013) stated:

*That's a really big problem. I've have seen people go to the doctor. They get there at 9:00 in the morning and they have to leave at 5:00 because they have to wait for an interpreter the whole day and if there is no interpreter, they make an appointment for another day because the doctor doesn't speak Spanish or they don't have someone, they don't have an interpreter. Because, the truth, they can't get some other person to come tell the information to the doctor because that's against the law. So I've seen other people who have to come back another day...*

Combining the results of both the English- and Spanish-language groups, participants felt that diabetes, cancer, lack of physical activity, obesity, mental health/depression, substance abuse, asthma, and tobacco use were the most important health issues of concern for residents of all ages living in the Bronx. For children residing in the Bronx, obesity, asthma, lack of physical activity, substance abuse, injury & violence, and diabetes were the most important health issues identified by participants. Participants felt that the most important health issues for teenagers were substance abuse, sexually transmitted infections, injury & violence, birth control/family planning, mental health/depression, obesity, and HIV.

Participants in all groups had concerns about mental health treatment, availability of care, and treatment options available to people in the Bronx and that mental illness was being underdiagnosed or misdiagnosed in the Bronx. They felt more community education and outreach about mental health is needed. In term of healthcare services in the Bronx, English-speaking participants felt that specialty care, children's healthcare, mental healthcare, dental and vision care and prevention programs were difficult to access. There was also concern that the quality of healthcare services in the Bronx was less than optimal and that this negatively impacted local access to healthcare services. Participants voiced mixed opinions about how information about health is advertised and promoted in the Bronx. Some felt that health information was available, while others felt that the health information was not being properly advertised or promoted to reach enough people in the Bronx. Participants also voiced concern about the lack of health insurance coverage as a major barrier to access to healthcare. Participants in the two Spanish-language focus groups expressed serious concerns about the inadequacy of translation and interpretation services for communications between healthcare providers and patients, and for official documents that patients must sign.

## **5.b.ii Community Forum**

### **5.b.ii.1 Purpose/Process**

The Community Forum conducted as a part of the first Bronx Health Summit was to explore another venue for understanding current community views on the most pressing health issues and the availability and quality of healthcare in the Bronx. Specifically, the purpose for the event was to elicit community opinions on (1) the most important health problems among the community (2) gaps in healthcare availability in the Bronx, (3) the availability of information on where to access various types of healthcare, and, (4) how well translation services are functioning in Bronx healthcare settings.

To collect the data of interest, the methodology of a community forum was utilized because: 1) open-ended questions enable capturing participants' wording and experiences with less bias from researchers, 2) the group participants' engagement in the dialogue stimulates participants to recall issues surrounding health and healthcare that they deem most important, and 3) such forums facilitate the reaching of more participants than one-on-one interviews.

### **5.b.ii.2 Methods**

To recruit participants for the Bronx Borough President's Bronx Health and Wellness Summit, recruitment flyers were prepared and circulated via email to a wide range of community-based organizations in the Bronx, including the Bronx Community Research Review Board. Additionally, the information was posted repeatedly in Bronx Health Link's e-newsletter and on the agency's website. The Borough President's office also engaged in extensive outreach efforts through the media and various community and institutional contacts.

The discussion guide, including demographic survey questions, were developed based on discussion guides used by other organizations that have performed Community Health Needs Assessments, as well as suggestions from Judy Wessler, former Director, Commission on the Public's Health System (NYC). The demographic survey data was analyzed by transcribing the written surveys into SurveyMonkey.com, an online survey software tool.

The event was held at Fordham University on April 6, 2013 to address the health needs and issues of Bronx residents. Consumers and health providers living in and serving the Bronx shared experiences, suggestions and opinions about health services in the community. The Summit addressed concerns relative to healthcare access and quality of care.

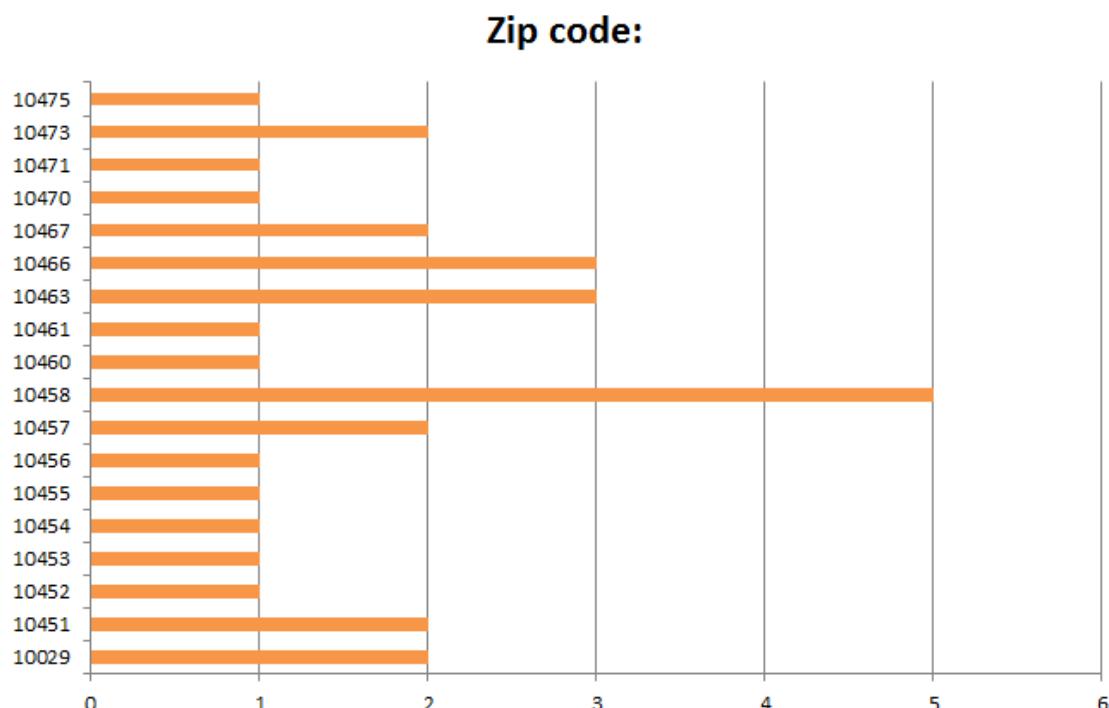
During the Summit, Bronx Health Link organized two back-to-back workshops, each 90 minutes long, titled, "Are Your Health Needs Being Met?" The goal was to offer a venue for Bronx consumers and providers to provide input to the Community Health Needs Assessment through a series of structured questions, following brief presentations by a provider and a community leader to provide context for the discussion. Participants were also invited to add written comments on a survey form. A total of 40 people attended the two sessions.

Two Bronx-based speakers presented at the sessions, one a longtime patient advocate, the other an emergency room doctor, to make comments at the start of both sessions to set a context for the discussion.

### 5.b.ii.3 Demographics

Participants were asked to complete written forms to assess their socio-demographic backgrounds. Of the 40 Forum participants in the two sessions, 32 completed a demographic survey, yielding a response rate of 80%.

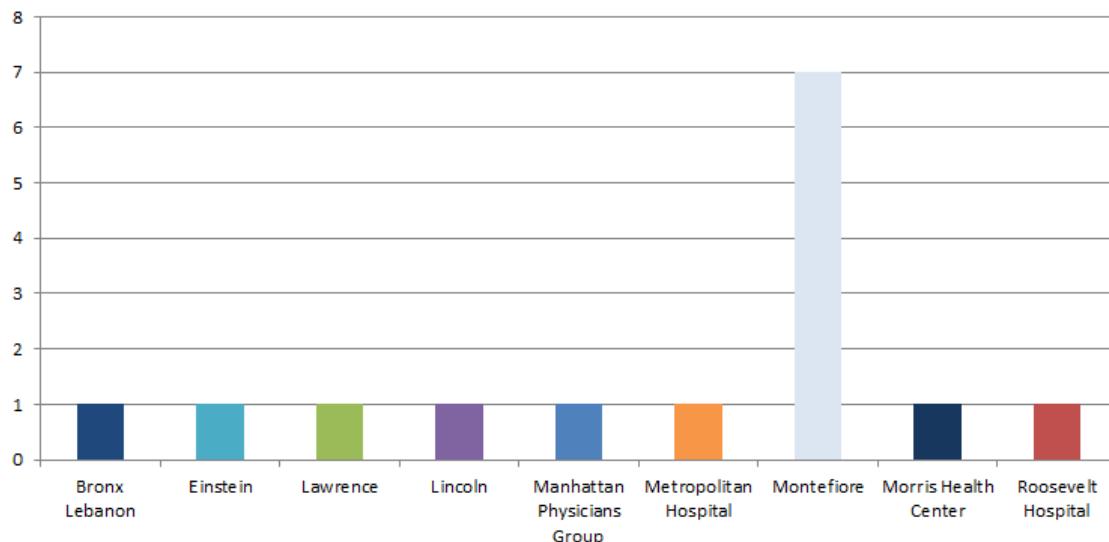
#### Zip Code



Due to the location of the forum, the highest proportion (16.1%) of individuals who attended, live in the immediate location with which the forum took place - Fordham University (10458). Of note, there were 2 participants that did not live in the Bronx, designated by their stated zip code of 10029 (East Harlem).

## Source of healthcare services

**Which hospitals and/or health care centers do you go to for your medical care?**

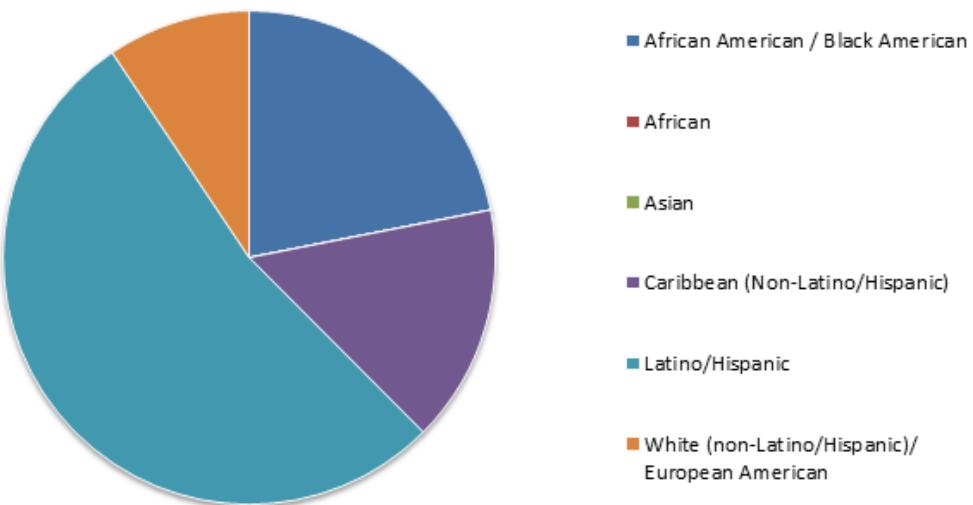


The response rate to this question was very low at 47% (N=15). Of the participants who did answer, the most common answer to this open-ended question was Montefiore Hospital (N=7, 22%). Other responses included such Bronx institutions as Bronx-Lebanon, Einstein, Morris Heights Health Center, and Lincoln Hospital, as well as Manhattan Physicians Group, Metropolitan Hospital, and Roosevelt Hospital. Of note is that the two non-Bronx residents did list their healthcare center as one in Manhattan.

## Gender and Race/ Ethnicity

The forum was largely attended by women (87%, N=27), very few male participants (13%, N=4)

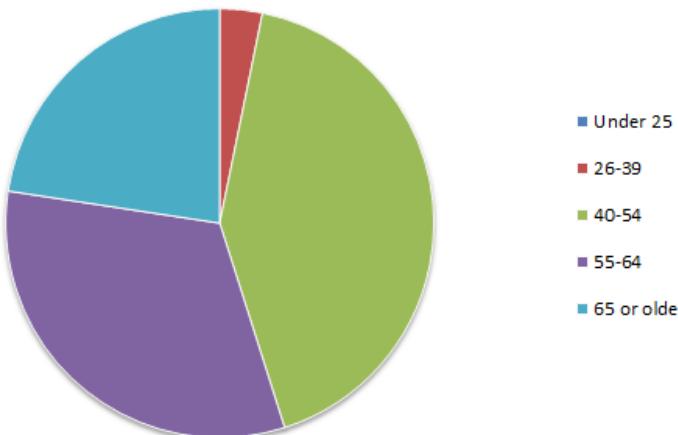
## How do you describe yourself?



In response to the question “How do you describe yourself”, 50.8% of respondents identified as Latino/Hispanic. The second highest at 22.6% identified as African American/ Black American, followed by 16.1% as Non-Latino/Hispanic Caribbean, and 6.5% Non-Latino/Hispanic White European American. No one at the event identified as African or Asian.

## Age Group

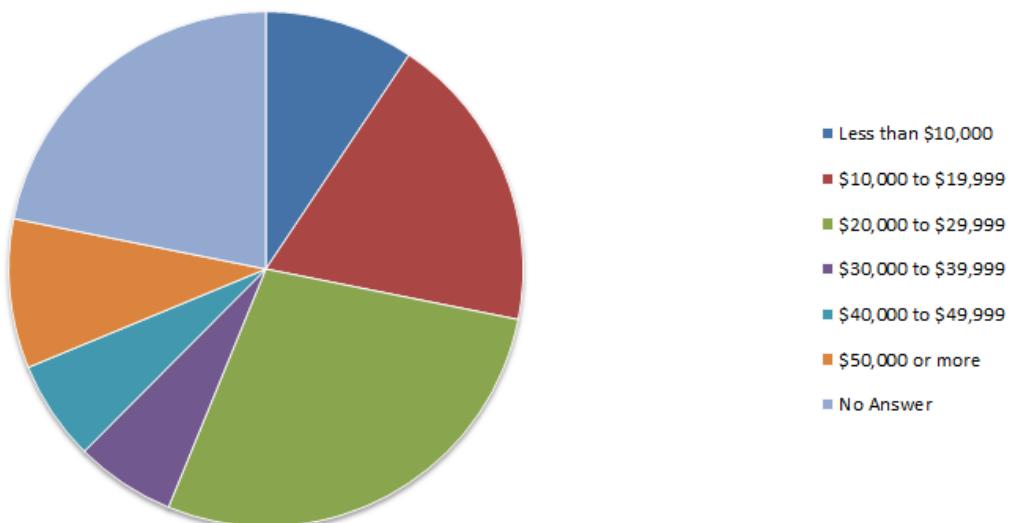
Age group



The largest percentage of respondents fell in the 40-54 age range (43.3%). No one below the age range of 25 attended the forum, and only one person within the 25-39 age range. There were 9 individuals in the 55-64 age group and 7 individuals in the 65 or older age group.

## Household Income

Please indicate your approximate household income:



In the question of household income, 25.8% (N=8) of respondents reported \$20,000 to \$29,999 - barely exceeding the 22.6% of individuals who chose not to answer. Due to this fact, the individuals who did not answer could easily change the order of the income categories. Keeping this in mind, 12.9% of participants said their household earned \$30,000 to \$49,999. Both the categories of Less than \$10,000 and \$50,000 or more were answered by 9.6% of participants. Lastly, 19.4% of participants reported household earnings of \$10,000 to \$19,999.

#### **5.b.ii.4      Results**

The discussion in the two sessions was very broad-ranging. While there were no simple statements from respondents about which health issues were considered the most important in the Bronx, many problems that they had experienced with the healthcare system were voiced.

Four common themes were evident from the discussions and written feedback:

- problems with doctor-patient communication, discrimination, and quality of care
- barriers related to payments, hours, transportation, and physical access,
- insufficient translators of the primary languages of consumers, and
- inadequate access to healthy foods.

#### **Problems with doctor-patient communication, discrimination, and quality of care**

Speaker Dennis Terry, a co-founder of Bronx Health Link and former board chair of Bronx-Lebanon Hospital, explained that a significant problem with several healthcare organizations is their lack of adoption of electronic medical records. "Why is it that the same institutions ask the same questions [of patients]?" He noted that this takes up valuable time during a doctor's appointment. Mr. Terry also said that some doctors do not listen well to patients.

Several consumers voiced their similar concerns about doctor-patient relationships. They said that doctors need to be more attentive to, and have proper communication with, their patients. In addition, there were complaints about racial discrimination and cultural insensitivity by some care providers.

#### *Comments:*

"Doctors need to be more respectful and there needs to be better dialogue."

"Doctors need to better understand the communities they serve. That's the only way people are going to have a better relationship with their doctor."

"I asked my doctor how I should lose weight, and the doctor responded rudely."

"Relations of doctors to patients need to be better. Some doctors are incompetent. 'I don't know' is not the right answer. Lead me to the direction."

"Some foreign doctors (Indian and others) bring with them their culture of talking down to patients. This needs to change."

"Doctor's aren't trained in cultural sensitivity. What can we do to change the culture of other doctors?"

"There's systematic discrimination in the hospital [against people of color]. People need to feel they are coming to a place where they are welcomed. Or else they won't come."

"Our societal disenfranchisement, we get that already [outside healthcare institutions], and so now when you come into people who care for your health, that just kind of adds on to the list of ways people in the community have been systemically discriminated against. Where's the love?"

"There needs to be more and better service for the elderly. Nursing homes are horrible."

"Seniors [are] not receiving the proper health services."

"Seniors needs someone to advocate for them."

"The things I hear are that the doctors don't hear [their patients]. Voice your opinions."

#### **Barriers related to payments, hours, transportation, and physical access:**

Speaker Dr. Vanessa Calderon, Chief Resident at Jacobi Hospital and representative of the Committee of Interns and Residents, said that emergency rooms are overcrowded largely because most patients don't have insurance and/or a primary care doctor. She gave examples of healthcare facilities in the Bronx that offer care for the uninsured or underinsured, including undocumented immigrants

Speaker Dennis Terry added that ER waiting times and time between clinic appointments could be reduced by expanding the hours of other healthcare facilities. Several consumers echoed these concerns.

In the course of the discussion, one person said most people don't realize that if one does not have insurance, one can go to federally funded health care centers that are required by law to ensure that all people are served (see NYS list at [www.chcanys.org](http://www.chcanys.org)). It was also mentioned that The New York Immigration Coalition ([www.thenyic.org](http://www.thenyic.org)) works to protect the rights of immigrants and has information about access to healthcare.

It was also noted that all hospitals in NY State that have an ER are required to have a Charity Care Policy. Sliding fee scales must be available for those who cannot afford care or are uninsured.

A repeated theme by consumers was the lack of adequate information about consumers' rights to affordable care and the locations of clinics that serve all regardless of ability to pay.

Mr. Terry also noted that the Affordable Care Act includes small pilot programs that experiment with providing access to more preventive care. He urged consumers to ask their doctor to implement such programs – “they will if more people demand it.” He also remarked that some healthcare facilities lack accessibility for disabled patients. In particular, he cited a lack of compatible transportation, the lack of ramps, and doors that are not wide enough for wheelchairs to navigate.

*Comments:*

“ER room experiences are disastrous, horrendous -- 6 plus hours to have things done. Why? Why can’t the system do better?”

“Patients must be treated better within the emergency rooms and should not have to wait 10 hours to see a physician.”

“People who show up to the emergency with no health insurance should receive the same proper health services that others attain.”

“We need more 24/7 clinical practices in NYC.”

“Whoever created Urgent Care [Centers] needs to win a Nobel Prize - they help. Is there a way we can get a list of clinics that provide urgent care? I think the people need more info about them.”

“I’m from zip code 10466, a huge immigrant community. Health care is non-existent. A lot of undocumented people suffer from mental illnesses, work-related stress, immigration stress. No one cares about immigrants, so how do we build that partnership?”

(*A consumer advocate said:*) “A number of private hospitals, including Montefiore, tell the uninsured to go to the public hospitals. And that’s a violation of Manny’s Law” [a state statute requiring that hospitals offer discounted medical service on a sliding scale for people with income up to \$62,000 for a family of 4].

“I hope you update a booklet put out years ago where you surveyed health clinics and published their services, costs, coverage, etc. It was very helpful.”

“There’s a shortage of primary care in the Bronx. More 24/7 pharmacies would be useful. We have to wait 2 to 3 weeks for prescriptions, and doctors prescribe medicine that’s too expensive. And when you ask how much prescriptions cost, doctors never know. Why?”

*(A doctor said:)* "The truth is, doctors don't know how much medicine costs, it varies everywhere. When being prescribed, always ask for the generic, it is cheaper. Also, ask your doctor if your insurance will cover it, they can find out. When in doubt, ask your doctor!"

"My insurance didn't want to cover for nutritional services, they said I needed to have a BMI of at least 30, and be over 160 lbs."

"There needs to be more accommodations for the disabled."

#### **Insufficient translators of the primary languages of consumers:**

The language barrier and inadequate language (particularly Spanish) interpretation services in healthcare facilities was another issue addressed by several consumers. It adversely affects quality of care, but consumers and providers reported that Spanish-speaking consumers are sometimes either afraid to ask for a translator or unaware of their right to a translator, regardless of the language they speak.

#### *Comments:*

*(A doctor said:)* "People don't want to be a nuisance, so they don't ask for translators. We need to encourage them to ask."

"One can translate something and it still may not be useful. Spanish speakers speak different dialects and read on different reading levels. If someone reads on a 3<sup>rd</sup> grade reading level, they may not understand documents that are on an 8<sup>th</sup> grade reading level."

"When I came to a hospital after an asthma attack, the nurse who treated me said she doesn't speak Spanish and didn't offer to find someone who did."

"It's hard for educated people to get preventive care; imagine what it'd be for people who can't speak English. There's no one coordinated [interpretation] system, and technical terminology confuses."

*(A doctor said):* "Whenever I don't understand some Spanish [spoken by a patient], I ask, "What did you mean by that?" Don't be afraid to ask."

*(A doctor said:)* "We need to educate people on their rights. Everyone has the right to a translator."

#### **Inadequate access to healthy foods:**

The Summit's keynote speaker, Max Gomez, noted that 4 out 10 adults in the Bronx are overweight and 2 out of 3 adults were overweight. Issues brought up in the workshop discussion were the Bronx's limited access to healthy foods and minimal numbers of farmers

markets. Concern was also expressed that diabetes is affecting children at a very young age because they are not eating healthily.

*Comments:*

"A main issue for me is that diabetes is affecting children now. 10-12 year olds are obese."

"We need more farmers markets. Health options are so limited."

"Fruits and veggies are available, but there's no time to eat or prepare them."

The Community Forum allowed Bronx consumers and health providers to attend and discuss healthcare access and concerns. The participants were asked to complete written forms that provided an understanding of the attendee demographics. A larger proportion of participants live in the direct vicinity of Fordham University. While many obtain their health services from Montefiore Hospital, there was an even distribution of participants who seek health services from a diverse variety of other hospitals and healthcare centers.

The event was representative of the Latino/Hispanic, women, ages 40 and above, and a household income of \$20,000 - \$29,999. The most popular themes among the discussions and written feedback included doctor-patient communication, payment barriers, transportation barriers, documentation translation or translation services, and inadequate access to healthy foods. These events also provided a venue to encourage the community to play a more active role in advocating for their healthcare rights.

### **5.b.iii Online Survey**

#### **5.b.iii.1      Process**

The online survey of Bronx directed toward users of healthcare in the Bronx was implemented to understand current community views on the most pressing health issues and the availability and quality of healthcare in the Bronx. Specifically, the online survey sought community opinions on several aspects of health and healthcare in the Bronx: (1) the most important health issues, (2) the quality of management of mental health, (3) gaps in healthcare availability, and (4) the availability of information on where to access various types of healthcare from individuals who did not participate in any of the direct encounter sessions. The sample population consisted of Bronx residents and workers ages 18 and over, both English- and Spanish-speaking.

To collect the data of interest, an online survey software tool called SurveyMonkey.com was utilized. The platform provides an efficient way of obtaining anonymous demographic background information and personal health concerns from residents throughout the Bronx borough with a narrow timetable and reasonable cost. Surveys were developed in both English and Spanish in an attempt to reach the large Spanish-speaking population of the Bronx.

### **5.b.iii.2      Methods**

The questions were developed based on discussion guides used by other organizations that have performed Community Health Needs Assessments. The survey contained 21 questions and was created in English and then translated into Spanish by a professional transcriber and certified translator.

To recruit participants in the online surveys, separate recruitment flyers were prepared for the English-language and Spanish-language surveys. The flyers were circulated via email to a wide range of community-based organizations in the Bronx, including the Bronx Community Research Review Board. Additionally, the information was posted repeatedly in BHL's e-newsletter and on the agency's website. A press release was also prepared in conjunction with Montefiore and sent to several Bronx-based community newspapers and television programs.

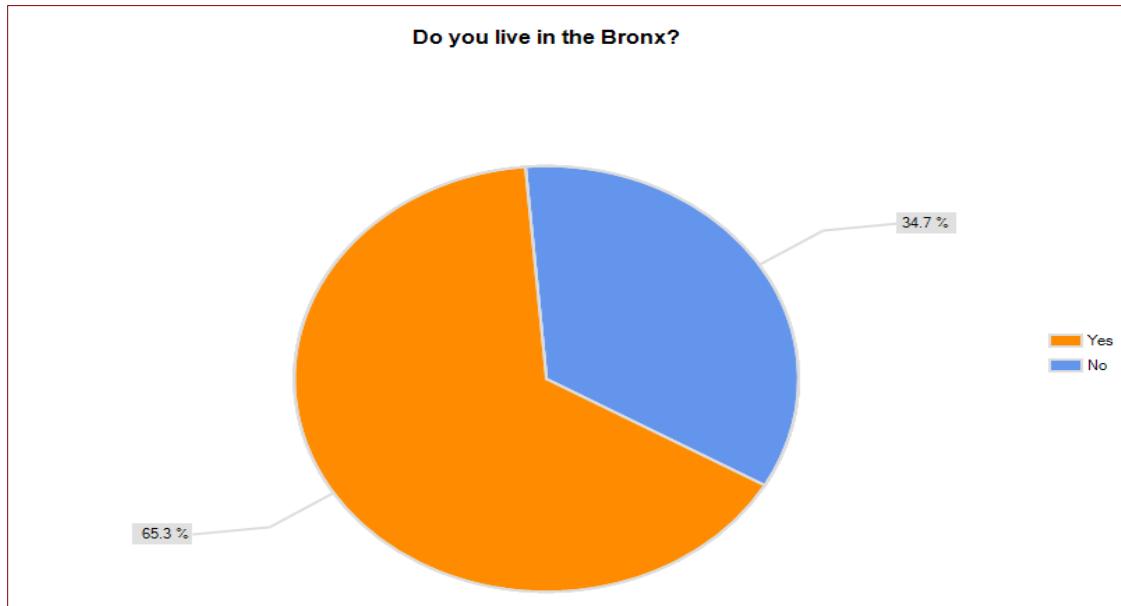
Both surveys were kept open for approximately 3 weeks (23 days), from October 3 to 25, 2013. Upon closure, there were 139 responses to the English survey, and only 11 responses to the Spanish survey. Therefore, it was determined that the Spanish survey's sample size was too small to constitute an effective comparison group with the English-survey participants. As a result, the Spanish-language survey responses were transcribed and aggregated with the English-language survey responses for data analysis. Then rates were calculated for responses to each question.

### **5.b.iii.3      Demographics**

All participants were asked questions to assess their socio-demographic backgrounds. Below are the combined data for the 150 respondents to the English- and Spanish-language surveys.

#### **Living in the Bronx**

Chart 1: Residence



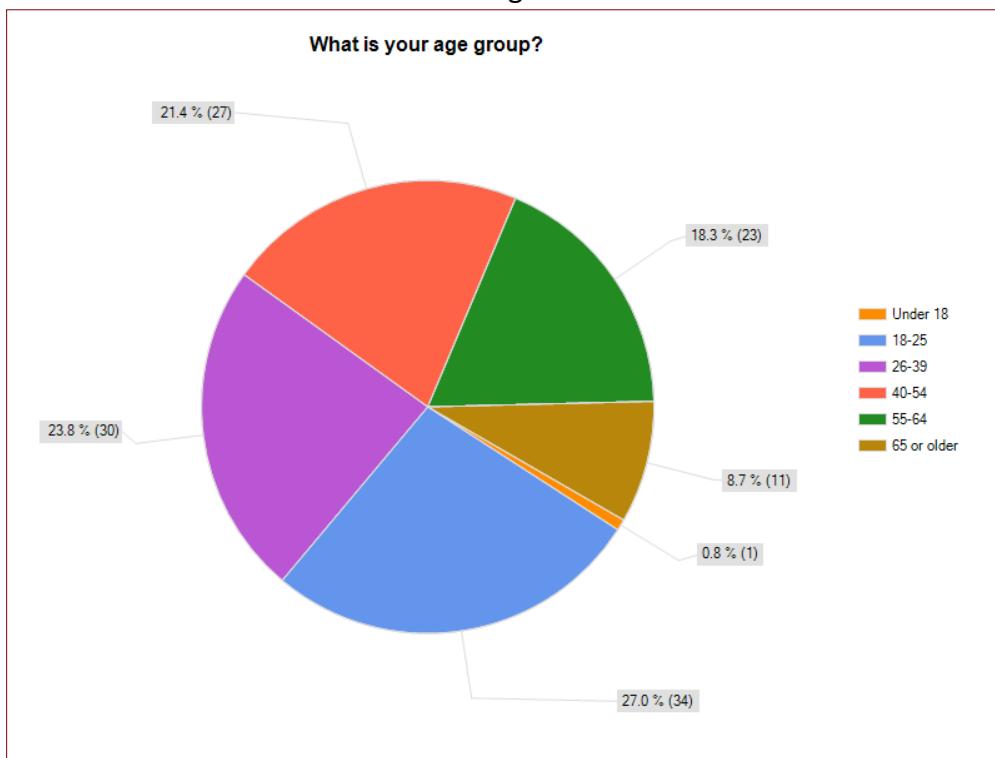
The majority of participants identified themselves as residents of the Bronx, at 65.3%, while 34.7% stated they did not live within the borough. Participants showed approximately the same distribution in reference to where they work. Seventy percent reported working in the Bronx and 30% reported working elsewhere. (Those who answered "No" to both questions were instructed that they were not qualified to participate in the survey.) Of the 150 participants, only 126 identified their zip codes. Twenty-four different zip codes were listed. Of those, the most reported were 10452 (N=15), followed by 10457 (N=12), 10466 (N=12), and 10461 (N=11).

#### **Gender**

Among survey respondents, the distribution of males to females was 22.6% (N=28) to 77.4% (N=96) respectively.

## Age Groups

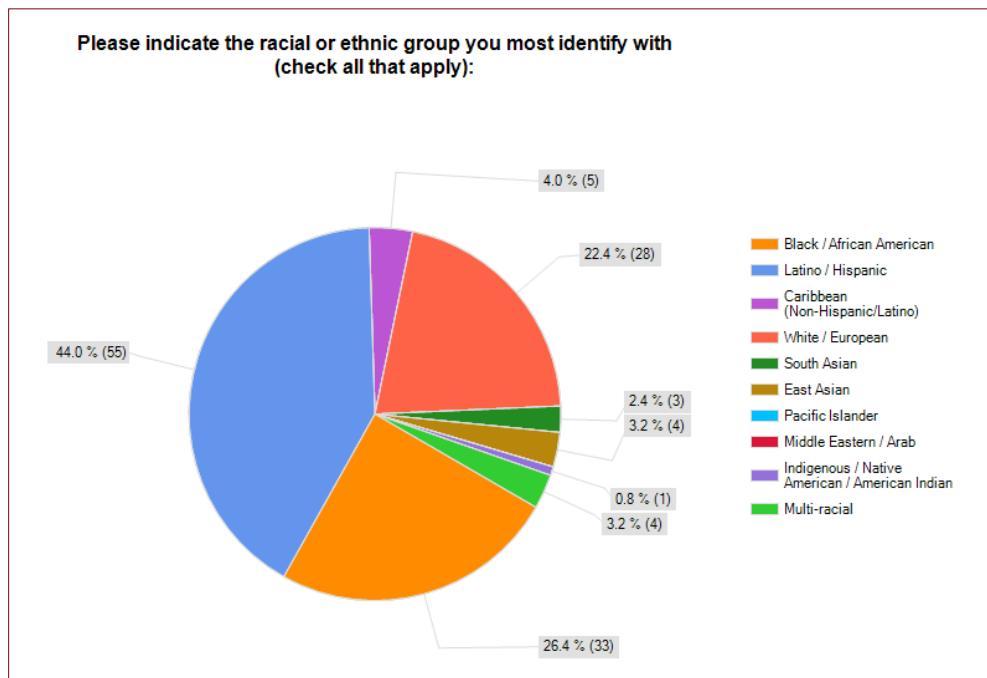
Chart 2: Age



The largest age grouping within the sampling (27%, N=34) was between the ages of 18-25 followed by progressively fewer participants in the older age ranges: the 26-39 cohort (23.8%, N=30); the 40-54 cohort (21.4%, N=27); the 55-64 cohort (18.3%, N=23); and the 65-and-older cohort (8.7%, N=11). The lowest percentage (0.8%, N=1) was observed in the under18 cohort.

## Race/Ethnicity, Language and Nativity

Chart 3: Ethnicity



Of the 125 participants who identified their race/ethnicity, the largest group listed Latino/Hispanic (44%, N=55), followed by Black/African-American (26.45%, N=33) White/European (22.4%, N=28), and 4% (N=4) Caribbean (Non-Hispanic/Latino)

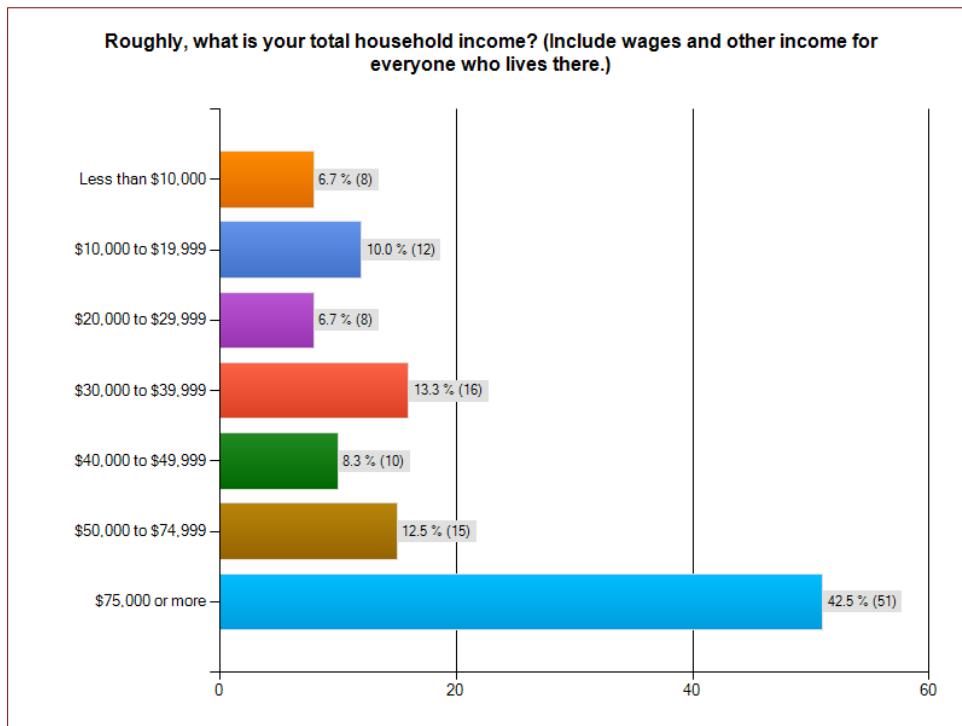
A total of 116 participants identified 17 countries as their countries of birth. The most reported countries of birth were the U.S. (69.8%, N=81), and the Dominican Republic (16.4%, N=19).

Only 123 of the 150 participants identified the main language spoken at home. English was the predominant language listed as spoken within the household, for 78.9% (N=97) of participants. Spanish was reported as primarily spoken at home by 21.1% (N=26) of the sampling. One participant identified French as the primary language spoken at home.

## Total Household Size and Income

The data for household size indicated that the largest group of respondents to that question (26.6%, N=33) reported living in a household of 2 people. The next highest category was households of 3 people (21%, N=26). The final four categories for household size, in order from highest percentage to lowest, were: 4 people (18.5%, N=23); 5 people (14.5%, N=18); 1 person (14.5%, N=18); and more than 5 people (4.8%, N=6).

Chart 4: Household Income

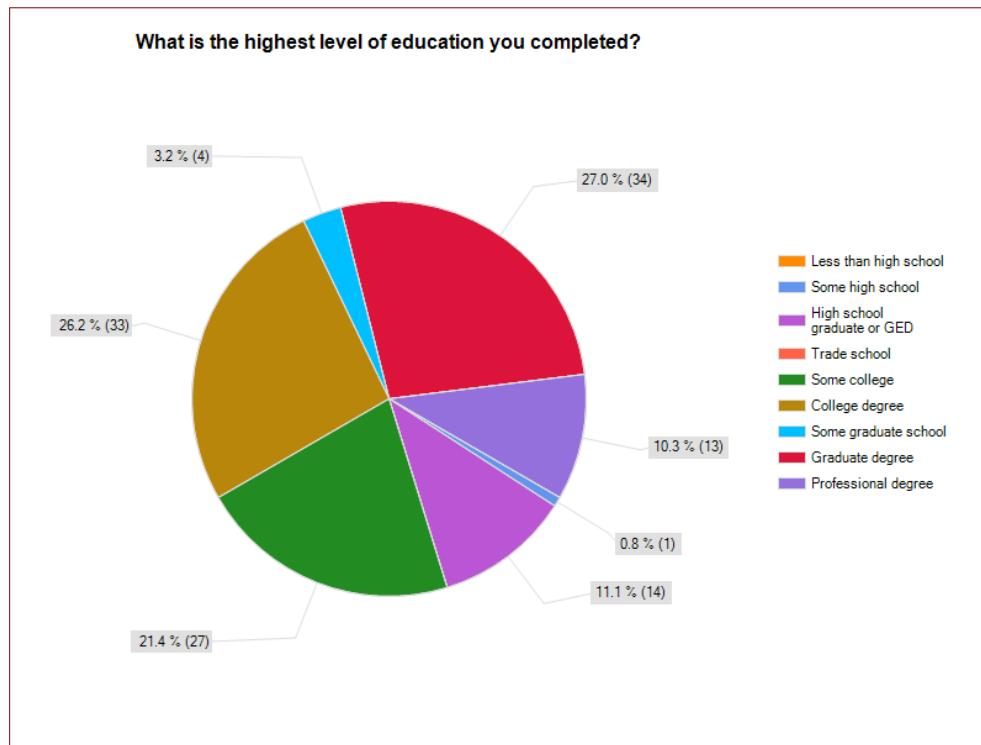


As to total household income, of the seven ranges offered, the largest response among participants in this sampling was \$75,000 or more (42.5%, N=51). The remaining respondents were evenly distributed in the six income ranges below \$75,000 (between 8% and 16%, N=69).

By contrast, the 2010 U.S. Census estimated that only 20.3% of the Bronx population had a household annual income of above \$75,000. Thus it is clear that the survey sample was significantly skewed toward a higher-income cohort.

## Education Level

Chart 5: Education Level



The data show a very advanced education level within the sampling. Specifically, 27% (N=34) of the participants had a graduate degree; 26.2% (N=33) of the participants had an undergraduate degree; 21.4% (N=27) of the participants had some college experience; 11.1% (N=14) of the participants had a high school degree or equivalent; and 10.3% (N=13) of the participants had a professional degree. In other words, in the survey sample, 85.7% of respondents were high school graduates or higher, and 53.2% had a bachelor's degree or higher. By contrast, the 2010 Census found that only 69.2% of the Bronx population over 25 classified as high school graduate or higher, and only 6.5% had a bachelor's degree or higher. As a result, there is a significant difference in educational attainment between the sample population and the Bronx population.

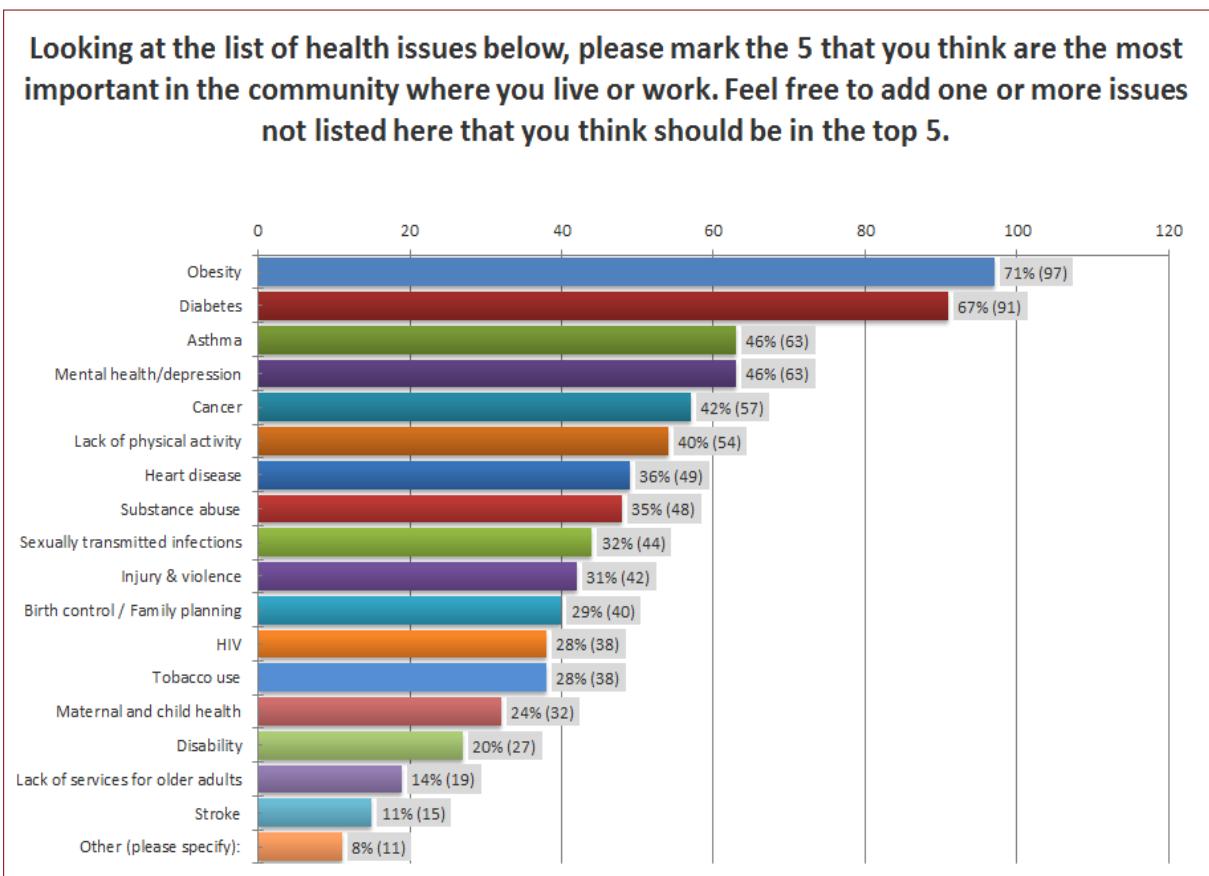
## Healthcare or Social Service Background

51.3% (N=77) of the participants responded to the question asking if the respondent had ever worked within one of four specific health or social service fields. Here, 40.3% (N=31) reported having worked as a healthcare provider; 29.9% (N=23) as a social service provider; 36.4% (N=28) as a health educator/counselor/community health worker; and 24.7% (N=19) as a health or social service administrator/manager. Thus it seems that survey respondents were rather closely divided between health/human service providers and consumers.

## 5.b.iii.4 Results

### Most Important Health Issues

**Chart 6: Five most important community health issues**



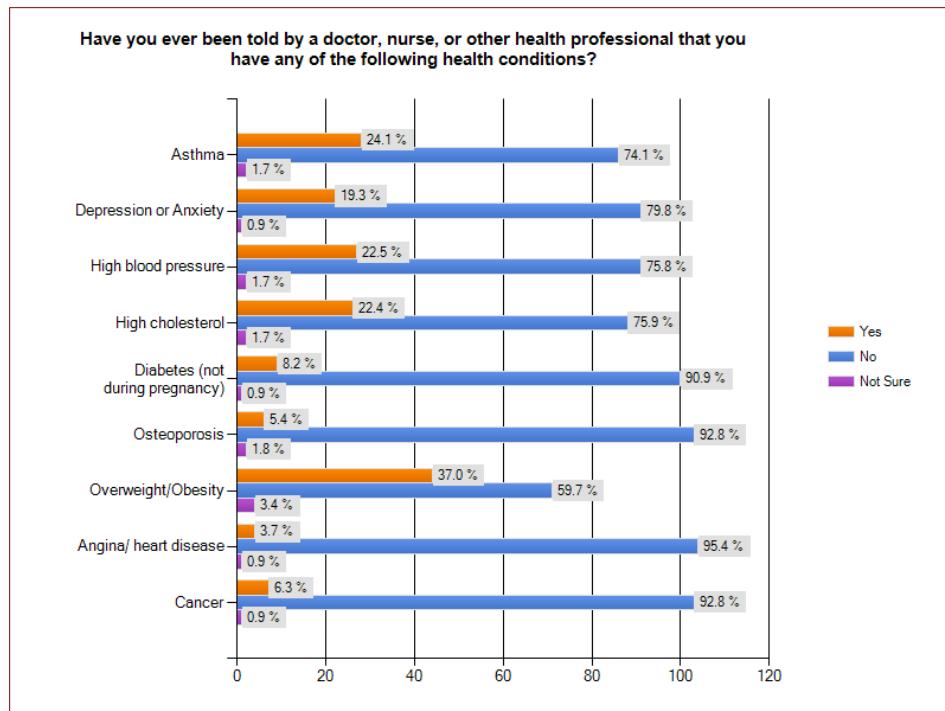
Participants were asked for their opinions regarding the most important health issues affecting residents of the Bronx. A list of 17 health issues was developed by Montefiore Hospital based on data about health status in the Bronx. Respondents were asked to choose what they considered the five most important issues on this list, or to add other items not included in the list. Responders rated **Obesity** (71%, N=97) and **Diabetes** (67%, N=91) as the two highest health concerns. These interrelated issues were followed by **Asthma** (46%, N=63), **Mental health/depression** (46%, N=63), **Cancer** (42%, N=57), **Lack of physical activity** (40%, N=54), and **Heart Disease** (36%, N=49). The remaining categories closely followed in priority. Of note is that some participants did select more or less than the proposed 5 health outcomes and that there were 14 participants who skipped this question.

## Health Status

The vast majority (91%) of participants within this sample identified their health status as positive. Specifically, responses were 14.6% (N=19) Excellent, 37.7% Very Good (N=49), and 38.5% Good (N=50). Much smaller proportions deemed their health as Fair (8.5%, N=11) or Poor (0.8%, N=1). There were a total of 130 responders to this question. By contrast, the 2012 NYC Community Health Survey by the NYC Department of Health and Mental Hygiene found that only 75.9% of Bronxites reported their health as positive, specifically, 12.4% as Excellent, 23.1% as Very Good, 40.4% as Good, versus 24% as Fair or Poor. So again, the survey sample was not representative of the larger population.

The participants of the survey were additionally asked if a healthcare practitioner had ever informed them they had any of the conditions listed within the bar graph here.

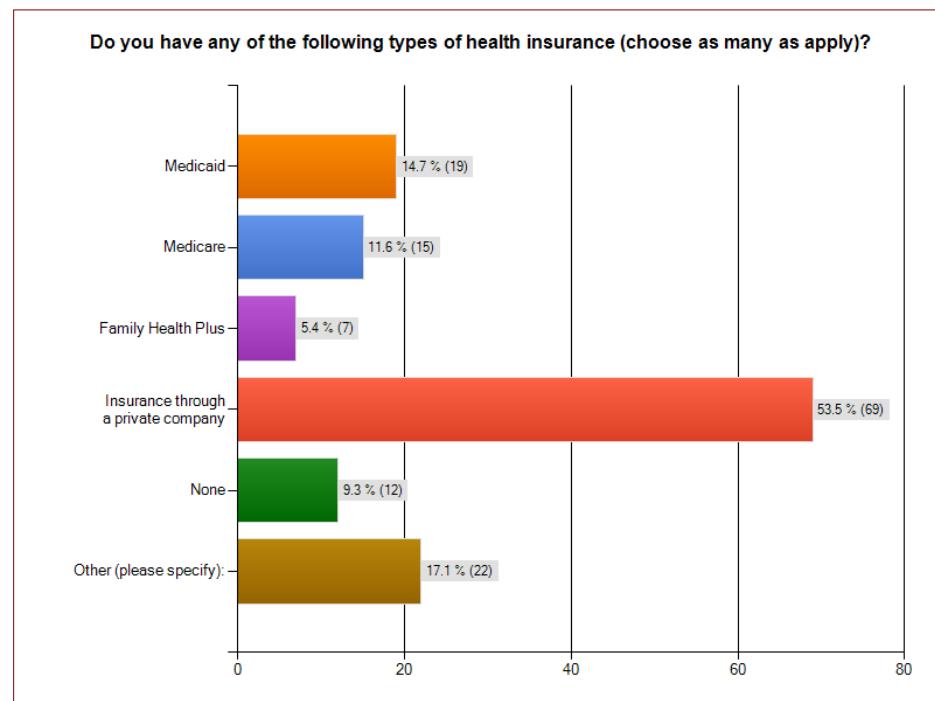
Chart 7: Health conditions told by a health professional



The responses were overwhelmingly No. Among the responders who indicated Yes, the most reported condition was Obesity (37%, N=44), followed by Asthma (24.1%, N=28), Depression/Anxiety (19.3%, N=22), High Blood Pressure (22.5%, N=27), and High Cholesterol (22.4%, N=26).

## Health Insurance Status and Knowledge

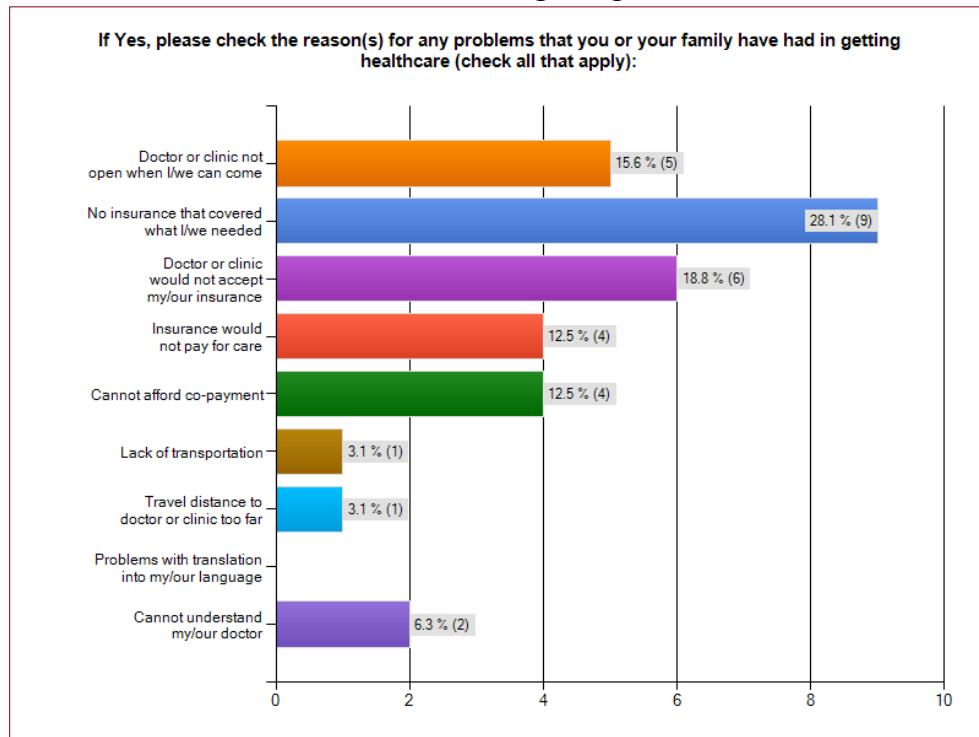
Chart 8: Health Insurance



If and when participants are sick, 89.8% (N=114) reported having a healthcare provider for checkups and visits. More than half the participants (53.5%) had insurance through a private company. The remainder of the participants had Medicaid (14.7%), Medicare (11.6%), Family Health Plus (5.4%), Other uncategorized (17.1%), or None (i.e., uninsured) (9.3%). Again, these results contrasted with the findings of the 2012 NYC Community Health Survey, which reported that 31.6% of Bronxites were covered by private insurance, 27.1% by Medicaid, 14.8% by Medicare, and 4% by other programs, whereas 22.6% were uninsured.

## Issues with Healthcare Access

Chart 9: Problems with getting healthcare



Participants were asked if, in the last 12 months, the respondent or a family member had had problems getting needed healthcare. The majority answered No (76%, N=95), compared with 24% (N=30) who answered Yes. Among those who responded Yes, five issues were identified as the most problematic when attaining healthcare:

- No insurance that covered what I/we needed (28.1%, N=9);
- Doctor or clinic would not accept my/our insurance (18.8%, N=6);
- Doctor or clinic not open when I/we can come (15.6%, N=5);
- Insurance would not pay for care (12.5%, N=4); and
- Cannot afford co-payment (12.5%, N=4).

The health issues that participants felt are the most important in the Bronx are obesity, diabetes, and asthma, followed by mental health/depression, and cancer. which matches several of the most prevalent conditions reported listed by the focus group responders about their own health history (in order): obesity, asthma, high cholesterol/ blood pressure, and depression/anxiety. It is with good reason that the Bronx community is concerned with these issues. According to the NYC Department of Health and Mental Hygiene's 2012 Community Health Survey data, 33.3% of the Bronx population is overweight, 32% are obese, 15.2% have ever been told by a health professional that they have diabetes, 18.1% have ever been told by a

health professional that they have asthma, and 7.1% answered positively to one of several questions about serious psychological distress.

Of the approximately one-quarter of respondents who reported problems with healthcare access (for themselves or their family), one of the most common complaints was the failure of their insurance carrier to cover the services they needed. Other problems included healthcare providers not accepting their form of insurance, inconvenient hours by their doctor or clinic, a refusal by insurance to pay for their care, and an inability to afford co-payments. More than three-quarters of respondents reported no problems in obtaining healthcare for themselves or their families. But again, this high reported proportion may simply reflect the skewed sample and not be representative of the lived experience of many Bronx residents with healthcare access, as prior studies have suggested.

#### **5.b.iv Primary Data Analysis Key Findings**

##### **5.b.iv.1 Key Findings from Quantitative Data**

The community input data showed both overlapping and differing findings, which may or may not be linked to the demographic differences noted above.

**Most Important Health Issues:** See table below for a summary of the health issues deemed most important by the participants in the various input-gathering activities.

Most Important Health Issues: People of all Ages			
Rank	English-language focus group	Spanish-language focus group	Online Survey
1	Diabetes	Diabetes	Obesity
2	Cancer*	Cancer*	Diabetes
3	Lack of Physical Activity*	Obesity*	Asthma*
4	Obesity	Substance Abuse	Mental Health/ Depression*
5	Mental Health/ Depression	Asthma	Cancer

where 1 = highest, 5 = lowest

\* signifies a tie to preceding/following rank within the category

The prevailing health issues for all ages chosen by participants in the English-language focus groups were **Diabetes, Cancer, Lack of Physical Activity, Obesity, and Mental Health/ Depression**. The Spanish-language focus groups shared three of these priorities: **Diabetes, Cancer and Obesity**. They also identified **Substance Abuse and Asthma** as high ranking concerns. The survey group rated **Obesity, Diabetes, Asthma, Mental Health/ Depression, and Cancer** as their highest concerns. Among survey respondents, different health issues were clustered at the top five. However, among both English- and Spanish-language focus group

participants, there was very little clustering of highly-rated issues outside of the top five. The forum group was not asked to rate their health concerns.

Finally, within the focus groups, participants were asked to rate the most important health issues for children and, separately, for adolescents in the Bronx. See tables below.

Most Important Health Issues: Children		
Rank	English-language focus group	Spanish-language focus group
1	Obesity	Obesity
2	Asthma	Asthma
3	Lack of Physical Activity	Injury & violence
4	Diabetes	Substance Abuse
5	Injury & Violence	Lack of Physical Activity

where 1 = highest, 5 = lowest

Most Important Health Issues: Adolescents		
Rank	English-language focus group	Spanish-language focus group
1	Birth Control/ Family planning*	Substance Abuse
2	Substance Abuse*	Sexually Transmitted Infections
3	Sexually Transmitted Infections	Obesity
4	Mental Health/ Depression	HIV*
5	Injury & Violence	Injury & Violence*

where 1 = highest, 5 = lowest

\* signifies a tie to preceding/following rank within the category

The English-language focus groups, in rating issues for children in the Bronx, reported **Obesity, Asthma, Lack of Physical Activity, Diabetes, and Injury & Violence** as the highest. Spanish-language focus group participants also designated **Obesity and Asthma**, but also named **Injury & Violence, and Substance Abuse, and Lack of Physical Activity**. When asked about the top health issues for adolescents in the Bronx, the English-language focus groups identified **Birth Control/Family Planning, Substance Abuse, Sexually Transmitted Infections, and Mental Health/Depression, and Injury & Violence**. The Spanish-language focus groups identified three of the same issues – **Substance Abuse, Sexually Transmitted Infections, and Injury & Violence** – and two different ones – **Obesity and HIV**.

#### **5.b.iv.2      Key Findings from Qualitative Data**

Qualitative measures were documented for the focus groups, in both English and Spanish, and for the forum group. Some notable trends were identified as common problems with the healthcare system in the Bronx:

- Members of the Spanish-language focus groups and some of the community forum participants expressed great distress over seriously inadequate Spanish interpretation and translation in hospitals and other healthcare settings.
- Among all the groups, there were concerns about the inadequate availability of certain types of healthcare, difficulties in paying for care, a lack of preventative health programs (forum participants specifically mentioned inadequate access to healthy foods), and a lack of information about available health services. Forum and focus group participants also pointed to barriers to healthcare access caused by limited hours, inadequate transportation options, and problems with physical accessibility.
- Focus group members expressed concerns with mental health misdiagnosis, lack of community mental health outreach and education, and mixed feelings about the education materials on mental health issues available within Bronx hospitals.
- Forum participants also mentioned several specific problems with doctor-patient relationships, including poor communication, discrimination, and quality of care.

It should also be noted while only a quarter of the online survey respondents reported problems with healthcare access, among the particular issues of most concern were providers that would not accept their insurance and insurance policies that did not cover the services they needed.

#### **6.      Prioritization of Community Health Needs**

The primary and secondary data collection process illuminated four major categories of health needs that were both important across the populations surveyed and reflected in the data as critical. The four areas are:

- (1) Improve Overall Health Status and Reduce Health Disparities,
- (2) Prevention of Chronic Disease,
- (3) Prevent HIV/STD's Vaccine Preventable Diseases and Healthcare Associated Infections, and
- (4) Promotion of Healthy Women Infants and Children.

Across these four areas, twenty-eight indicators are available with metrics demonstrating significant improvement needed across the county. A review of the health needs by order of magnitude and significance from the primary and secondary data collected throughout the CHNA are detailed below.

**Improve Health Status and Reduce Health Disparities**

<b>Indicator</b>	<b>Bronx County Rate</b>
Age-adjusted preventable hospitalizations rate per 10,000- Ages 18+ years	288.9 in 2008-2010
Percentage of adults without health insurance – Ages 18-64 years	23% in 2010; 19.79% in 2011

**Prevent Chronic Diseases**

<b>Indicator</b>	<b>Bronx County Rate</b>
Heart Disease Mortality per 100,000	215.1 in 2009; 206.1 in 2010
Prostate Cancer Incidence	180.9 in 2009; 171.2 in 2010
Age-adjusted Death Rate, Cancer Mortality per 100,000	169.50 rate from 2006-2010
Percentage of adults who are obese	30.2% in 2010-2011; 32% in 2012
Percentage of low-income preschool obesity rate	15.4% from 2006-2008; 14.9% from 2009-2011
Percentage of teens who are obese	14.8% in 2011
Percentage of individuals who reported consuming few fruits or vegetables	76.5% from 2003-2011
Percentage of adults who are sedentary	24.5% in 2011; 24.7% in 2012
Percentage of teens who do not engage in physical activity for at least 60 minutes per day	80.1% in 2011
Cervical Cancer Incidence	9.3 rate from 2009-2010
Colorectal Cancer Incidence	44.4 rate in 2009
Percentage of women ages 67-69 who did not receive a mammography over a two-year period	39% in 2010
Percentage of adults who did not receive a colonoscopy in the past 10 years– Ages 50+	34.3% in 2011; 29.3% in 2012
Teen with asthma	25.9% in 2011

Percentage of diabetic adults 65+ who did not have their blood sugar levels tested	23% in 2009; 22% in 2010
Adults with asthma	17.9% in 2011; 18.1% in 2012
Percentage of cigarette smoking among adults	17.1% in 2011; 15.8% in 2012
Adults with diabetes	13.1% in 2011; 15.2% in 2012

**Prevent HIV/STDs, Vaccine Preventable Diseases and Healthcare-Associated Infections**

<b>Indicator</b>	<b>Bronx County Rate</b>
Percentage of adults ages 65+ who did not receive a pneumonia shot within the last year	51.7% in 2008-2009
Percentage of adults ages 65+ who did not receive a flu shot within the last year	41.4% in 2008-2009
Chlamydia case rate per 100,000	1,321.5 rate in 2010; 1,302.2 in 2011
Living with HIV case rate per 100,000	632.2 rate in 2009; 635.1 in 2010
Gonorrhea case rate per 100,000	236.2 rate in 2010; 272.0 in 2011
Syphilis case rate per 100,000	11.7 rate in 2010; 11.0 in 2011

**Promote Healthy Women, Infants, and Children**

Percent of Low Weight Births	9.9% from 2003-2009
Percentage of children without health insurance	4.8% in 2010; 4.37% in 2011

## **IMPLEMENTATION STRATEGY**

### **7. Measures and Resources to Meet Identified Needs**

Montefiore is a leader in community health and has a long history of developing innovative approaches to care and tailoring programs to best serve the changing needs of its community. These include, but are not limited to the following: Community Service Plan, Community Services Strategy, Accountable Care Organization, Patient-Centered Medical Home, Disease Management Programs, and Community Outreach. The integration of these innovative approaches serves Montefiore well in its services to its community.

Montefiore has a vast portfolio of programs and services that address a majority of the significant community health needs identified in the Community Health Needs Assessment. The breadth and depth of the programs and services vary, but each address a need identified in the community.

Historically, Montefiore has earned a reputation as a leader in the region, state and nation in providing services to its community, by developing and operating an extraordinary array of needed services to the poor and underserved, and to specific at-risk populations (e.g., children, the elderly, the HIV-infected, the homeless and victims of domestic violence).

Beyond its involvement in patient care services to individuals within and (in some cases) beyond its service area, the faculty and staff at Montefiore are heavily invested in the provision of service to the wider community, through:

- the education of health professionals;
- the generation of new knowledge through basic, clinical and social sciences research;
- affecting health policy through service on a range of professional, governmental and inter-institutional boards and advisory group; and
- by involvement in programs of community service (like housing preservation) which go beyond the boundaries of health and health care.

Montefiore embraces its social responsibility and defines its role broadly, promoting wellness in addition to treating disease and addressing needs ranging far beyond medical care. We extend this responsibility to the care of our employees and medical staff, many of whom live in the surrounding community.

The population Montefiore serves is one of the most diverse in the nation. Montefiore has been an incubator for programs that improve patients' access to culturally appropriate services, and its progressive financial aid policy and robust entitlement enrollment program support access to care for those in need. Historically, Montefiore has viewed community service and community health improvement as a delivery system challenge, reaching out to serve the under-resourced.

Services to the community are an explicit and essential component of Montefiore's mission and one of its most valued traditions. The medical center has a long history of reaching beyond the walls of its hospitals to identify and meet the needs of its community and has been a national leader in organizing and expanding community-based services. Our commitment to the community has required a multifaceted, continually evolving response, in which the unique capacities of the academic medical center are mobilized to improve the lives of the people and the communities we serve -- not just medically, but socially, economically and environmentally, wherever and whenever our resources can make a difference.

For much of our history, community service at Montefiore has been a vital grassroots movement. When pressing needs arose that lay beyond the purview of traditional health care, physicians, nurses, social workers, staff and community partners have stepped in to address them. These programs tackle a remarkable range of health problems in the Bronx; from the epidemics of diabetes and obesity to high rates of teen pregnancy. They come in an equally impressive range of sizes; from an online guide to hundreds of social services to complex federally-funded agencies with hundreds of staff. With the understanding that the practice of medicine is a service to the community, we have defined community service to include those efforts at preventing disease, enhancing wellbeing and enacting social change that go beyond traditional health care and its fee-for-service reimbursement system.

Through this entrepreneurial spirit, over the past one hundred years in the Bronx, Montefiore associates have developed, independently and in collaboration with other organizations, an impressive array of programs that address many of the needs of our communities. In many cases the programs developed in the Bronx have resulted in national changes in best practices and through our relationship as the University Hospital for the Albert Einstein College of Medicine, the programs have the capacity to expand the evidence base to improve the health of communities like ours beyond our borders.

#### **7a. Internal Resources and Measures**

Below is a list of Montefiore programs that address a variety of community needs, including a brief description, the intervention measures that the program captures and the coordination of the program to the larger New York State Prevention Agenda that is also aligned with the New York City Take Care New York initiatives.

Appendix B provides an inventory of community service programs, including the target population, the health issues addressed, and outcomes.

In the section following the program list, the process for the management of community health needs not met by our programs will be provided.

Program Name	Description	Intervention Measures	NYS Prevention Agenda
<b>Adherence Intervention for Pediatric Renal Transplant</b>	Adherence Intervention for Pediatric Renal Transplant aims to support adolescents (14-21) awaiting kidney transplant who struggle with their treatment regimens. The program uses dialectical behavior therapy, counseling, support groups and medication management with the goal of improving quality of life and general life skills.	Increase in patient adherence to renal transplant treatment regimens; Improvement in patient quality of life	Prevent Chronic Diseases; Promote Healthy Women, Infants and Children
<b>Adolescent AIDS Program</b>	The Adolescent AIDS Program (AAP) provides comprehensive care, risk reduction services and HIV counseling to HIV-positive adolescents (13-24). The program also offers rapid and simple HIV testing and counseling to at-risk youth throughout the Bronx, especially in areas of high seroprevalence.	Decrease in high-risk behavior; Increase in HIV testing; Increase in linkage to treatment and care for HIV+ individuals	Promote Healthy Women, Infants and Children; Promote Mental Health and Prevent Substance Abuse; Prevent HIV, Sexually Transmitted Diseases, Vaccine-Preventable Diseases and Healthcare-Associated Infections
<b>Adolescent Depression and Suicide Program</b>	Adolescent Depression and Suicide Program is a subspecialty outpatient clinic within the Dept. of Psychiatry that provides comprehensive assessments and evidence-based treatment for youth (12-18) who present with symptoms of depression,	Decrease in adolescent depression rate; Decrease in adolescent suicide and attempted suicide rates; Decrease in adolescent suicidal	Promote Healthy Women, Infants and Children; Promote Mental Health and Prevent Substance Abuse

	<p>suicidal behaviors and non-suicidal self-injurious behaviors. Many patients also struggle with school, family and drug problems. The program runs lectures and workshops for school personnel, students and community members.</p>	feelings	
<b>AIDS Center</b>	<p>As a New York State Dept. of Health-designated AIDS Center, this division at Moses provides a broad array of inpatient and outpatient services to adults (22+) living with AIDS. The care model consists of an integrated team of health care professionals, including physicians, social workers, nurses, HIV counselors, dietitians, adherence counselors, researchers, mental health providers, pharmacists and administrative staff.</p>	<p>Decrease in high-risk behavior; Increase in HIV testing; Increase in linkage to treatment and care for HIV+ individuals</p>	<p>Promote Mental Health and Prevent Substance Abuse; Prevent HIV, Sexually Transmitted Diseases, Vaccine-Preventable Diseases and Healthcare-Associated Infections</p>
<b>Bardonia Health Day</b>	<p>As part of Bardonia Health Day, Montefiore associates present Heart Healthy Education to 5 through 12 year olds on topics including exercise and healthy eating</p>	<p>Increase in healthy eating habits; Increase in physical activity; Decrease in BMI; Decrease in obesity</p>	<p>Prevent Chronic Diseases; Promote Healthy Women, Infants and Children</p>

<b>B'N Fit</b>	B'N Fit is a comprehensive weight loss program for obese teens (12-21) that conducts medical, nutritional and psychosocial evaluations and refers participants to treatment for obesity-related illness. The program is offered in conjunction with a community after-school program that consists of nutrition classes, physical activity programming, parent groups, family nights and a six-week summer program.	Increase in healthy eating habits; Increase in physical activity; Decrease in BMI; Decrease in obesity	Prevent Chronic Diseases; Promote Healthy Women, Infants and Children
<b>Breast and Cervical Screening Event</b>	Screening for breast exams and pap smears for women 18 years and older. Mammograms for women 40 years and older. In addition, women's health education and information is provided.	Increase in breast exams and pap smears for women 18+; Increase in mammograms for women 40+; Decrease in diagnosis of late-stage breast and cervical cancer	Prevent Chronic Diseases; Promote Healthy Women, Infants and Children
<b>Bronx BREATHES</b>	Bronx BREATHES is a tobacco cessation center that serves multiple health care organizations in the Bronx by giving providers training and resources to help their patients quit smoking.	Decrease in number of smokers	Prevent Chronic Diseases

<b>Bronx CHAMPION</b>	<p>Bronx Community Health and Acute Medical Performance Improvement Organizational Network is a pay-for-performance project intended to improve the care of diabetes mellitus, cardiovascular disease and specific acute medical conditions for adults ages 50 years and older. The program collects and analyzes data from Internal and Family Medicine in order to generate performance scores for providers who are then awarded financial incentives based on the quality of their care. The program was in hiatus during 2011-2012 and will resume in 2013.</p>	<p>Increase in quality of care for individuals with diabetes; Increase in quality of care for individuals with heart disease</p>	<p>Prevent Chronic Diseases</p>
<b>Bronx-CATCH, Collective Action to Transform Community Health</b>	<p>Bronx-CATCH is a partnership between Montefiore, the New York City Department of Health and Mental Hygiene, the Bronx Community Health Network, other community based organizations and agencies and local elected officials. Recognizing that population health is a local issue, the goal is to create a series of neighborhood-specific stakeholder partnerships, extending out from different Montefiore Medical Group</p>	<p>Increase in healthy eating habits; Increase in physical activity; Decrease in BMI; Decrease in obesity</p>	<p>Prevent Chronic Diseases; Promote a Health and Safe Environment</p>

	health center sites, to support healthy behaviors and increase health-promotion resources for patients and the local community.		
<b>Caregiver Support Center</b>	The Caregiver Support Center is dedicated to providing support to the caregiver, a family member or friend and the primary source of care for an ill family member, in addition to medical support of clinical staff.	Increase in general satisfaction of caregiver	Promote Mental Health and Prevent Substance Abuse
<b>Centering Pregnancy</b>	Centering Pregnancy is a national program that provides comprehensive prenatal care in a group setting. It affords women the opportunity to spend more time with their prenatal care provider, to befriend other pregnant women and to learn about themselves, their pregnancies and their newborns. The program is offered at two MMG sites: FHC and SBHCCF--and soon to be started at CFCC.	Increase in utilization of prenatal care services; Increase in positive health outcomes for newborns and their mothers	Promote Healthy Women, Infants and Children
<b>Centers Implementing Clinical Excellence &amp; Restoring Opportunity (CICERO)</b>	CICERO is an integrated HIV/AIDS and primary care program that functions at ten Montefiore primary care sites and offers treatment,	Increase in proportion of HIV+ individuals engaged in care	Promote Mental Health and Prevent Substance Abuse; Prevent HIV, Sexually Transmitted Diseases, Vaccine-Preventable Diseases and Healthcare-Associated Infections

	educational, counseling and supportive services to HIV/AIDS patients in the primary care setting.		
<b>CFCC'S Breastfeeding Support</b>	CFCC's Breastfeeding Initiative is a collaborative effort between the Depts. of Pediatric Medicine and OB/GYN that supports new mothers and trains staff to manage breastfeeding. Expectant and new mothers and their infants (0-2) are referred to a board certified pediatrician who is also a board certified lactation consultant, who provides individual consults and runs a weekly breastfeeding group clinic. The program's goal is to improve breastfeeding rates in the hospital and clinic settings and to help Montefiore become recognized as a "baby-friendly hospital" by the WHO. Individual consults are available 3 mornings per week and the breastfeeding group clinic meets on Thursday afternoons. Annual lectures are given to pediatric residents and other staff.	Increase in proportion of mothers who breastfeed	Promote Healthy Women, Infants and Children
<b>CHAM Oncology Groups</b>	Over four 12-week sessions in 2012, up from 2 in 2011, CHAM runs four distinct support	Increase in patient satisfaction for oncology patients	Prevent Chronic Diseases; Promote Healthy Women, Infants and Children; Promote Mental Health and Prevent Substance Abuse

	groups targeted to: teenagers with cancer, school-age children with cancer, siblings of cancer patients and parents of children undergoing cancer treatment.	and their families	
<b>CHAM Sickle Cell Groups</b>	Over a 10-week session, CHAM runs a support group targeted to school-age sick cell patients. The group gives patients an opportunity to meet others going through similar experiences and provides the chance for self-expression and positive socialization.	Increase in patient satisfaction for sickle cell patients and their families	Prevent Chronic Diseases; Promote Healthy Women, Infants and Children; Promote Mental Health and Prevent Substance Abuse
<b>CHF Disease Management</b>	Through primary care and care management services, the CMO seeks to decrease preventable readmissions and improve the continuity of care for the hospital's Emblem CHF patients. At-risk patients are managed through case management calls, home visits and the use of telehealth and telescales.	Decrease in preventable readmissions for CHF patients; Increase in continuity of care for CHF patients	Prevent Chronic Diseases
<b>Children's Evaluation and Rehabilitation Center (CERC)</b>	CERC, the clinical arm of the Rose F. Kennedy University Center for Excellence in Developmental Disabilities, offer multidisciplinary evaluation and treatment to	Increase in patient satisfaction for individuals with intellectual and other disabilities	Promote Healthy Women, Infants and Children; Promote Mental Health and Prevent Substance Abuse

	children and adults with intellectual and other disabilities, such as autism spectrum disorder, cerebral palsy, mental retardation, learning disabilities. The Center is composed of 10 teams, which focus their activities on a specific component of this population.		
<b>Colorectal Cancer Patient Navigation Program</b>	The Colorectal Cancer Patient Navigator Program is the bridge between the community and health care. We eliminate complexity bringing together interdisciplinary teams to work towards reducing colorectal cancer rates by assessing, educating, scheduling, and guiding our patients through the screening process. Our aim is to eliminate barriers and build relationships in effort to increase the screening completion rates and decrease no-show and cancellation rates.	Increase in screening for colorectal cancer; Decrease in colorectal cancer	Prevent Chronic Diseases
<b>Communilife Montefiore Temporary Respite Program</b>	The program provides temporary community-based supportive housing for Montefiore inpatients who do not have a suitable living arrangement and do not need to be hospitalized. Patients who are discharged into the	Increase in patient satisfaction; Increase in proportion of inpatients who report having suitable living arrangements	Promote a Healthy and Safe Environment

	program facility receive case management, medication management, care coordination, entitlements services and the support they need to find suitable permanent housing.		
<b>Comprehensive Services Model, CSM</b>	CSM is a Welfare-to-Work program for public assistance clients with substance use disorders. CSM comprehensively evaluates all clients and then case manages them with the goals of stabilization in substance abuse treatment and either employment or attainment of federal disability benefits, if eligible. CSM refers to state-certified substance abuse treatment programs and provides comprehensive social services.	Increase in stabilization in substance abuse treatment; Increase in employment of individuals with substance abuse disorders; Increase in attainment of federal disability benefits for individuals with substance abuse disorders	Promote Mental Health and Prevent Substance Abuse
<b>Diabetes Club</b>	Diabetes Club is a bimonthly support group for adults with type 2 diabetes in which patients share their experiences and discuss strategies for managing their illness. The club welcomes families and friends of participants to attend meetings and to share their experiences and ideas with the group.	Increase in patient satisfaction for individuals with diabetes	Prevent Chronic Diseases; Promote Mental Health and Prevent Substance Abuse

<b>Diabetes Disease Management</b>	Through care management services delivered telephonically, face-to-face (both one-on-one and in group settings) and through direct mail, the CMO empowers people with Type II diabetes to improve their health outcomes and quality of life.	Increase in positive health outcomes for individuals with diabetes; Increase in quality of life for individuals with diabetes	Prevent Chronic Diseases
<b>Diabetes in Pregnancy Program</b>	Diabetes in Pregnancy is a prenatal care program for women with pre-gestational or gestational diabetes mellitus. The program's classes explore the impact of diabetes on a patient's pregnancy, baby and family. Additionally, participants receive nutritional counseling and co-management consultation.	Increase in quality of prenatal care for diabetic women	Prevent Chronic Diseases; Promote Healthy Women, Infants and Children
<b>Diabetes Management: PROMISED</b>	A novel approach in Diabetes Education - the <b>Proactive Managed Information System for Education in Diabetes</b> "PROMISED" is a 10-hour interactive educational program. The program is approved and certified by the American Diabetes Association and adheres to the more recent Standards of Care and it is tailored to meet the needs of our Bronx residents. Patients are referred to PROMISED by	Increase in management of diabetes; Increase in positive health outcomes for diabetic mothers and their newborns	Prevent Chronic Diseases

	<p>their primary care physicians and following completion of the program they are empowered to better manage their disease. Each case is reviewed and discussed separately and the referring PCP receives a consultation letter regarding management of glycemic control, cardiovascular risk factors and comorbidities. Individual cases are presented adhering to the Health Insurance Portability and Accountability Act of 1996 (HIPAA)</p>		
Dialysis Outreach	<p>Dialysis outreach seeks to strengthen communication between Montefiore's transplant program and community physicians and to provide a seamless referral service where a physician or patients only need to make one phone call and will receive an appointment with a Montefiore Hepatologist, Nephrologist or Surgeon depending on the reason for the referral. The program seeks to resolve customer service issues, help expedite the referral and evaluation process and answer any questions pertaining to</p>	<p>Increase in patient satisfaction; Increase in provider satisfaction</p>	<p>Prevent Chronic Diseases</p>

	<p>transplant and Montefiore. Dialysis outreach also provides in service training for dialysis staff so that understand transplant. Additionally, the program works with the American Liver Foundation, National Kidney Foundation and Organ Donor Network on education, community events and outreach.</p>		
<b>DOH Infertility Demonstration Project</b>	<p>The Infertility Demonstration Project is a statewide campaign that helps couples (21-44) who lack the financial resources to access In-vitro Fertilization services. Depending on total household income, the participating couple is required to pay a certain portion of fees after insurance. The Dept. of Health then pays the remaining cost. The program is particularly important for couples whose insurance does not cover the cost of medication for the IVF cycle.</p>	<p>Increase in access to In-vitro fertilization services</p>	<p>Promote Healthy Women, Infants and Children</p>
<b>Eat Healthy, Shop Smart</b>	<p>Eat Healthy, Shop Smart is an voucher program with an educational component that teaches cancer patients about the importance of a plant-based diet. At new patient orientation, patients are triaged</p>	<p>Increase in healthy eating habits; Increase in fruit and vegetable consumption</p>	<p>Prevent Chronic Diseases; Promote a Healthy and Safe Environment</p>

	for nutritional risk and offered vouchers for use at farmer's markets at both the Moses and Einstein campuses. Farmer's markets run from May to October, pending weather limitations. The program provides financial aid to participants to purchase fruits and vegetables.		
<b>Explainer Program</b>	The Explainer program employs youth interns from the community to teach patients and families at CHAM how to navigate the interactive patient care system at the bedside TV. This system, called the GetwellNetwork, offers health education, TV, video, internet, gaming, and customer service to patients and their families. The interns are provided with career workshops and encouraged to pursue career opportunities in health care through skill building in resume writing, interviewing and education.	Increase in patient satisfaction	Promote a Healthy and Safe Environment; Promote Healthy Women, Infants and Children
<b>Family Treatment/Rehabilitation</b>	Family Treatment/Rehabilitation is an evaluation and case management program for families with identified risk of child abuse or neglect and	Increase in quality of case management for families with identified risk of child abuse or	Promote Mental Health and Prevent Substance Abuse

	identified psychiatric or substance use disorders. The program provides evaluation and referral for treatment, and provides case management to track participation.	neglect	
<b>Farmer's Market Walks</b>	Every Tuesday from June-November, nutritionists and health educators lead groups at various Montefiore sites to local Farmer's Markets. Participants learn about seasonal produce, discuss recipes and when available, receive "Health Bucks," a \$2 coupon to purchase a fruit or vegetable.	Increase in healthy eating habits; Increase in fruit and vegetable consumption	Promote a Healthy and Safe Environment
<b>Geriatric Ambulatory Practice</b>	The Geriatric Ambulatory Practice provides comprehensive primary care to very frail patients (65+). It focuses on medical and functional assessment for patients and offers consultation visits for primary care physicians who are having difficulty caring for dementia, frequent falls, osteoporosis, elder abuse and multiple chronic conditions that impact the elderly. The practice also serves as a training site for geriatric fellows, medical residents and medical students.	Increase in patient satisfaction	Prevent Chronic Diseases

<b>Green Cart Partnership Program</b>	<p>The Green Cart Partnership Program develops partnerships between community health centers and mobile street vendors who sell fresh produce as part of the Dept. of Health's Green Cart Program. Health center staff motivate patients to shop at Green Carts by conducting weekly cooking demonstrations that feature recipes heavy in produce. Staff also distribute information about the location of Green Carts throughout the Bronx and serve as advocates for street vendors.</p>	<p>Increase in healthy eating habits; Increase in fruit and vegetable consumption</p>	<p>Promote a Healthy and Safe Environment</p>
<b>Healing Arts</b>	<p>The Healing Arts at Montefiore is a network of programs that uses the arts, creative arts therapies, integrative medicine, and other healing approaches to enhance the quality of life, health and well-being of Montefiore's patients, associates and community. Healing Arts programs are available in the Children's Hospital, Oncology, Palliative Care, Rehabilitation Medicine, Psychiatry, and other departments to complement patient care by helping to reduce pain and other physical</p>	<p>Increase in patient satisfaction and quality of life</p>	<p>Promote a Healthy and Safe Environment; Promote Healthy Women, Infants and Children; Promote Mental Health and Prevent Substance Abuse</p>

	<p>symptoms, provide comfort and enjoyment, promote self-expression, and enhance quality of life.</p>		
<b>Healthy Living with Chronic Conditions</b>	<p>Healthy Living with Chronic Conditions is a workshop that helps patients with chronic conditions lead healthier lives. Patients who have hypertension, diabetes, arthritis, HIV/AIDS and other illnesses attend weekly sessions for six weeks where they learn to eat well, cope with stress, communicate effectively with medical providers and identify and accomplish goals.</p>	<p>Increase in patient satisfaction</p>	<p>Prevent Chronic Diseases</p>
<b>Healthy Steps</b>	<p>Healthy Steps ensures that primary care for infants and toddlers focuses on issues of development, behavior, parental mental health and the parent-child relationship. Building on the national model, the program collocates and integrates behavioral and mental health specialists in the pediatric primary care setting. These specialists use screening tools such as maternal</p>	<p>Increase in patient satisfaction; Increase in pediatric access to primary care</p>	<p>Promote Healthy Women, Infants and Children; Promote Mental Health and Prevent Substance Abuse</p>

	depression screening and child social emotional screening to determine and implement interventions that ensure successful early childhood years.		
<b>Heart Center Corporate Programs</b>	Corporate Programs practices provide outreach services to the communities they serve including: lectures at Phelps Memorial Hospital, free blood pressure screenings and educational seminars at local nursing homes.	Increase in free health screenings; Increase in educational services provided to community members	Prevent Chronic Diseases
<b>Heart Month</b>	During the month of February, The Center for Heart & Vascular Care conducts a series of educational sessions and health screenings for Montefiore associates and for residents of the Bronx. The Center conducts lectures about heart health and healthy lifestyles as well as blood pressure screenings and counseling sessions at all Montefiore campuses, in senior citizen centers, local elementary schools, colleges and health centers.	Increase in blood pressure screenings; Increase in cardiac health	Prevent Chronic Diseases

<b>Hepatitis C Support Group</b>	The Hepatitis C Support group is a supportive service for adults with Hepatitis C. Topics of discussion include disease management, treatment options, side effects, compliance and coping with relational and psychological impacts of disease and treatment.	Increase in patient satisfaction for individuals with Hepatitis C	Prevent Chronic Diseases; Promote Mental Health and Prevent Substance Abuse
<b>Home Health Aide Employment and Training</b>	Home Health Aide Employment and Training is a stimulus-funded program that helps unemployed community members obtain employment as home health aides. The program provides supportive services and case management throughout the training and employment process. Additionally, participants who complete training receive a portable certification that can be used to obtain future placements.	Increase in employment of community members as home health aides	Promote a Healthy and Safe Environment

<b>HPV Vaccine Clinic</b>	<p>The HPV Vaccine clinic is a stand-alone clinic open to the Montefiore community and local medical providers. It offers vaccines, education and counseling to women ages 19-26 in an effort to reduce the spread of sexually-transmitted HPV infection and the onset of cervical cancer. Before the creation of the program, many OB/GYN clinics, and providers of women's health in 19-26 year olds in the community had stopped providing the vaccine to women in this age bracket due to insufficient Medicaid coverage and low reimbursement. The clinic also seeks to correct billing issues and allow for vaccines to be provided through sponsored programs to low income women in order to make vaccine administration cost effective. This site also offers participation in ongoing research projects as well.</p>	Increase in HPV vaccination rate	Prevent Chronic Diseases; Promote Healthy Women, Infants and Children
---------------------------	--	----------------------------------	---

<b>Indochinese Mental Health Program</b>	<p>The Indochinese Mental Health clinic provides outpatient mental health services to the Bronx Southeast Asian community. The program is a collaborative effort between the Dept. of Psychiatry and the Dept. Family Medicine and is designed according to recommendations from the Harvard Program in Refugee Trauma. In addition to mental health services, staff coordinate patients' care with clinic physicians and link them to community resources.</p>	<p>Increase in mental health services available; Increase in utilization of mental health services by the Bronx Southeast Asian community</p>	<p>Promote Mental Health and Prevent Substance Abuse</p>
<b>Information and Referral Service</b>	<p>The Information and Referral Service connects users to vital social services and resources in the Bronx. It is comprised of a walk-in/call-in site for patients, a consultation service for Montefiore staff and an internal resource manual written for social workers. The walk-in site is open to any person in need of help with entitlements, especially the chronically ill, elderly, young mothers and the very poor.</p>	<p>Increase in patient satisfaction; Increase in provider satisfaction</p>	<p>Promote a Healthy and Safe Environment</p>

<p><b>Inpatient Asthma Workshop</b> <b>DID NOT HAPPEN IN 2012</b> <b>Working with Pulmonary to redefine the program for inpatient and outpatient, encouraged to measure outcomes</b></p>	<p>The Inpatient Asthma Workshop is an educational program at CHAM that teaches hospitalized patients and their families about asthma. Conducted by a social worker, the Workshop addresses the challenges and stressors that asthmatic children face in their communities and provides families with useful information and resources.</p>	<p>Decrease in asthma symptoms</p>	<p>Prevent Chronic Diseases; Promote Healthy Women, Infants and Children</p>
<p><b>Integrated Medicine and Palliative Care Team (IMPACT)</b></p>	<p>IMPACT is an interdisciplinary service that provides integrative palliative care to for pediatric patients facing life threatening or life limiting disease, and their care givers. Services include palliative and end-of-life care, pain management, mental health services, acupuncture, essential oil therapy, reiki, yoga, massage, healing touch, nutrition and supplements, cooking classes, herbal medicine and homeopathy, among others. The team educates students and staff on palliative care and conducts research to measure the effectiveness of its interventions. It conducts research to measure to measure the effectiveness of its</p>	<p>Increase in patient satisfaction</p>	<p>Promote Healthy Women, Infants and Children; Promote Mental Health and Prevent Substance Abuse</p>

	<p>interventions. IMPACT</p>		
<b>Lead Poisoning Prevention Program</b>	<p>A designated NYS Resource Center for Lead Poisoning Prevention, the LPPP consists of a multidisciplinary team in medicine, research, social services, environmental investigation, and public advocacy. It serves as a referral center for the medical management of lead poisoning, links families to safe housing during home abatement procedures, provides bilingual educational workshops, advocates for lead poisoned children during local and state legislative reviews and collaborates with city and private agencies in environmental intervention.</p>	<p>Decrease in lead poisoning</p>	<p>Promote a Healthy and Safe Environment; Promote Healthy Women, Infants and Children</p>

<b>LINCS Program at CHAM</b>	<p>LINCS is a medical home that provides comprehensive primary care and care coordination in outpatient, inpatient and home care settings to children (0-21) with complex, chronic and life-limiting conditions. The program incorporates a palliative care consultation service that provides ongoing care to children in community-based home hospices. Additionally, the program delivers comprehensive primary care to siblings during and after their brothers and sisters have passed away.</p>	<p>Increase in patient satisfaction; Increase in accessibility of primary care services available to children</p> <p>Prevent Chronic Disease; Promote Healthy Women, Infants and Children</p>
<b>Liver Transplant Support Group</b>	<p>The Liver Transplant Support Group is a psycho- educational program for pre- and post-liver transplant patients and their families. Led by two social workers and a psychiatrist, the groups focus on expectations and challenges pre and post liver transplant, learning signs and symptoms of liver disease, disease management, and strengthening coping skills in a mutually supportive environment.</p>	<p>Increase in patient satisfaction for liver transplant patients</p> <p>Prevent Chronic Diseases; Promote Mental Health and Prevent Substance Abuse</p>

<b>Managed Addiction Treatment Services, MATS</b>	<p>MATS is a clinical care coordination program for substance abusers, which since August 1 2012 has been fully incorporated into the Bronx Accountable Healthcare Network (BAHN), the Montefiore-led, NYSDOH designated Health Home. Through clinical case management, MATS helps clients stabilize in substance abuse treatment, access other medical, behavioral health, and social services, reduce inpatient admissions and ED visits, and enhance overall health and wellness by assisting clients with engagement and adherence to outpatient clinical services.</p>	<p>Increase in treatment of substance abuse; Increase in accessibility of social and medical services for substance abusers</p>	<p>Promote Mental Health and Prevent Substance Abuse</p>
<b>Medical House Calls Program</b>	<p>Through medical home visits, the CMO helps chronically ill, at-risk geriatric and adult patients who have a history of multiple inpatient admissions and are homebound. A team of primary care physicians provide medical care. The program is also supported by social workers, outreach specialists and nurses who collaborate to address a variety of psychosocial concerns affecting</p>	<p>Increase in patient satisfaction; Increase in accessibility of primary care services</p>	<p>Prevent Chronic Diseases</p>

	<p>the patients medical condition. The program has the capacity to care for 750 patients.</p>		
<b>Medical Stabilization Unit - Detox Programs</b>	<p>The MSU is a 10 bed inpatient unit for the treatment of acute withdrawal symptoms from drug and/or alcohol dependency. Most patients have comorbid psychiatric disorders or complicated medical diseases exacerbated by substance use.</p>	<p>Increase in patient satisfaction; Decrease in relapse of patients</p>	<p>Promote Mental Health and Prevent Substance Abuse</p>
<b>Melanoma Screening</b>	<p>Screening for Melanoma. Event takes place at MECCC in May.</p>	<p>Increase in screening for Melanoma; Decrease in occurrence of Melanoma</p>	<p>Prevent Chronic Diseases</p>
<b>Mobile Dental Van</b>	<p>The Mobile Dental Van provides dental care to patients at MMC affiliated schools that do not have permanent dental services. Staffed by a dentist and a hygienist and equipped with two dental chairs, a digital X-Ray system and a billing system, the van operates five days per week and visits schools on a rotating schedule.</p>	<p>Increase in proportion of individuals receiving dental care</p>	<p>Prevent Chronic Diseases</p>

<b>Montefiore School Health Program</b>	<p>MSHP is the largest and most comprehensive school-based health care network in the United States. It has 20 school-based health center sites that provide primary care, mental health, oral health and community health services to patients regardless of citizenship status and ability to pay. All sites are federally qualified or partially qualified health centers. Included in MSHP is the Healthy Kids program, comprised of an array of evidence-based prevention activities focused on increasing physical activity and healthy eating in Bronx children and their families.</p>	<p>Increase in proportion of students receiving health care</p>	<p>Prevent Chronic Diseases; Promote Healthy Women, Infants and Children</p>
<b>Moshulu Preservation Corporation (MPC)</b>	<p>MPC is a non-profit organization committed to preserving and revitalizing Bronx neighborhoods by improving housing and promoting economic and community development. It is governed by a Board of Directors made up of Montefiore trustees and management, community leaders and development experts who serve in a pro bono capacity.</p>	<p>Increase in local economy; Increase in preservation of neighborhoods</p>	<p>Promote a Healthy and Safe Environment</p>

<b>Mujeres Unidas (Spanish-Speaking Breast Cancer Support Group)</b>	The Spanish-Speaking Breast Cancer Support Group provides support, educational workshops and social events for Spanish-speaking women in different stages of breast cancer.	Increase in patient satisfaction of Spanish-speaking breast cancer patients	Prevent Chronic Diseases; Promote Mental Health and Prevent Substance Abuse
<b>New Directions Recovery Center and Chemical Dependency Program - Medically Supervised Outpatient</b>	Montefiore has two medically supervised outpatient programs. These programs treat adults with alcohol and/or drug abuse/dependence. Multidisciplinary teams at each site can also treat psychiatric disorders and address medical and psychosocial issues that may be associated with alcohol and drug use.	Decrease in alcohol and drug abuse	Promote Mental Health and Prevent Substance Abuse
<b>New York Children's Health Project (NYCHP)</b>	NYCHP delivers critically needed health care services to homeless families and street-involved youth at 13 sites across New York City. The families served hail from impoverished neighborhoods with few quality health care resources, and when homeless they face innumerable access barriers. The program launched with one mobile medical clinic and is now one of the largest providers of health care to homeless children in New York City. NYCHP's innovative service delivery model is comprised of	Increase in accessibility of health care services to homeless individuals	Prevent Chronic Diseases; Promote a Healthy and Safe Environment; Promote Healthy Women, Infants and Children; Promote Mental Health and Prevent Substance Abuse

fully equipped mobile clinics, small clinics in shelters, and a full-time health clinic in the South Bronx. A wide array of services is provided to attend to the complex health and psychosocial needs of homeless children, adolescents and adults:

- Comprehensive primary care
- Asthma care (Childhood Asthma Initiative)
- Women's health care
- Dental care
- Mental health counseling, assessment, crisis intervention, and referrals
- Substance abuse prevention and referrals
- Case management
- Emergency food assistance
- Children's nutrition education and physical activity program ("Cooking, Healthy Eating, Fitness and Fun" or CHEFFs)
- Specialty care referral management & transportation assistance
- Access 24/7 to medical providers on call

NYCHP was one the first mobile medical programs in the country to achieve Level 3 Patient Centered Medical Home (PCMH 2008) recognition from National Committee for Quality Assurance (NCQA). NYCHP maintains a Community Advisory Board (CAB)

	<p>comprised of consumers/patients; CAB meetings are held each quarter at a different homeless family shelter and often include members new to the system. NYCHP relies on the CAB's input to ensure the effectiveness of services and that care remains responsive to the needs of the special population served.</p>		
<b>Office of Community Health</b>	<p>Working closely with colleagues at Montefiore, the Albert Einstein College of Medicine and partners from a wide range of institutions, governmental agencies and community-based organizations, the Office of Community Health, a part of the Department of Community &amp; Population Health, identifies community health needs, shares information about community health services and promotes collaborative interventions. The development of the Bronx CATCH Initiative, the implementation of five community based coalitions using program implementation and evaluation, engaging Montefiore, NYCDOHMH, local community government and leading community based</p>	<p>Increase in accessibility to health care; Increase in community-based health interventions</p>	<p>Prevent Chronic Diseases; Promote a Healthy and Safe Environment; Promote Healthy Women, Infants and Children; Promote Mental Health and Prevent Substance Abuse; Prevent HIV, Sexually Transmitted Diseases, Vaccine-Preventable Diseases and Healthcare-Associated Infections</p>

	<p>organizations in Williamsbridge, Fordham, West Farms, Melrose and the Prospect Avenue sections of the Bronx has been the major effort of 2012. Additionally, the Office develops effective strategies and methods to evaluate the impact of interventions on community health needs.</p>		
<b>Office of Community Relations</b>	<p>By functioning as the link between the community and the medical center's resources, the Office of Community Relations develops positive collaborations with community-based organizations, government agencies and elected officials in the regions served by Montefiore.</p>	<p>Increase in community-based health interventions</p>	<p>Promote a Healthy and Safe Environment</p>
<b>Internship Program</b>	<p>The Office of Volunteer and Student Services and the Learning Network recruits, orients and processes interns for the medical center, including high school, college and master's level students.</p>	<p>Increase in satisfaction of interns</p>	<p>Promote a Healthy and Safe Environment</p>
<b>Oral Head and Neck Screening</b>	<p>Screening for Oral Head and Neck Cancer. Event takes place at MECCC in April.</p>	<p>Increase in screening for Oral Head and Neck</p>	<p>Prevent Chronic Diseases</p>

		Cancer; Decrease in Oral Head and Neck Cancer	
<b>Organ/Tissue Donor Program</b>	The Organ/Tissue Donor Program raises awareness about organ/tissue donation and transplantation within the Montefiore and Bronx communities. Through educational initiatives and a range of recruitment activities, the program helps potential donors understand the importance of donation and encourages them to join the donor registry. The program is further responsible for ensuring that potential donor candidates are referred to the local Organ Procurement Organization. The ultimate goal is to ensure that every person who needs an organ/tissue donation receives one	Increase in educational programs about organ donation; Increase in number of people who join the donor registry	Prevent Chronic Diseases
<b>Ostomy Support Group</b>	The Ostomy Support Group is a supportive service for community members who have undergone any kind of ostomy diversion, regardless of their affiliation with the hospital. Seasoned participants help new members cope with challenges in their disease process. Each group lasts for eight sessions	Increase in general satisfaction of individuals who have undergone ostomy diversion	Prevent Chronic Diseases; Promote Mental Health and Prevent Substance Abuse

	<p>and also functions as a referral source for the Dept. of Psychosocial Medicine at Einstein when members need one-on-one counseling.</p>		
<b>Parent-to-Parent Support Group for Heart Transplants</b>	<p>Our program offers an educational forum for pre and post transplant patients (21-75). The pre transplant patients get to know the transplant team and learn how to remain an active transplant candidate. The post transplant patients learn about all the issues that effect them after a kidney transplant. The environment is supportive and the patients are around others going through the same experiences. The support group provides the opportunity for patients to share stories, information, get advice, and receive emotional and spiritual support outside the family structure. It continues to be a great success.</p>	<p>Increase in patient satisfaction for heart transplant patients; Increase delivery of transplant information to patients</p>	<p>Prevent Chronic Diseases; Promote Mental Health and Prevent Substance Abuse</p>

<b>Patient and Community Education</b>	<p>The Department of Community &amp; Population Health now encompasses the previous departments of (1) Patient and Community Education, (2) Associate Wellness and (3) the Office of Community Health, which manages the population health initiatives and responds to community requests for involvement by Montefiore. This includes the development of initiatives to address important chronic disease health indicators with inter-organizational partners. The department also provides associate support for health fairs, health screenings, workshops, seminars and other events to the Bronx and lower Westchester County. It focuses on health and wellness topics of interest or major concern to the communities it serves.</p>	<p>Increase in number of health screenings and health fairs; Increase in number of educational events for the community; Decrease in chronic illness</p> <p><b>Prevent Chronic Diseases; Promote a Healthy and Safe Environment</b></p>
<b>Phoebe H. Stein Child Life Program</b>	<p>The Child Life Program minimizes the stress of hospital and outpatient visits for pediatric patients and their families through educational and supportive services. In all areas of the hospital, Child Life Specialists help children understand and prepare for</p>	<p>Increase in patient satisfaction; Increase in satisfaction of patients' families</p> <p><b>Promote Healthy Women, Infants and Children</b></p>

	<p>their medical experiences. Specialists accompany children to the operating room or to other procedures, teach parents to help their children cooperate with medical treatment and encourage normal growth and development.</p>		
<b>Pregnancy Prevention Program in School Health</b>	<p>The Pregnancy Prevention Program provides confidential reproductive and sexual health services, mental health services, and population based prevention and health promotion programs on the classroom, school and local community levels at nine Bronx high school campuses housing 34 schools. An example is the Reducing the Risk curriculum was introduced through ninth grade classrooms to bring a validated sex education curriculum to all ninth grade students. The program aims to decrease rates of unplanned teen pregnancy and STI transmission and to increase rates of high school graduation. Reducing the Risk is one of the first rigorously evaluated sexual education curricula to have a measurable impact upon</p>	<p>Decrease in unplanned teen pregnancy; Decrease in STI transmission in teens; Increase in high school graduation rates; Increase in sexual education programs</p>	<p>Promote Healthy Women, Infants and Children; Prevent HIV, Sexually Transmitted Diseases, Vaccine-Preventable Diseases and Healthcare-Associated Infections</p>

	<p>behavior. The program is delivered the curriculum to students in the ninth grade before many become sexually active.</p>		
<b>Project BRAVO (Bronx AIDS Volunteer Organization)</b>	<p>Project BRAVO is a hospital-based volunteer program managed by the AIDS Center that provides support to HIV and AIDS patients. Volunteers provide friendly visits to hospitalized patients and staff the BRAVO food pantry. Volunteers help with preparation, set up, distribution and storage of food and pantry bags as well as conduct record keeping and filing.</p>	<p>Decrease in number of HIV+ individuals without adequate access to food</p>	<p>Promote a Healthy and Safe Environment; Prevent HIV, Sexually Transmitted Diseases, Vaccine-Preventable Diseases and Healthcare-Associated Infections</p>
<b>Project HEAL</b>	<p>Project HEAL is a drop-in center intended to prevent HIV infection among women in the Bronx. Services include supportive counseling, crisis intervention, individual and group-based activities, HIV testing and referrals to medical care and other social services.</p>	<p>Decrease in HIV infection; Decrease in high-risk behavior; Increase in HIV testing</p>	<p>Prevent HIV, Sexually Transmitted Diseases, Vaccine-Preventable Diseases and Healthcare-Associated Infections</p>

	The project helps women develop the skills needed to reduce high-risk behaviors that may lead to HIV infection.		
<b>Prostate Cancer Screening</b>	Montefiore Medical Center in partnership with the Daily News offering free PSA blood tests for men age 40 and over. Event runs for 4 days in June at various Montefiore sites.	Increase in Prostate Cancer screening; Decrease in Prostate Cancer	Prevent Chronic Diseases
<b>Psychosocial Oncology Program</b>	The Psychosocial Oncology Program offers free counseling to those affected by cancer. Serving as the umbrella over a range of initiatives, the program includes Bronx Oncology Living Daily (BOLD Living) Program offering free wellness, creative arts, and mind-body workshops, a Yoga research program, Mind-Body Support Group, Be BOLD-Quit Smoking group, and BOLD Buddies. Supportive services are designed according to the interests and needs of participants. For instance, BOLD Buddies offers treatment companions and phone support to socially isolated cancer patients.	Increase in patient satisfaction of Oncology patients	Prevent Chronic Diseases; Promote Mental Health and Prevent Substance Abuse

<b>Regional Perinatal Center</b>	As a NYS Dept. of Health designated Regional Perinatal Center, one of 18 in the state, Montefiore is a critical referral source for specialized clinical care in high risk obstetrics and neonatology. Montefiore participates in ongoing education, evaluation, data collection and quality improvement efforts with other certified hospitals and affiliates.	Increase in availability of critical obstetric and neonatal care	Promote Healthy Women, Infants and Children
<b>Renal Disease Young Adult Group</b>	The program runs a support group for young adults ages 18-30 years who are diagnosed with End Stage Renal Disease. The support group afford participants the opportunity to share their emotions and concerns with each other and with professional staff.	Increase in patient satisfaction for individuals with End Stage Renal Disease	Prevent Chronic Diseases; Promote Mental Health and Prevent Substance Abuse
<b>Respiratory Disease Management</b>	Through telephonic outreach, health coaching and home visits to higher-risk patients, the CMO aims to improve the health of patients with asthma and chronic obstructive pulmonary disease. Members who were enrolled in our population based program, by either receiving age appropriate educational mailings, or went to ER or were admitted-received an educational call to	Decrease in symptomatic asthma and chronic obstructive pulmonary disease	Prevent Chronic Diseases

	follow up on their condition.		
<b>School Re-Entry Team</b>	The School Re-entry Team coordinates communication between the hospital and school settings in order to promote the best possible transition back to school for CHAM cancer and sickle cell patients.	Increase in satisfaction of cancer and sickle cell patients	Prevent Chronic Diseases; Promote a Healthy and Safe Environment; Promote Healthy Women, Infants and Children
<b>South Bronx Health Center for Children and Families (SBHCCF)</b>	A unique family-centered health care program, SBHC serves the Morrisania and Hunts Point-Longwood neighborhoods of the South Bronx, one of the nation's most medically underserved, at-risk communities. SBHC is a Federally Qualified Health Center (FQHC) program that offers patients access to an enhanced medical home, a model of care that addresses all of their health care needs, and includes: <ul style="list-style-type: none"><li>• Primary care for children, adolescents and adults</li><li>• Women's health and prenatal care</li><li>• HIV testing, counseling, and primary care</li><li>• Mental health counseling</li><li>• Case</li></ul>	Increase in accessibility of health care; Increase in utilization of health services	Prevent Chronic Diseases; Promote a Healthy and Safe Environment; Promote Healthy Women, Infants and Children; Promote Mental Health and Prevent Substance Abuse; Prevent HIV, Sexually Transmitted Diseases, Vaccine-Preventable Diseases and Healthcare-Associated Infections

management• Dental care• Nutrition counseling• WIC referrals• Substance abuse prevention and referrals• Emergency food assistance• Specialty care referral management & transportation assistance• Access 24/7 to medical providers on call SBHC's Center for Child Health and Resiliency (CCHR), opened in 2011, is a state-of-the-art facility with a special focus on early childhood development beginning prenatally through 5 years of age. CCHR's innovative programming supports families and equips parents with the nurturing skills needed to overcome stressors detrimental to children's healthy development. SBHC also offers innovative health programs on-site and in the local neighborhood that provide intensive care management, group sessions, and culturally appropriate health education:• Childhood Asthma Initiative• Starting Right, a childhood obesity initiative, nutrition education and fitness program• Diabetes Program• HIV/AIDS Program• Pregnancy Group,

	<p>prenatal visits with the benefit of group support and in-depth education • Well Baby Group, pediatric visits for infants up to 2 years • Healthy Teens Initiative and access to confidential reproductive health services</p> <p>SBHC is recognized by the National Committee for Quality Assurance (NCQA) as a Physician Practice Connections® – Patient-Centered Medical Home™ (PPC-PCMH) Program at Level 3 Recognition, the highest level available. SBHC maintains an active Community Advisory Board (CAB) comprised of public housing residents and representatives of the South Bronx community (from tenant associations, schools, community based organizations, etc.). The CAB provides invaluable feedback on future plans, service changes, community changes/events, and strategies to draw in new health center patients.</p>		
<b>Strength Through Laughter and Support Program</b>	Strength through Laughter and Support is an educational program that encourages participants to develop a	Increase in patient satisfaction and quality of life of individuals with	Prevent Chronic Diseases; Promote Mental Health and Prevent Substance Abuse

	<p>positive attitude as they confront the challenges associated with cancer. By sharing laughter, sadness, wisdom and love in the group setting, participants find a sense of hope that helps them face the realities of living with and beyond their illness. Groups range in size from 20 to 60 participants.</p>	cancer	
<b>Substance Abuse Treatment Program, Methadone Program</b>	The SATP consists of two opioid treatment programs for opioid-dependent adults. Both sites provide integrated primary, mental health, HIV and substance abuse care.	Increase in access to health care services for opioid-dependent adults	Promote Mental Health and Prevent Substance Abuse; Prevent HIV, Sexually Transmitted Diseases, Vaccine-Preventable Diseases and Healthcare-Associated Infections
<b>Supporting Healthy Relationships</b>	Supporting Healthy Relationships is an educational program for low-income Bronx couples that enhances relationships, fosters child development and provides economic benefits to its participants. The program plays an important role in the community as research shows that parental conflict is strongly correlated to poverty.	Decrease in partner abuse; Increase in healthy relationships	Promote Healthy Women, Infants and Children; Promote a Healthy and Safe Environment; Promote Mental Health and Prevent Substance Abuse

<b>Suzanne Pincus Family Learning Place (FLP)</b>	<p>The FLP is a health information and resource center at CHAM that provides families with educational materials about child health and disease, community resources and available supportive services. The FLP's objective is to empower families to make informed decisions about their children's health care and support the principles of family-centered care. The program also assists medical providers by supplying them with materials to educate families.</p>	<p>Increase in satisfaction of CHAM patients and their parents</p>	<p>Promote Healthy Women, Infants and Children</p>
<b>The J.E. and Z.B. Butler Child Advocacy Center</b>	<p>The JE&amp;ZB Butler Child Advocacy Center(CAC) , established in 1984, is the only medically based, fully accredited child advocacy center in the NYC dedicated to breaking the cycle of abuse. The CAC provides emergency medical care and psychosocial evaluations and therapy to children (0-18) who been victimized by sexual and physical abuse and/or neglect. Butler's dedicated team of doctors, social workers and psychologists also provide education and training of health professionals and law</p>	<p>Decrease in child abuse; Increase in access to care services for children who have been abused</p>	<p>Promote a Healthy Women, Infants and Children; Promote a Healthy and Safe Environment; Promote Mental Health and Prevent Substance Abuse</p>

	enforcement personnel, and conducts outreach and research.		
<b>To Your Health: Zumba Bronx</b>	To Your Health: Zumba Bronx provides patients and associates of Montefiore with Zumba classes at sites throughout the Bronx. Certified instructors, many of whom are also Montefiore Health Educators, teach this form of "dance-fitness" inspired by Latin music at little or no cost to participants.	Increase in participants in Zumba classes; Increase in exercise; Decrease in BMI; Decrease in obesity	Prevent Chronic Conditions; Promote a Healthy and Safe Environment
<b>Women, Infants and Children (WIC) Program</b>	Montefiore's WIC program is the oldest in New York State, established in 1974, and serves 13,000 women, infants and children. WIC is a supplemental nutrition program, providing supplemental food vouchers, nutrition education, breast feeding education, peer counseling and physical fitness education. Women are pre-screened for the program and receive a medical referral to the WIC program from providers, they qualify based on their	Increase in healthy eating; Increase in consumption of fruits and vegetables; Increase in breast feeding; Increase in exercise; Decrease in BMI; Decrease in obesity	Promote Healthy Women, Infants and Children

	<p>income. Once they are screened, they receive counseling with a nutritional counselor. Vouchers are distributed for supermarket purchases on a monthly basis for three months worth of fruits, vegetables, milk, eggs, juice, beans, bread, peanut butter, etc. Counselors encourage breastfeeding for new babies, at six months, new mothers receive vouchers for baby food and cereal. At 12 months, no more formula vouchers are given. Participants see a nutritionist every 3 months and qualification is verified annually. Group education, physical education and food demonstrations are given as well. Montefiore provides space and referrals.</p>		
<b>Women's Heart Health Center</b>	<p>The WHHC provides screenings, appointments, monthly lectures on heart health and a weekly clinic on Tuesday afternoons to women in the Bronx. The clinic is run by two female cardiologists. Additionally, the center participates in the Yale University School of Medicine's VIRGO study, which is an NIH-funded multi-center study that</p>	<p>Increase in screenings for cardiac disease; Increase in educational programs related to cardiac health</p>	<p>Prevent Chronic Disease; Promote Healthy Women, Infants and Children</p>

	<p>examines the influence of gender on outcomes in young AMI patients. The program is currently in Year 4 of the longitudinal study.</p>		
<b>Wound Healing Program</b>	<p>The Wound Healing Program provides inpatient, outpatient, nursing home and home visiting wound healing services. The program focuses on building innovative, patient-centered health services delivery systems that work for wound patients in order to provide excellence in care and to improve wound healing outcomes in the Bronx.</p>	<p>Increase in positive outcomes for wound healing patients</p>	<p>Prevent Chronic Diseases</p>

**7b. New York State Health Improvement Plan - Implementation Plan and Measures**

As a part of the Montefiore submission for the New York State Health Improvement Plan for 2014-2017, required by the New York State Department of Health, four broad focus areas in two priority areas - Preventing Chronic Disease and Promoting Healthy Women, Infants and Children, in addition to the large array of services provided by Montefiore were identified. These broad focus areas are (1) Reducing Obesity in Children and Adults, (2) Reducing Illness Disability and Death Related to Tobacco Use and Secondhand Smoke Exposure (3) Increase Access to High Quality Chronic Disease Preventive Care and Management in Both Clinical and Community Settings, and (4) Improving Maternal and Infant Health. Across these focus areas, six goals, with specific interventions, performance measures and time frames, were identified, and are described in the next section.

**Prevent Chronic Disease**

**Focus Area 1: Reducing Obesity in Children and Adults**

In continuation of the efforts proposed in the 2010-2013 Community Service Plan, Montefiore will continue to apply its efforts to the prevention, control and dissipation of obesity in children and adults.

**Goal 1.0.1 - Reduce the percentage of children who are obese**

Strategic Plan:

To address the significant issue of obesity reduction in children, Montefiore has partnered with the New York City Department of Health and Mental Hygiene, the Honorable Bronx Borough President Ruben Diaz Jr., and New York State Senator, 33rd District Gustavo Rivera (D) to convene a group of strategic industry leaders across healthcare, government, retail, faith-based, community, municipal and civic groups to collectively address obesity in the borough of the Bronx. Through the formation of the Bronx Campaign to Prevent and Control Obesity, it is the collective belief that the five agreed upon measures can advance the borough in decreasing obesity.

Goals & Objectives:

The Campaign has several key interventions that can be used by the various partners to ensure that there is a consistent message delivered across the community related to obesity. The key interventions below, which have multiple sub elements, will be used to direct the borough wide obesity prevention and reduction message. The goals presented below are a part of the larger borough-wide initiative in which Montefiore intends to contribute in meaningful ways.

Key Intervention 1: Launch health promotion and education campaigns

Key Intervention 2: Improve worksite food and physical activity environments

Goals:

- Fully adopt NYC Food Standards in 9 Bronx hospitals
- Adopt NYC Food Standards at 50 other large employers

Key Intervention 3: Increase healthy eating opportunities in retail settings

Goals:

- 350 retailers adopt Shop Healthy Bronx changes
- Have a minimum of five retail food distributors adopt Shop Healthy changes
- Distribute at least 20,000 additional Health Bucks

**Key Intervention 4: Increase physical activity in schools and the community**

Goals:

- Have approximately 4,000+ Bronx elementary teachers trained in classroom physical activity programs
- Work with approximately twenty affordable housing sites, schools and community groups champion and implement active design improvements

**Key Intervention 5: Increase obesity-related interventions in healthcare centers**

Goals:

- Increase current level of referrals and bring on board 20 additional health centers that refer to YMCA Diabetes Prevention Program (Y-DPP)
- Work with twenty health centers to promote healthy eating and active living through electronic medical records (EMR), prescriptions for prevention and more.

The diversity in the group's membership means that not every organization will work on every intervention; however there is a commitment to unify the message for Key Intervention 1.

**Evidence Base:**

There have been numerous studies supporting the five key interventions that have been conducted not only by the New York City Department of Health and Mental Hygiene, as well as the national Let's Move Campaign, and the efficacy of the YMCA's Diabetes prevention Program, among others.

**Performance Measures and Time Frame Targets:**

For the following Key Interventions, the larger organization has planned for a longer time frame than is covered through the Community Service Plan time period of 2017, for the achievement of several of these goals. However, it is our anticipation to make significant progress as indicated on these interventions for reporting through 2017.

**Key Intervention 1: Launch health promotion and education campaigns**

**Key Intervention 2: Improve worksite food and physical activity environments**

Performance Measure: Reduce Obesity in the Bronx by 10%

**Key Intervention 3: Increase healthy eating opportunities in retail settings**

Performance Measure: Reduce the percentage of Bronxites who consume one or more sugar sweetened beverages a day by 30%

**Key Intervention 4: Increase physical activity in schools and the community**

Performance Measure: Decrease the percentage of Bronxites who report no fruit or vegetable consumption by 30%

**Key Intervention 5: Increase obesity-related interventions in health care centers**

Performance Measure: Decrease the percentage of Bronxites who report no physical activity in the past 30 days by 15%

**Goal 1.3 – Expand the role of healthcare and health service providers in obesity prevention**

**Strategic Plan:**

As this Objective 1.3.2: increase the percentage of infants born in NYS hospitals who are exclusively breastfed during the birth hospitalization is closely aligned with the Priority Area Preventing Chronic Disease, Focus Area 2 - Maternal and Infant Health Goal 2.2.1 - Increase the proportion of infants born in New York State who are exclusively breastfed during the birth hospitalization, we have detailed the plan in that section, located below.

**Focus Area 2: Reducing Illness Disability and Death Related to Tobacco Use and Secondhand Smoke Exposure**

**Goal 2.2.2 - Increasing the number of unique callers to the New York State Quit-Line**

**Goal 2.2.2 - Decreasing the prevalence of cigarette smoking by adults ages 18 years and older**

**Strategic Plan:**

Montefiore has been successful at increasing the number of unique callers to the New York State Quit-Line with our inpatient populations as we have been able to document 100% contacts for patients at discharge with provision of the New York State Quit-Line information. In 2012, this covered over 50,000 unique adult, aged over 18 lives. We have also been tremendously successful with the expansion of the smoke free campus to cover all of our locations in addition to our acute care hospitals and have remained an ardent support of supplemental nicotine replacement therapy in the community as demonstrated by Montefiore's annual distribution of NRT across the Bronx.

**Goals & Objectives:**

The goal is to increase the rate of unique callers from across our ambulatory populations and within the communities that our ambulatory facilities are located in by enhancing the training of physicians and increasing the quantity and visibility of the education we provide in the Bronx.

**Evidence Base:**

The evidence base for the expansion of smoking cessation programs especially using the New York State Tobacco Control program is substantial. Bronx BREATHES, our partner in this activity, as well as the Partnership for a Smoke Free Bronx are state and federally funded entities. The measures of these activities are constructed within the framework established by the New York City Department of Health and Mental Hygiene's Healthy Hospital Initiative and the results will be evaluated through the NC Prevention Partners, a national leader in tobacco cessation evaluation.

**Performance Measures and Time Frame Targets:**

The performance measures associated with the increasing of unique callers to the quit line and the decreasing of smoking prevalence in adults 18 year and older are:

**Performance Measures (Increasing Unique Callers):**

- Number of callers referred to the quit line as documented in the Electronic Medical Record data
- Incorporate quit line information on patient discharge information
- Receive reporting through Bronx BREATHES of referral of patients through the Fax to Quit program to enhance the number of calls/contacts with the Quitline

**Performance Measures (Decreasing the smoking prevalence in adults):**

- Increasing the provision of pharmaceutical Nicotine Replacement Therapy by appropriate clinical staff to individuals who desire to eliminate tobacco use.
- Increasing the prominence of advertising and traditional and social media messaging to increase the likelihood of appropriate messaging reaching individuals with appropriate readiness levels to quit smoking

**Timeframe targets:**

As Montefiore is pursuing Gold Star Status, through the New York City Department of Health and Mental Hygiene's Healthy Hospital Initiative, having achieved both Bronze and Silver Star Status, this is an important activity for the hospital. We anticipate being able to attain this status by 2015, and to maintain it through 2017.

**Focus Area 3: Increase Access to High Quality Chronic Disease Preventive Care and Management in Both Clinical and Community Settings**

**Goal 3.3.1 - Increasing screening rates for cardiovascular disease, diabetes, breast, cervical, and colorectal cancers especially among disparate populations**

**Strategic Plan:**

Montefiore has selected to focus on increasing screening rates for diabetes especially among disparate populations through the increased implementation of and referral to the YMCA of New York City's Diabetes Prevention Program (Y-DPP) across Montefiore Medical Center's Montefiore Medical Group sites, while continuing participation in the South Bronx Community Referral Task collaboration to increase the number of community available sites for Y-DPP.

**Goals & Objectives:**

The YMCA's Diabetes Prevention Program helps those at high risk adopt and maintain healthy lifestyles and reduce their chances of developing type 2 diabetes. The goals of the program are to:

- Reduce body weight by 7%
- Gradually increase physical activity to at least 150 minutes per week

In a classroom setting conducted either in the community or in the clinical setting, a trained lifestyle coach will instruct participants on how to change their lifestyle by learning about

healthy eating, physical activity and other behavior changes over the course of 16 one-hour sessions. The topics covered include nutrition, getting started with physical activity, overcoming stress, staying motivated, and others relevant to the group. After the initial 16 core sessions, monthly meetings continue for up to a year for added support to help with maintenance of the progress they have achieved. Blood glucose monitoring is a part of the clinical visit and is not monitored specifically within the Y-DPP group. However, the patient's physician received progress reports at four weeks, nine weeks and 13 weeks to incorporate the education provided in the program into the patients overall primary care services.

**Evidence Base:**

The Y-DPP Community Program Implementation is supported by multiple studies including the Translating the Diabetes Prevention Program into the Community: The DEPLOY Pilot Study conducted by Ackermann et al (2008) and YMCA Model Adapting the Diabetes Prevention Program Lifestyle Intervention for Delivery in the Community by Ackerman and Marrero (2007). The YMCA Diabetes Prevention program is based on the landmark Diabetes Prevention Program funded by the National Institutes of Health (NIH) and the Centers for Disease Control and Prevention (CDC), which showed that by eating healthier, increasing physical activity and losing a small amount of weight, a person with pre-diabetes can prevent or delay the onset of type 2 diabetes by 58%.

**Performance Measures and Time Frame Targets:**

**Performance Measures:**

The performance measures associated with the implementation of the YMCA of New York City's Diabetes prevention program are as follows:

- Number of patients referred into the Y-DPP program, or other approved DPP program
- Duration of Y-DPP participation
- Percentage reaching body weight target
- Percentage reaching physical activity target
- Number of patients referred to Y-DPP that demonstrate decreases in A1c in aggregate

**Time Frame Targets:**

The Montefiore implementation is currently focused on six Montefiore Medical Group sites, however, in 2014, it is the intention to expand to another four Montefiore Medical Group sites and by 2017 have all sites with eligible adults referred to the program. As New York and other states are currently examining offering access to the DPP programs as a covered benefit, this timeline may be accelerated.

## **Promote Healthy Women Infants and Children**

### **Focus Area 2 - Maternal and Infant Health**

#### **Goal 2.2.1 - Increase the proportion of infants born in New York State who are exclusively breastfed during the birth hospitalization**

##### **Strategic Plan & Goals:**

Montefiore Medical Center has committed to achieving the goals of the Baby Friendly Hospital initiative and has signed on to the New York City Department of Health's Latch-On NYC Initiative to support breastfeeding mothers and to increase the proportion of women that are achieving the World Health Organization's target rate of having the first six months of an infant's life with exclusive breastfeeding.

##### **Initiative Objectives:**

The objectives of the Latch on NYC initiative are as follows:

1. Montefiore will enforce the New York State hospital regulation to not supplement breastfeeding infants with formula feeding unless medically indicated and documented within the infants medical record
2. Provide physical restriction to infant formula by hospital staff including the tracking of infant formula distribution with the health department
3. Discontinue the distribution of free promotional formula
4. Prohibit the display and distribution of infant formula promotion materials in any hospital location.

The objectives of the Baby Friendly Hospital are:

1. Have a written breastfeeding policy that is routinely communicated to all health care staff.
2. Train all health care staff in the skills necessary to implement this policy.
3. Inform all pregnant women about the benefits and management of breastfeeding.
4. Help mothers initiate breastfeeding within one hour of birth.
5. Show mothers how to breastfeed and how to maintain lactation, even if they are separated from their infants.
6. Give infants no food or drink other than breast-milk, unless medically indicated.
7. Practice rooming in - allow mothers and infants to remain together 24 hours a day.
8. Encourage breastfeeding on demand.
9. Give no pacifiers or artificial nipples to breastfeeding infants.
10. Foster the establishment of breastfeeding support groups and refer mothers to them on discharge from the hospital or birth center.

##### **Evidence Base:**

The Baby Friendly Hospital Initiative (BFHI) developed and launched in 1991 as a program of the World Health Organization and UNICEF is a part of the global effort to support and enable mothers to initiate breastfeeding their babies, with the recommendation for exclusively breastfeeding infants for their first six months of life. This initiative works to the care of pregnant women, new mothers and their infants in hospitals and other health providing

institutions due to research and clinically reported improved lifelong outcomes in health for both the breastfed infant and the mother. Additional information about the Baby Friendly Hospital Initiative can be found here <http://www.babyfriendlyusa.org/>.

Latch-On NYC, an initiative of the New York City Department of Health, is a local effort within the New York City CDC that has encouraged all NYC maternity hospitals to make a voluntary commitment to support mothers who choose to breastfeed by providing additional support to breastfeeding mothers and minimize practices that can interfere with that choice such as supplementing breastfeeding infants with formula, unless medically indicated or at the mother's specific request. Participating hospitals also pledge to end the distribution of promotional formula and materials during the hospital stay and at discharge. Supporting this institutional initiative is a public awareness campaign to promote the health benefits of breast milk, and to inform women of their right to receive education, encouragement and support to breastfeed their babies if they choose to do so.

When hospitals stop promoting infant formula, mothers are more likely to exclusively breastfeed their babies. The evidence supporting this initiative is strong. An evaluation of the New York City Health and Hospitals Corporation data has shown that after the Health and Hospitals Corporation (HHC) hospitals discontinued providing infant formula samples at hospital discharge and implemented other practices to support breastfeeding, the exclusive breastfeeding rate at eight weeks following delivery increased by 21%, with no change in rates for mothers delivering at non-HHC facilities.

Performance Measures and Time Frame Targets:

In 2012, over 6,300 infants were delivered at Montefiore, with over 2,400 of those infants delivered women defined as low income.

Performance Measures:

Identification of the following

- Exclusion criteria
- Delivery Type
- Skin to Skin Contact
- Labor Pain Management
- Type of Infant Feeding through Hospital Stay
- Pacifier Use
- Rooming In
- Previous Breastfeeding Experience & Success (If Applicable)
- Feeding Intent
- Barriers to Breastfeeding (for non-exclusive mothers only)

Development of the following:

- Written breastfeeding policy that is routinely communicated to all health care staff.
- Train all health care staff in the skills necessary to implement this policy.

- Educational materials and messaging that inform pregnant women about the benefits and management of breastfeeding
- Initiate breastfeeding within one hour of birth.
- Lactation maintenance education during separation from infant
- Establishment of breastfeeding support groups for referral upon discharge

**Time Frame Targets:**

The time frame established for achievement of the baby friendly hospital designation is 2017. Achievement of the entire Latch on NYC protocol is also expected to be achieved by 2017. Montefiore has established a Breastfeeding Committee that contains an inter-organizational, interdisciplinary membership from Montefiore, Jacobi Medical Center and the Albert Einstein College of Medicine. Supplementary membership is held by the Assistant Commissioner of the Bronx District Public Health Office and the Assistant Commissioner of the Bureau of Maternal and Infant and Reproductive Health at the New York City Department of Health and Mental Hygiene.

These initiatives which address the New York State Health Improvement Plan, in addition to the various activities conducted as a part of Montefiore's general operations, will be reported to the communities we serve as well as key stakeholders.

**7c. External Resources and Linkages**

After a thorough assessment of the health needs of Bronx residents, as provided through both primary and secondary data sources, in this report Montefiore has identified a set of major health indicator themes from across primary and secondary data sources.

As the Bronx has a significant Spanish language dominant population, primary data collection assessment was conducted in English and Spanish. Among primary data sources, as described in Section 4.a.ii.1.b the prevailing health issues for all ages chosen by participants in the English-language groups were Diabetes, Cancer, Lack of Physical Activity, Obesity, and Mental Health/ Depression. The Spanish-language groups shared three of these priorities: Diabetes, Cancer and Obesity. They also identified Substance Abuse and Asthma as high ranking concerns. The survey group in aggregate rated Obesity, Diabetes, Asthma, Mental Health/ Depression, and Cancer as their highest concerns.

In examining secondary data sources, themes emerged across specific types of healthy system encounters that serve as prioritization beacons for addressing community health needs. As the nation's largest emergency department system, the data demonstrates that Asthma, unspecified type, with acute exacerbation had the highest total number of ED diagnoses in the Bronx in 2010-2011 while in 2012, Viral Infection unspecified had the highest total number of ED diagnoses.

For individuals admitted into the hospital system, overlapping themes between inpatient diagnoses and ambulatory sensitive discharges emerged:

Across the top 25 inpatient diagnoses in the Bronx, the primary themes are:

- Heart Disease & Stroke
- Respiratory Diseases
- Communicable Diseases
- Maternal, Fetal, and Infant Health
- Substance Abuse

The major health indicator themes that are described among the top 20 inpatient ambulatory sensitive discharges in the Bronx are:

- Diabetes
- Heart Disease & Stroke
- Respiratory Diseases
- Nutrition Disorders
- Digestive Disorders

Montefiore's reputation as an institution with a commitment to social justice over its 125 year history and its position as a premier academic medical center and the University Hospital of Albert Einstein College of Medicine has encouraged the development of programs and resources to meet the needs of its community. Montefiore has been in the Bronx for over 100 years and the institution has experienced the ethnic and cultural migrations of the populations that have resided in the county, which has given it a unique perspective. As the county's largest employer and reflecting the diversity of the county among its workforce, many nationally innovative programs, including the Montefiore Lead Safe House, the Montefiore School Health Program, the J.B. & Z.E. Butler Child Advocacy Center, and others have allowed Montefiore to improve the health of the county's residents while providing a national model for other regions to adopt into best practice.

As a forward acting institution, programs developed within Montefiore over the years, have addressed many of the areas identified as primary concerns in the document, but what makes these programs unique is the partnerships that have evolved and been developed between Montefiore and other institutions that truly work to address the social determinants of health. In addition to the multiple resources that have been developed at Montefiore independently and through partnership with other organizations, there is an extensive set of resources that are available to meet the needs of Bronx residents which cannot be met entirely by Montefiore programs and services, or that choose to utilize external organizations. Furthermore, as Montefiore is an organization that works with complex health needs and whose community faces multi-factorial crises that impact upon overall health, the following list of external resources has been made developed to provide additional information to address these needs.

As the social determinants of health are as critical as the promotion and delivery of clinical health services for the advancement of health in the borough, through our collaborations with external organizations, we have increased the referral network available for our patients to access resources to meet their needs.

Montefiore's membership in the Greater New York Hospital Association has permitted us to support the work of the Greater New York Hospital Foundation, which has produced a referral

service accessible through the website [www.hitesite.org](http://www.hitesite.org). Through collaboration with the Office of the Bronx Borough President, we have aligned with [www.bronxmall.com](http://www.bronxmall.com) to provide access to resources specific to residents in each of the borough's 12 community advisory boards. The primary areas for program support in collaboration with external partners fall across the following areas: (1) Dental and Optical, (2) Financial Assistance, (3) Healthcare and Medicine, (4) Immigrant Support, (5) Mental Health & Substance Abuse, (6) School, Youth and Family Services, (7) Social Services, (8) Transportation, and (9) Wellness and Prevention.

The 2013 Directory of Community Resources developed for the 2013 Montefiore Medical Center Community Health Needs Assessment and Implementation Plan, in partnership with a range of collaborating organizations, provides information on resources for the community in nine critical areas that impact physical and mental health, as well as the social determinants of health, that are recognized to have a strong impact on health seeking behaviors, health maintenance behaviors and health outcomes in the Bronx. It is in partnership with these organizations that we work to promote a healthier population across Bronx County and uplift and improve the health of the community we serve.

### **2013 Directory of Community Resources**

<b><u>Table of Contents</u></b>	<b><u>Page</u></b>
Dental and Optical	190
Financial Assistance	208
Healthcare and Medicine	279
Immigrant Support	371
Mental Health & Substance Abuse	399
School, Youth and Family Services	477
Social Services	569
Transportation	642
Wellness and Prevention	646

### **Dental & Optical**

#### **BronxCare - Eye Care Center**

1650 Grand Concourse, Ground Floor

Bronx, NY 10457

718-518-5300

Mon-Fri, 8am-6pm; Sat, 9am-2pm (Optometry only)

<http://www.bronxcare.org/BronxCareNetwork.html>

- Non-profit clinic providing patients of all ages with eye care.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need

- English, Interpreter services available, Spanish

**Donated Dental Services - Dental Lifeline Network**

1800 15th Street, #100

Denver, CO 80202

212-598-9000

Mon-Fri, 8am-4pm

<http://www.nfdh.org/>

- Formerly the National Foundation of Dentistry for the Handicapped.
- Non-profit national dental program providing low-income seniors ages 65+, disadvantaged children, and disabled individuals with a network of New York dentists offering free treatment for severe dental conditions, including orthodontics, oral surgery, and prosthetics.
- The program is not intended for clients to receive regular routine check-ups or cleanings. Eligible clients should have a significant dental problem and an inability to pay.
- For more information or to request an application by mail, please call the number listed above.
- Offers FREE services
- English

**EyeCare America**

655 Beach Street

San Francisco, CA 94109

877-887-6327

[www.eyecareamerica.org/eyecare/care](http://www.eyecareamerica.org/eyecare/care)

Visit [www.eyecareamerica.org](http://www.eyecareamerica.org) for online referral questionnaire.

- Public service program of the foundation of the American Academy of Ophthalmologists that provides qualified individuals with free or low-cost eye care. Visit [www.eyecareamerica.org](http://www.eyecareamerica.org) for online referral questionnaire.
- The Children's Program only provides educational information on eye care. Eyeglasses and the refraction portion of an eye exam are not covered. All callers are screened for each of the EyeCare America programs and directed to the program that best meets their needs.
- Offers free services to uninsured. Other fees vary by program.
- English

**Jacobi Medical Center - Dental Department**

1400 Pelham Parkway South

Building #1, Room 3NE1

Bronx, NY 10461

718-918-3419

Hours: Mon-Fri: 8:30am-3:30pm

[www.jacobidental.org](http://www.jacobidental.org)

- Non-profit dental clinic offering individuals of all ages general and specialty dental services. Clinic Emergency dental services are available outside these hours in Building #6, 24 hours a day, 7 days a week. Oral surgery services are administered in Building #1 on the 3rd floor.
- English, Interpreter services available, Sign Language
- Accepts Medicaid. Sliding fee scale/assistance based on need.

**Montefiore Medical Center - Department of Dentistry - Centennial Site**

3332 Rochambeau Avenue

Bronx, NY 10467

718-920-4984

Mon, Tues, Thurs, Fri: 8:30am-5pm; Wed: 8:30am-8pm; Sat: 8:30am-4pm

<http://www.montefiore.org/dentistry>

- Non-profit hospital-based dental clinic providing individuals of all ages with general dentistry; oral hygiene; restorative dentistry; orthodontics; prosthodontics; root canal therapy; periodontal treatment; implant dentistry; treatment for cancer of the mouth; and comprehensive care for diseases and disorders of the mouth, jaws, teeth, and face
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare
- Payment plan for medical services determined upon first visit. Please call for details about self-pay options.
- English, French, Russian, Spanish

**Montefiore Medical Center - Department of Dentistry - Comprehensive Family Care Center**

1575 Blondell Avenue, Suite 150

Bronx, NY 10461

718-405-8190

General Hours (by appointment): Mon, Thurs, Fri: 9am-5pm Tues, Wed: 9am-5:30pm.

Some evening hours available. Please call for an appointment.

Emergency Walk-In Hours: Mon-Fri: 9am-3pm.

[www.montefiore.org/prof/departments/dentistry/](http://www.montefiore.org/prof/departments/dentistry/)

- Non-profit hospital-based dental clinic providing individuals ages 13+ with general dentistry; oral hygiene; restorative dentistry; root canal therapy; periodontal treatment; implant dentistry; treatment for cancer of the mouth; and comprehensive care for diseases and disorders of the mouth, jaws, teeth, and face.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare.

- Payment plan for medical services determined upon first visit. Please call for details about self-pay options.
- English, Spanish

**Montefiore Medical Center - Department of Dentistry - Schiff Pavilion**

3444 Kossuth Avenue, First Floor

Bronx, NY 10467

888-700-6623

General Hours (by appointment): Mon-Fri: 9am-5pm. Emergency Walk-In Hours: Mon-Fri: 9am-2pm

Some evening hours available. Please call for an appointment.

[www.montefiore.org/prof/departments/dentistry/](http://www.montefiore.org/prof/departments/dentistry/)

- Non-profit hospital-based dental clinic providing individuals of all ages with general dentistry; oral hygiene; restorative dentistry; periodontal treatment; implant dentistry; treatment for cancer of the mouth; and comprehensive care for diseases and disorders of the mouth, jaws, teeth, and face.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid
- Payment plan for medical services determined upon first visit. Please call for details about self-pay options.
- English, Spanish, Interpreter services available

**South Bronx Health Center Annex - Dental Program**

951 Prospect Avenue

Bronx, NY 10459

718-860-8440

Mon-Fri, 9am-5pm. Last patient is seen at 3:30. Dental Clinic walk-ins for urgent matters only:

Mon-Fri, 8:30am-2pm

[www.montekids.org/programs/sbhccf/services](http://www.montekids.org/programs/sbhccf/services)

- Non-profit health center annex providing patients of all ages with dental services.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid.

English, Spanish

**Dental & Optical, Financial Assistance, Health Care & Medicine, Mental Health & Substance Abuse, Youth & Family Services, Social Services, Wellness & Prevention**

**Morris Heights Health Center – Burnside**

85 West Burnside Avenue

Bronx, NY 10453

718-716-4400

Health Center Hours: Mon-Fri 8am-9pm

Urgent Care Hours: Mon-Fri 5pm-9pm; Sat 9am-6pm

<http://www.mhhc.org/locations/85-west-burnside>

- Non-profit health center providing individuals of all ages with primary and specialty medical care; dental services; vision/eye care; mental health care, including counseling, assessment and referral, and individual therapy; and social and support services, including HIV/AIDS case management, a WIC program, and PCAP enrollment.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- Accepts ADAP
- On-site financial coordinators will assist in filing for entitlements and/or determine fees on a sliding fee scale.
- For sliding fee and financial assistance the following documents are needed at a first appointment:
  - Proof of current address (i.e.: utility bill, bank document)
  - Photo ID & social security card
  - Proof of income (recent pay stubs, W-2 forms, notarized letter attesting to income)
- English, Spanish, French, Hindi, Interpreter services available

**Morris Heights Health Center – Walton**

25 East 183rd Street

Bronx, NY 10453

718-716-4400

Mon, 8am-7pm Tues, Wed and Thurs, 8am-5:30pm Friday: 10am-5:30pm Saturday: 9am-3pm

Please call for specific program times

<http://www.mhhc.org/locations/mhhc-at-walton-avenue>

- Non-profit health center providing individuals of all ages with primary and preventive medical care; dental services; mental health services, including individual and group therapy, assessment and referrals, and medication management; and social and support services, including HIV/AIDS case management and a WIC program.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need  
On-site financial coordinators will assist in filing for entitlements and/or determine fees on a sliding fee scale.

- For sliding fee and financial assistance the following documents are needed at a first appointment:
  - Proof of current address (i.e.: utility bill, bank document)
  - Photo ID & social security card
  - Proof of income (recent pay stubs, W-2 forms, notarized letter attesting to income)
- BCC and Monroe College students can enroll with \$10 Co-pay.
- English, Spanish, Interpreter services available

### **New Eyes for the Needy**

549 Millburn Avenue  
 Short Hills, NJ 07078  
 973-376-4903  
 Mon-Thurs, 9am-4pm Fri, 9am-12pm  
[www.neweyesfortheneedy.org/](http://www.neweyesfortheneedy.org/)

- Non-profit organization that provides vouchers for new prescription eyeglasses to needy children, senior citizens, and persons with limited income.
- Offers FREE services
- English

### **New York Downtown Hospital - Kress Vision Program**

170 William Street  
 New York, NY 10038  
 212-233-8483  
 Office: Mon-Fri, 9am-5pm (Please ask about clinic hours when making your appointment)  
<http://www.downtownhospital.org/kress-vision-program>

- Non-profit program providing no-cost vision and eye screening services to vulnerable populations at various sites in the community, including senior centers, homeless shelters, and AIDS and disability programs. Limited services are provided at this location; however patients and caseworkers can call Kress Vision Center for referrals to free services in the community.
- Offers FREE services
- Chinese, English, Spanish, Interpreter services available

**One Sight**

4000 Luxottica Place  
Mason, OH 45040  
513-765-6000  
Mon-Fri, 9am-5pm  
<http://www.onesight.org/na/>

- Non-profit program that provides free vision screenings, eye exams, and glasses to individuals in need across the US and in developing countries.
- Offers FREE services
- English, Interpreter services available

**Vision Service Plan - Sight for Students Program**

New York, NY 10001  
888-290-4964  
[www.sightforstudents.org](http://www.sightforstudents.org)

- Non-profit national program that connects low-income uninsured children with free vision exams and glasses through a network of community partners that administer the program.
- Offers FREE services
- English

**VISION USA - American Optometric Association**

243 North Lindbergh Blvd.  
St. Louis, MO 63141  
800-766-4466  
<http://www.optometrycharity.org/vision-usa/>

- Non-profit nationwide program providing uninsured low-income individuals and families with referrals to volunteer optometrists who provide free eye exams and low-cost eyewear.
- Offers FREE services. Eyewear may be provided for a small cost.
- English

## **Dental & Optical, Financial Assistance, Health Care & Medicine, Social Services**

### **Segundo Ruiz Belvis Diagnostic & Treatment Center**

545 East 142nd Street

Bronx, NY 10454

718-579-4000

Clinic: Tues, Weds, Fri: 9am-5pm; Mon & Thurs: 9am-7pm

WIC: Mon: 11am-7pm; Tues-Fri: 8am-5pm

[www.nyc.gov/html/hhc/html/facilities/belvis.shtml](http://www.nyc.gov/html/hhc/html/facilities/belvis.shtml)

- Public health center providing patients of all ages with primary and specialty medical care, dental services, and WIC enrollment and services.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Accepts ADAP.
- Sliding fee scale/assistance based on need. For sliding fee scale, patient must present proof of income, address, and identification.
- English, Spanish, Interpreter services available

## **Dental & Optical, School, Youth & Family Services, Social Services**

### **BronxCare - Ogden Family Medical & Dental Center**

1067 Ogden Avenue

Bronx, NY 10451

718-466-3255

Mon-Fri 8am-5pm

<http://health-centers.findthebest.com/l/10779/Bronxcare-Ogden-Family-Medical-and-Dental-Center>

- Non-profit health center providing patients of all ages with primary and specialty medical care and dental services.
- Please arrive to first appointment an hour early to fill out necessary paper work, and please bring photo ID and insurance card.
- For minors, please bring a birth certificate, administration card, social security card of the child, insurance of the child, and parent/guardian photo ID.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- There is a \$35 clinical fee for appointments for uninsured patients

**BronxCare - Poe Medical and Dental Center**

2432 Grand Concourse  
Bronx, NY 10458  
718-817-7900  
Mon-Fri, 9am-5pm; Sat, 9am-5pm (dental services only)

- Non-profit health center providing patients of all ages with primary and specialty medical services and general dental care.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- The above insurances accepted with certain managed care plans only. Please call for more details.
- Note: Sliding scale does not apply to dental care services.
- English, Spanish

**St. Anthony's Free Medical Clinic**

421 East 155th Street  
Bronx, NY 10455  
718-401-9705  
Tuesdays and Thursdays - Children's hours: 9am-12pm  
Saturdays - Adult hours: 9am-12pm  
Limited spaces available; please arrive before 8am.  
<http://franciscanfriars.com/st-anthonys-clinic/>

- Non-profit medical free clinic offering free dental and medical services to uninsured Bronx residents in need.
- Offers FREE services
- English, Spanish

**Union Community Health Center - Grand Concourse**

2021 Grand Concourse  
Bronx, NY 10453  
718-220-2020  
Mon-Fri, 9am-5pm  
(Please call for more information on availability of social workers)  
<http://uchcbronx.org/>

- Non-profit family health center offering individuals of all ages primary medical services, dental care, Hepatitis C and HIV testing and counseling, WIC & PCAP enrollment and services, and social work referrals.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP
- Sliding fee scale/assistance based on need

- English, Spanish, Interpreter services available

**Union Community Health Center - Main Facility**

260 East 188th Street

Bronx, NY 10458

718-960-2020

Walk-in Clinic: Mon-Fri, 3pm-9pm Sat, Sun: 10am-6pm

Free pregnancy testing on Thursdays from 1pm-4pm

WIC Program hours: Mon/Tues/Thurs 8:30am-5:30pm Wed 8:30am-7pm Fri 8:30am-5pm Sat 9am-1pm

[www.uchcbronx.org/](http://www.uchcbronx.org/)

- Non-profit community health center offering individuals of all ages primary and specialty medical services, walk-in clinic, dental and optical care, a child protection program, social services, mental health care, and WIC enrollment and services.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP
- Sliding fee scale/assistance based on need.
- Please call (718) 960-3816 for more information on fees and payment policies.
- English, Spanish, Interpreter services available

**Urban Health Plan - El Nuevo San Juan Health Center**

1065 Southern Boulevard

Bronx, NY 10459

718-589-4755

Mon-Fri, 7am-7pm; Sat, 8am-5pm; Sun, 11am-3pm

<http://www.urbanhealthplan.org/node/25>

- Non-profit health center providing individuals of all ages with primary and specialty medical care, dental and optical services, mental health treatment, substance abuse counseling, case management, WIC services, public insurance enrollment, and health education services.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need.
- English, Spanish

**Dental & Optical, Financial Assistance, Healthcare & Medicine, Mental Health & Substance Abuse, Wellness & Prevention**

**Morrisania Diagnostic & Treatment Center**

1225 Gerard Avenue

Bronx, NY 10452

718-960-2777

General: Mon, Wed, Fri, 8am-5pm Tues, Thurs, 8am-8pm

WIC: Mon-Wed 7:30am-6pm Tues 7:30am-8pm Thurs 7:30am-7pm Fri 7:30am-5pm

[www.nyc.gov/html/hhc/html/facilities/morrisania.shtml](http://www.nyc.gov/html/hhc/html/facilities/morrisania.shtml)

- Public health center providing patients of all ages with primary and specialty medical care; behavioral and mental health treatment; dental and eye care services; and WIC enrollment and services.
- English, Interpreter services available, Spanish
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare
- Sliding fee scale/assistance based on need
- Certain managed care plans are accepted, please call for more details.

**The Institute for Family Health - Stevenson Family Health Center**

731 White Plains Road

Bronx, NY 10473

718-589-2232

Mon-Sat: 8:30am-6pm

<http://www.institute2000.org/health-care/locations/bronx/>

- Non-profit health center providing patients of all ages with primary and specialty medical care, mental health services, and preventive dentistry; also provides adults with HIV/AIDS case management and PCAP enrollment.
- English, Spanish
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP
- Sliding fee scale/assistance based on need

## **Dental & Optical, Healthcare & Medicine, Social Services**

### **Comprehensive Family Care Center**

1621 Eastchester Road

Bronx, NY 10461

718-405-8040

Mon-Fri, 8:30am-9pm Sat, 9am-1pm

<http://www.montefiore.org/mmg-comprehensive-health-care-center>

- Non-profit health center providing individuals of all ages with primary and specialty medical care, dental and optical care, and social work services.
- English, Interpreter services available, Spanish
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- Diabetes Prevention Program: \$325 per participant.
- Financial assistance for youth available through the YMCA Strong Kids Campaign.
- Anyone with a referral from a health professional who meets program requirements will not be turned away due to inability to pay.

## **Dental Care, Healthcare & Medicine, Mental Health & Substance Abuse, Social Services**

### **Care for the Homeless - Susan's Place**

1921 Jerome Avenue

Bronx, NY 10453

718-943-1340

24-Hour Facility Office hours: Social Service Department closes at 11 pm. Please call for specific service hours.

[www.careforthehomeless.org/services/susans\\_place.html](http://www.careforthehomeless.org/services/susans_place.html)

- Non-profit facility providing homeless women with mental illness with primary medical care, dental care, and behavioral health services.
- English, Spanish
- Offers FREE services

### **Center for Comprehensive Care at Bronx-Lebanon Hospital**

1650 Selwyn Avenue, 9th Floor

Bronx, NY 10457

718-960-2010

Mon-Fri, 9am-5pm

[www.bronx-leb.org/BronxCareNetwork.html](http://www.bronx-leb.org/BronxCareNetwork.html)

- Non-profit outpatient clinic offering individuals of all ages primary and specialty medical services, mental health care, comprehensive HIV/AIDS medical care, and substance abuse referrals.

- English, French, Interpreter services available, Spanish
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Staff available to assist patients interested in applying for public insurance. Accepts Tricare

**Morris Heights Health Center at 137th Street**

625 East 137th Street

Bronx, NY10454

718-401-6578

Mon, Wed, 8:30am-5pm Tues, Thurs, 8:30am-6:30pm Fri, 10am-5pm Sat, 9am-3pm

<http://www.mhhc.org/locations/mhhc-at-137th-street>

- Non-profit health center offering patients of all ages; primary and specialty medical care; dental services; mental health care; and social services, including HIV/AIDS case management and a facilitated enrollment program.
- English, Interpreter services available, Spanish
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- Fees for self-pay patients are based on income and family size. Enrollment specialists are available to assist individuals in applying for public health insurance programs.
- For sliding fee and financial assistance the following documents are needed at a first appointment:
  - Proof of current address (i.e.: utility bill, bank document)
  - Photo ID & social security card
  - Proof of income (recent pay stubs,W-2 forms, notarized letter attesting to income)

**Dental & Optical, Health Care & Medicine, Mental Health & Substance Abuse, Wellness & Prevention**

**United Bronx Parents - La Casa de la Salud/Community Health Center**

966 Prospect Avenue

Bronx, NY 10459

718-842-1412

Mon-Sat, 9am-5pm

[http://www.ubpinc.org/lang1/la\\_casa\\_de\\_salud\\_inc.html](http://www.ubpinc.org/lang1/la_casa_de_salud_inc.html)

- Non-profit health clinic providing individuals of all ages with primary and specialty medical care, including mental health, HIV/AIDS services, dental and women's health care.
- Walk-ins accepted.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts ADAP
- Sliding fee scale/assistance based on need.
- Doctors accept different forms of insurance. Please call for specific payment information.
- English, Spanish

### **United Cerebral Palsy of NYC - Bronx Health Care Services**

408 East 137th Street

Bronx, NY 10454

718-993-3458

Mon-Fri, 9am-5pm (last appointment at 4pm)

Please call in advance to schedule an appointment.

<http://www.ucpny.org/site/c.buIWJcNSKnL6G/b.6561467/>

- Non-profit health center providing disabled individuals and their families with primary and specialty medical care, day habilitation program, mental health services, dental care, rehabilitation, adaptive equipment, and nutrition services.
- Accepts Medicaid, Accepts Medicare
- Accepts private insurance. There is a flat fee per session for self-pay patients; please call for exact fee.
- English, Spanish

### **Walton Family Health Center**

1894 Walton Avenue

Bronx, NY 10453

718-583-3060

Mon, 8:30am-7pm Tues-Fri, 8:30am-5pm

<http://www.institute2000.org/health-care/locations/bronx/>

- Non-profit health center providing patients of all ages with primary medical services, dental care, and mental health treatment; a free clinic for uninsured adults ages 19+ (Echo Free Clinic) is also offered every Saturday morning.
- Walk-ins for emergencies only. Otherwise, please call to schedule an appointment. The ECHO Free clinic, which is run by medical students from the Albert Einstein College of Medicine, is open on Saturday mornings from 8:30am-12pm. Please call for an appointment on Saturday mornings.
- For more information on the ECHO clinic, please visit <http://www.echo-clinic.org/index2.php?page=services.php>.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Free services for adults only on Saturdays by appointment only.
- English, Spanish

## **Dental & Optical, Health Care & Medicine, Social Services, Wellness & Prevention**

### **Dr. Martin Luther King Jr. Health Center**

1265 Franklin Avenue, 3rd floor

Bronx, NY 10456

718-503-7700

Clinic hours (all services): Mon-Fri, 8:30am-5pm Dental clinic is also open on Saturdays, from 9am-3pm.

<http://mlkhealthcenter.com/>

- Non-profit health center providing primary and specialty medical services and dental and optical care for patients of all ages; also providing case management and mental health services for adults.
- Walk-ins are accepted for current patients only. For assistance applying for insurance/benefits or for sliding fee scale options, please call or go to the center for an income evaluation.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- English, Interpreter services available

## **Dental & Optical, Health Care & Medicine, Wellness & Prevention**

### **Access Community Health Center - Bronx**

1500 Pelham Parkway South

Bronx, NY 10461

718-730-1004

Mon-Fri, 9am-5pm Second Saturdays, 9am-3pm (by appointment only)

<http://www.accesschc.org/services.cfm>

- Non-profit health center providing patients of all ages with primary and specialty health care services.
- Please call intake to schedule an appointment. Formerly AHRC Healthcare.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Tricare, ADAP, Aetna, Affinity, Amerigroup (HealthPlus), Cigna, Emblem, Empire Blue Cross, Blue Shield, Fidelis, GHI, HealthFirst, HIP, Independence Care System (ICS), MetroPlusNHP (Neighborhood Health), Oxford, United HealthCare, United HealthCare Community Plan. Please call for more information.
- Provides assistance applying for public health insurance.
- English, Spanish

**Hunts Point Multi-Service Center - Dr. Ramon S. Velez Health Center**

754 East 151st Street

Bronx, NY 10455

718-402-2800-

718-665-9782

Mon-Fri, 8am-5pm Sat, 9am-2pm

[www.hpmsc.org/healthservices.htm](http://www.hpmsc.org/healthservices.htm)

- Non-profit family health center providing patients of all ages with primary and preventive health care, general dental and optical services, PCAP enrollment, and HIV/AIDS testing & case management.
- Please call the center to schedule appointment.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, French, Spanish

**Dental & Optical, School, Youth & Family Services, Social Services**

**Bronx Park Medical Pavilion**

2016 Bronxdale Avenue

Bronx, NY 10462

718-822-1515

Mon-Sat: 9am-5pm

[http://sbhny.org/clinical\\_services/services/bronx-park-medical-pavilion](http://sbhny.org/clinical_services/services/bronx-park-medical-pavilion)

- Health center providing adults with primary and specialty medical services and dental care.
- Call directly to schedule an appointment. Please bring insurance card to first appointment.
- Please visit the health center's Web page for individual department phone numbers. Walk-ins welcome.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare
- The fee for uninsured patients of the dental clinic depends on the services provided. Please call for more information.
- English, Italian, Russian, Spanish

**BronxCare - Ogden Family Medical & Dental Center**

1067 Ogden Avenue

Bronx, NY 10451

718-466-3255

Mon-Fri 8am-5pm

<http://health-centers.findthebest.com/I/10779/Bronxcare-Ogden-Family-Medical-and-Dental-Center>

- Non-profit health center providing patients of all ages with primary and specialty medical care and dental services.
- Please arrive to first appointment an hour early to fill out necessary paper work, and please bring photo ID and insurance card. For minors, please bring a birth certificate, administration card, social security card of the child, insurance of the child, and parent/guardian photo ID.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- There is a \$35 clinical fee for appointments for uninsured patients.
- English, French, Spanish

**BronxCare at Third Avenue**

2739-45 Third Avenue

Bronx, NY 10451

718-838-1000

Mon, Wed, Fri, 8:30am-5pm; Tues & Thurs, 8:30am-7pm; Sat: 8am-6pm (limited services) -

Varies based upon service

<http://www.bronx-leb.org/BronxCareNetwork.html>

- Non-profit health center providing patients of all ages with primary and specialty medical services.
- Please call first to schedule an appointment. New patients will need to bring photo ID and their insurance card or proof of income if interested in the sliding fee scale.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need.
- English, Spanish, Arabic, French, Interpreter services available

**BronxCare Fulton Family Practice Center**

1276 Fulton Avenue, 3rd floor

Bronx, NY 10456

718-901-8236

Mon-Fri: 8:30am-5:30pm

- Non-profit health center providing patients of all ages with primary and specialty medical services.

- Other specialty medical services may be available upon request. Please call for more information.
- Must bring two forms of identification to first appointment, one of which must be photo ID.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Accepts ADAP. Sliding fee scale/assistance based on need.
- English, French, , Spanish, Interpreter services available

### **Dental & Optical, School, Youth & Family Services, Social Services**

#### **Montefiore North - Ambulatory Care Center**

4234 Bronx Boulevard

Bronx, NY 10466

347-341-4300

Mon, Wed, Fri, 8:30am-4:30pm

Tues, Thurs, 8:30am-6pm Sat, 8:30am-12pm

<http://www.montefiore.org/guide/localservices/north/>

- Non-profit, hospital-based outpatient health center providing individuals of all ages with primary and specialty care, dental care, and physical therapy.
- Walk-ins are accepted.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Payment plan for medical services determined upon first visit. Please call for details about self-pay options.
- English, Interpreter services available

### **Dental & Optical, Social Services**

#### **Community Dentcare Network**

630 West 168th Street, 3rd Floor

Mailing: Box 20

New York, NY 10032

212-305-1045

347-672-4505

Mon-Fri, 9am-5pm

<http://communitydentcare.columbia.edu/>

- Non-profit network of dental services including: a Mobile Dental Center for children in the Bronx and Manhattan; five community-based practices in Washington Heights/Inwood and Harlem providing affordable dental care to low-income patients; and the ELDERSMILE Program at senior centers throughout Northern Manhattan.
- The Mobile Dental Center provides underserved children with dental services, at various Head Start, daycare centers, and schools throughout Northern Manhattan (Central, West, East, Harlem, Hamilton Heights, Washington Heights, Inwood, and some areas in the Bronx).

- Day care centers, Head Starts or schools that are interested in a partnership can call the facility to arrange a meeting.
- For more information on other programs and locations offering services, please call the number above. Note: Dental services are NOT provided on-site at the above address.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Accepts all Medicaid managed care plans
- English, Spanish

### **Financial Assistance**

#### **City Bar Justice Center - Legal Hotline**

**212-626-7383**

**Mon.-Fri. - 9 am – 1 pm & 2 pm – 5 pm**

- Provides low-income people with phone advice on family law, landlord-tenant, and consumer law problems. Can also give information about legal aid agencies from “Law Help” website (see above).
- Languages: English, Spanish

#### **Commission on the Public’s Health System**

**212-246-0803**

**Mon.-Fri., 10 am – 6 pm**

[www.cphsnyc.org](http://www.cphsnyc.org)

- Offers advocacy and fact sheets (in English and Spanish) on rights of uninsured to medical care in hospitals, ambulances, and clinics, and rights to medical information in your language.
- Language: English

#### **Health and Hospital Corporation (HHC) Options**

**311 (24 hours a day)**

[www.nyc.gov/healthstat](http://www.nyc.gov/healthstat)

- HHC is the city’s system of government-run hospitals and clinics. HHC Options offers affordable healthcare to low and moderate-income people. Fee is based on family size and income. Anyone who meets the income requirements is eligible, regardless of immigration status. Locations all around the city.
- Translation available in 179 languages

**Law Help**

[www.lawhelp.org/ny](http://www.lawhelp.org/ny)

- Sponsored by 10 legal service organizations. Lists places offering free legal aid, information about your legal rights, court information, and more.
- Languages: 36 languages spoken. Those without computer access can call City Bar Justice Center below.

**Children's Defense Fund/New York**

212-697-2323

Mon.-Fri., 9 am – 5 pm

[www.cdfny.org](http://www.cdfny.org)

- Advocates to: lift children out of poverty; protect them from abuse and neglect; and win their access to health care and quality education.
- Languages: English, Spanish

**Citizens' Committee for Children of NYC**

212-673-1800

Mon-Fri., 9 am – 5 pm

[www.cccnewyork.org](http://www.cccnewyork.org)

- Uses data and research to engage New Yorkers in taking action to ensure that every child is healthy, housed, educated and safe. Particularly concerned about the 1 in 3 who live in poverty.
- Languages: English, Spanish

**New York Lawyers for the Public Interest**

151 W. 30<sup>th</sup> St., 11<sup>th</sup> floor

New York, NY 10001

212- 244-4664

TTY: 212-244-3962

Mon.-Fri., 9 am – 6 pm

[www.nylpi.org](http://www.nylpi.org)

- Educates and advocates for protection of people's rights in areas like translation and interpreters for services, affordable health care, environmental justice, quality education for children with disabilities, and rights of the disabled.
- Languages: many

**Community Health Advocates**

212-614-5400

Mon.-Fri., 9 am – 4 pm (at other times, leave a message)

[www.communityhealthadvocates.org](http://www.communityhealthadvocates.org)

- Non-government agency operating through neighborhood organizations. Helps people obtain health insurance; educates people about how to use their managed care health plans; informs consumers of their rights in managed care plans; and provides tools for resolving problems with health plans.
- Languages: Spanish, English, Cantonese, Korean, Russian, Polish, and Chinese

**Healthy New York Information Center**

(866) HEALTHNY or 432-5849

TTY: (866) 205-8922

Mon.-Fri. 8am-5pm

[www.healthny.com](http://www.healthny.com)

- State program providing health insurance to uninsured people who meet income and other requirements.
- Language: English

**Human Resources Administration (HRA) Medicaid**

**Helpline**

888-692-6116

Voice-mail: 24 hrs./7 days; staffed Mon.-Fri. 9 am - 5 pm

[www.nyc.gov/healthstat](http://www.nyc.gov/healthstat) or [www.nyc.gov/accessnyc](http://www.nyc.gov/accessnyc)

- City office providing help with phone applications for Medicaid, status checks, and referrals to those not qualifying.
- Translation available in 179 languages.

**New York City Housing Information**

**311 – NYC Government Information Line**

24 hrs./7 days

- Can provide referrals to city agencies offering public housing and housing assistance.
- Translation available in 179 languages.

**New York State Family Health Plus & Child**

**Health Plus**

877-934-7587

Mon.-Fri. 8 am - 8 pm; Sat. 9 am – 1 pm

[www.health.state.ny.us/health\\_care](http://www.health.state.ny.us/health_care)

- State office providing information on qualifying and applying for Family Health Plus, Child Health Plus, and New York State Medicaid.
- Languages: English, Spanish

**Office of Citywide Health Insurance Access**

311 – NYC Government Information Line

24 hrs./7 days

[www.nyc.gov/healthstat](http://www.nyc.gov/healthstat) or [www.nyc.gov/accessnyc](http://www.nyc.gov/accessnyc)

- City office providing information on qualifying and applying for Child Health Plus, Family Health Plus, and Medicaid.
- Languages: English, Spanish, Russian, Chinese, Haitian Creole

**Financial Assistance, Healthcare & Medicine, Immigrant Support, Mental Health & Substance Abuse, Youth & Family Services, Social Services**

**Coalition for the Homeless**

129 Fulton Street, Manhattan 10038

(212) 776-2000

Mon.-Fri., 9 am – 5 pm (walk-in appointments are first-come, first-serve; best to arrive before 9 am)

[www.coalitionforthehomeless.org](http://www.coalitionforthehomeless.org)

- Gives help and referrals for problems with shelters, benefits, applying for housing, clothes, food, legal aid, job training, substance abuse, medical and mental health services, domestic violence, child programs, and immigration issues. Fights for policies to end homelessness.
- Languages: English, Spanish.

## **Financial Assistance, Immigrant Support**

### **InMotion**

Bronx location:

Bronx Family Justice Center  
198 East 161<sup>st</sup> Street, 2<sup>nd</sup> Floor  
Bronx, NY 10451  
212-695-3800  
Thurs. (for phone appointments), 10 am – 2 pm  
[www.inmotiononline.org](http://www.inmotiononline.org)

- Legal assistance to low-income women in family law matters and immigration services for undocumented immigrants.
- Languages: English, Spanish.

## **Financial Assistance, Social Services**

### **Bronx Legal Services**

579 Courtland Ave. (at 150th St.), Bronx 10451  
(718) 928-3700  
Mon.-Fri., 9 am – 5 pm  
[www.bronx.lawservicesnyc.org](http://www.bronx.lawservicesnyc.org)

- For eligible low-income people, provides legal aid on health, foreclosure, housing, immigration, public assistance, family, elderly, disability, education, benefits, and tax issues.
- Translation available in 179 languages.

### **Family Center – Legal Services**

212-766-4522 x150  
Mon. – Fri., 9:30 am -5:30 pm  
[www.thefamilycenter.org](http://www.thefamilycenter.org) (go to “What We Do” and click on “Legal Services”)

- Legal advice by phone for people, families, and caregivers in New York City affected by cancer and HIV. Legal services for people with all types of chronic and/or severe illnesses.
- Languages: English, Spanish.

## **Financial Assistance, Health Care & Medicine, Immigrant Support, Social Services, Wellness & Prevention**

### **American Foundation for the Blind (AFB)**

2 Penn Plaza

New York, NY 10121

800-232-5463 / 212-502-7600

24-hour informational website and database. Toll-free information line / Administrative Offices:  
Mon-Fri: 8:30am-4pm Voicemails left after-hours will be returned.

[www.afb.org](http://www.afb.org)

- Non-profit national foundation providing blind and visually-impaired individuals with an informational website and a national toll-free hotline for information on employment services, adaptive technology assistance, a schedule of national and international conferences, and referrals to agencies throughout referrals to agencies throughout the U.S., Canada, and more.
- For the Foundation's comprehensive referral database of agencies serving individuals with vision loss, please visit: [www.afb.org/services.asp](http://www.afb.org/services.asp)
- To access the Foundation's CareerConnect employment services program, please visit: [www.afb.org/Section.asp?SectionID=7](http://www.afb.org/Section.asp?SectionID=7)
- For a listing of national and international conferences and camps open to blind and visually-impaired individuals, please visit: [www.afb.org/Community.asp?Type=Events](http://www.afb.org/Community.asp?Type=Events)
- For information for adults with vision loss, please visit  
<http://www.visionaware.org/default.aspx>
- For parents of children with visual impairments, please visit  
[www.familyconnect.org/parentsitethome.asp](http://www.familyconnect.org/parentsitethome.asp)
- Offers FREE services
- English, Spanish

### **American Kidney Fund**

11921 Rockville Pike, Suite 300

Rockville, MD 20852

800-638-8299

Helpline Hours: Monday – Thursday 9 a.m. to 5 p.m. EST; Friday, 9 a.m. to 3 p.m. EST

<http://www.kidneyfund.org/>

- Non-profit organization providing direct financial assistance to needy kidney patients for treatment-specific expenses; assistance obtaining discount medicines, nutritional products, and supplies; expenses associated with ESRD patients who are victims of catastrophic events and disasters; and travel-related dialysis costs for emergency situations such as death, serious illness in the family, or a kidney transplant workup.
- For more information, please visit the website.

**Artists' Fellowship, Inc.**

47 Fifth Avenue  
New York, NY 10003  
212-255-7740

<http://artistsfellowship.org/financial.html>

- Private charitable foundation that assists professional fine artists (painters, graphic artists/printmaking, sculptors) and their families in times of emergency, disability, or bereavement.
- Written requests are preferred.
- To apply for assistance, complete the application on their website and send a cover letter, slides or other documentation of artwork, the most recent household tax return, a current resume, and supporting documents showing financial need, such as physician or hospital bills.
- For questions or additional information, please write to: Artists' Fellowship, Inc., 47 Fifth Avenue New York, NY 10003.
- Note: Will not accept applications from performance artists, commercial artists, commercial photographers, filmmakers, crafts persons, and hobbyists.
- English

**Assurance Wireless**

P.O. Box 686  
Parsippany, NJ 07054  
888-898-4888

<http://www.assurancewireless.com/Public/MorePrograms.aspx>

- A program of Virgin Mobile that provides free cell phone service for eligible individuals who are receiving some form of public assistance (such as Medicaid, food stamps, or HEAP) OR have a household income at or below 135% of the poverty level guidelines; offered through the government program, Lifeline.
- Click here to learn more about eligibility and how to apply:  
<http://www.assurancewireless.com/Public/MorePrograms.aspx>
- Offers FREE services
- English

**Change, Inc.**

P.O. Box 54  
Captiva, FL 33924  
212-473-3742

- Non-profit foundation providing US-based professional artists in all disciplines who need emergency aid with one-time grants of up to \$1,000 that can be used to help pay rent, overdue utility bills, medical bills, or expenses resulting from theft, fire, or other situations causing dire financial need.

- Please call 212-473-3742 to receive an application packet. Application packet must include a letter detailing the emergency situation, copies of outstanding bills and/or estimates of bills, proof of inability to pay, a current resume, two letters of recommendation from individuals in the field attesting to applicant's professional status, copies of reviews and exhibition announcements, and samples of work (slides or photos but no videotapes).
- Only complete applications will be considered.
- English

**Children's Organ Transplant Association**

2501 West COTA Drive

Bloomington, IN 47403

800-366-2682

812-336-8885

Mon-Fri: 8 am-5 pm Calls at other hours will receive an automated system and can leave a message.

<http://www.cota.org/index.php>

- Non-profit organization providing fundraising and financial planning assistance, free of charge, to the families of children who need life-saving transplants
- Offers FREE services
- English

**Con Edison - Special Assistance Services**

4 Irving Place, Room 9NE

New York, NY 10003

800-752-6633

212-780-6320

<http://www.coned.com/customercentral/specialservices.asp>

- Electric company providing financial assistance programs for the following special populations: senior citizens, individuals with medical hardship, individuals with permanent disabilities, and low-income individuals.
- Please call for information on how to apply for special programs.
- Please call for information about fee assistance.
- English, Interpreter services available, Spanish

**Credit Counselors**

800-0 Franklin Farms Dr.

Richmond, VA 23229

800-397-2609

<http://www.credit-counselors.cc>

- Non-profit consumer credit counseling agency affiliated with the National Foundation for Credit Counseling.

- Negotiates reduced interest rates and re-aging of accounts with creditors.
- English, French, German, Hindi, Spanish, Tagalog, Hmong

**Money Management International (MMI)**

14141 Southwest Freeway, Suite 1000

Sugar Land, TX 77478

866-889-9347

Hotline operates 24/7.

<http://www.moneymangement.org/>

- Non-profit nationwide organization that provides budget, debt, and credit counseling over the phone or in person.
- MMI also runs the Centers for Financial Education, offering community financial literacy workshops and online resources.
- Offers FREE services, Sliding fee scale/assistance based on need.
- First session is free; cost of subsequent sessions based on sliding fee scale.
- English, Spanish, Interpreter services available.

**Musicians Foundation, Inc.**

875 Sixth Avenue, Suite 2303

New York, NY 10001

212-239-9137

212-239-9138

<http://www.musiciansfoundation.org/>

- Non-profit foundation providing emergency financial assistance to US-based professional musicians who need help in meeting current living, medical, and allied expenses.
- Musicians interested in applying for assistance should complete the application available online.
- Applications can also be requested via email [info@musiciansfoundation.org](mailto:info@musiciansfoundation.org), mail (see address above), or by telephone: (212) 239-9137.
- English

**National Foundation for Credit Counseling (NFCC)**

2000 M Street, NW Suite 505

Washington, NY 20036

800-388-2227

<http://www.debtadvice.org>

- Non-profit organization providing credit counseling, debt reduction services, and education for financial wellness.
- For an online listing of member agencies that provide individual, confidential counseling in-person, click here: <http://www.debtadvice.org/takethefirststep/locator.html>

- English, Spanish  
For Spanish Web site, please visit <http://espanol.nfcc.org/index.cfm>

**National Foundation for Transplants**

5350 Poplar Avenue, Suite 430

Memphis, TN 38119

901-684-1697

800-489-3863

<http://www.transplants.org/>

- Nonprofit organization providing individual fundraising training and advice to families and friends of organ and bone marrow transplant candidates and recipients needing \$10,000 or more for their transplant care and medications.
- English

**NYC Temporary Cash Assistance**

718-557-1339

800-342-3009

<http://www.nyc.gov/html/hra/html/directory/cash.shtml>

- Public assistance programs providing individuals and families in financial need with temporary cash assistance for rent, utilities, and other needs.
- Applications are viewed on a case-by-case basis. To apply, contact a borough Job Center.
- Offers FREE services
- English

**NYS Office of Temporary and Disability Assistance - Earned Income Tax Credit Information**

40 North Pearl Street

Albany, NY 12243

<http://otda.ny.gov/programs/tax-credits/>

- Public Web site providing free information about earned income tax credits in New York State.
- Offers FREE services
- English

**NYS Office of Temporary and Disability Assistance - Home Energy Assistance Program**

40 North Pearl Street

Albany, NY 12243

800-692-0557

800-342-3009

<http://otda.ny.gov/programs/heap/>

- Federally-funded program providing income-eligible households with help paying energy bills and heating and cooling units. Information on public assistance and food stamps.
- Eligibility for the program is based on the applicant's income and housing situation. Applications are accepted each November.
- Offers FREE services
- Those who already receive food stamps, temporary assistance, or other types of assistance are eligible. Some assistance also available for undocumented individuals. Call for more info.
- English, Spanish

**Refugee Cash Assistance & Refugee Medical Assistance (RCA/RMA)**

40 North Pearl Street

Albany, NY 12243

518-402-3096

800-566-7636

<http://otda.ny.gov/programs/bria/>

- New York State run program offering cash assistance and medical services for refugees through participating community organizations.
- Services are provided within eight months of acquiring eligible refugee status. For more information, please contact your local Department of Social Services or visit, <http://otda.ny.gov/programs/bria/providers/> to find local organizations providing BRIA-sponsored immigrant support services. For more information, please email [bria.contact@otda.state.ny.us](mailto:bria.contact@otda.state.ny.us)
- Offers FREE services
- English, Interpreter services available

**SafeLink Wireless**

9700 NW 112th Avenue

Miami, FL 33178

800-977-3768

<https://www.safelinkwireless.com/Enrollment/Safelink/en/Public/NewHome.html>

- Public program providing free cell phones and service for income-eligible individuals; provided through the government program, Lifeline.

- Applicants must receive some form of public assistance (such as Medicaid, food stamps, or HEAP) OR have a household income at or below 135% of the poverty level.
- Individuals can apply online or call to request an application by mail or fax.
- Offers FREE services
- Services vary by zip code. Call for more info.
- English.

**The Kidney & Urology Foundation of America (KUFA)**

2 West 47th Street, Suite 401

New York, NY 10036

212-629-9770

800-633-6628

Mon-Fri: 9am to 5pm

<http://www.kidneyurology.org/about/>

- Non-profit organization providing emergency grants of up to \$100 to patients with End State Renal Disease.
- Patients must apply through a social worker. For more information, please call the Program Department at (212-) 629-9770 or (800-) 633-6628.
- Offers FREE services
- English

**The SAMFund (Surviving and Moving Forward)**

89 South Street , Suite LL02

Boston, MA 02111

617-938-3484

866-439-9365

<http://www.thesamfund.org/pages/grants.html>

- Nonprofit organization providing cancer survivors ages 17-35 with financial assistance for post-treatment expenses, including school tuition, rent, utilities, car and health insurance payments, transportation costs, and medical bills.
- Grant cycle opens once per year in June. Applicants must be finished with active treatment.
- Applicants are asked to fill out a survey:  
[http://www.surveymonkey.com/s.aspx?sm=HD\\_2brSVoz5KSChUBq73FN9g\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=HD_2brSVoz5KSChUBq73FN9g_3d_3d) .
- For more information, please email [sam@thesamfund.org](mailto:sam@thesamfund.org)
- English

**US Social Security Administration**

6401 Security Blvd.

Baltimore, MD 212-35

800-772-1213

[www.ssa.gov](http://www.ssa.gov)

- Public agency providing disability benefits through the following programs: Supplemental Security Income (SSI), which provides monthly cash payments to individuals with disabilities of all ages, as well as income-eligible seniors ages 65 and up; Social Security Disability Insurance (SSDI), which provides disability benefits to individuals who have a mental or physical condition that prevents them from working; and retirement benefits, benefits for families of deceased wage earners, and other programs.
- Visit main Web site for info on all other information.
- Offers FREE services
- English, Interpreter services available

**USAC - Lifeline/Link-Up Telephone Assistance**

<http://www.lifelinesupport.org/ls/CompanyListing.aspx?state=NY&stateName>New%20York>

- Not-for-profit organization providing low-income individuals discounts on their local telephone service (not long-distance or cell phone calls). Lifeline offers discounts on monthly charges, and Link-Up offers discounts on service initiation fees.
- To apply, consumers should contact their telephone companies directly through the link provided above.
- Offers discounted telephone rates
- English, Spanish

**Financial Assistance, Health Care & Medicine, Immigrant Support, Social Services, Wellness & Prevention****Patient Advocate Foundation**

421 Butler Farm Road

Hampton, VA 23666

800-532-5274

757-873-8999

Mon-Thurs 8:00am-8:00pm Fri 8:30 am-7:00 pm

[www.patientadvocate.org](http://www.patientadvocate.org)

- Non-profit organization providing patients who have life-threatening or debilitating diseases with phone assistance on illness-related problems with an insurer, employer, or creditor; and legal assistance, mediation, education, and advocacy on issues including debt crisis, access to care, and job discrimination.
- Also offers a patient assistance program for prescription drugs. Please call for more information.

- Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Offers FREE services
- English, Spanish
- Web site information is available in Spanish by clicking "En Español" on the upper left-hand side

**Financial Assistance, Health Care & Medicine, Mental Health & Substance Abuse, School,  
Youth & Family Services, Social Services**

**Montefiore Medical Center - AIDS Center**

3058 Bainbridge Avenue  
Bronx, NY 10467  
718-231-3296

Food Pantry: Mon-Fri, 9am-4:45pm HIV Care Network: Mon-Fri, 9am-5pm Office open 7 days/week with flexible hours. Please call for an appointment.

- Non-profit hospital-based center offering programs for HIV/AIDS+ and at-risk individuals and individuals with TB: Project Bravo provides a food pantry, food stamp screening, and referrals for HIV+ individuals; the Direct Observed Therapy program provides home- and center-based medication management for TB patients; Project Heal provides at-risk females with a 6-week HIV prevention workshop; the HIV Care Network provides service coordination and advocacy for HIV+ clients; and all clients have access to medical doctors for treatment.
- In many cases, undocumented immigrants are accepted. Please call for more detailed information on enrollment into each program.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Payment plan for medical services determined by Montefiore Hospital. For more information, call the Financial Aid Office at (718) 944-3800, or visit <http://www.montefiore.org/guide/financialaid>
- English, Spanish

**Financial Assistance, Health Care & Medicine, School, Youth & Family Services, Social Services, Wellness & Prevention**

**Americare Certified Special Services, Inc.**

171 Kings Highway

Brooklyn, NY 11223

800-704-4341

718-256-6000

Intake Office: Mon-Fri: 8:30am-5pm 24-hour on-call services

<http://www.americareny.com/07c/CSS/index.html>

- State-certified, non-profit home health care agency providing medical, social, and mental health services to individuals of all ages who have a mental illness, mental retardation, or developmental disabilities and who reside at home, in adult care facilities, or in group homes.
- All clients must be referred by a social worker or physician. Please call the above central intake number for a pre-admission assessment.
- The agency currently services 14 counties in New York State, including the five boroughs of New York City and Long Island. Please call to see if care is available in your zip code.
- Accepts Medicaid, Accepts Medicare.
- Accepts most managed care plans and HMOs
- Chinese, Creole, English, French, Hebrew, Interpreter services available, Italian, Russian, Spanish

**Financial Assistance, Health Care & Medicine, Social Services**

**Dominican Sisters Family Health Services - Bronx**

279 Alexander Avenue

Bronx, NY 10454

718-665-6558

718-665-9297

Walk-in office hours: Mon-Fri, 8:30am-4:30pm

HIV testing: Mon-Thurs, 8:30am-4:30pm; Fri, 8:30am-1:30pm

[www.dsfps.org/thebronx.nxp](http://www.dsfps.org/thebronx.nxp)

- Non-profit organization offering underserved residents of the South Bronx health and social services, including home care/nursing; early childhood education for children ages 0-3 of at-risk families; medical case management and psychosocial counseling for individuals with HIV/AIDS; a walk-in social services center offering crisis intervention, referrals, HIV testing and prevention education, and entitlements assistance for the general community.
- Please visit office during walk-in hours to begin assessment procedures. It is recommended that clients arrive before 3:30pm.
- Home-based services are available to residents of the following zip codes: 10451, 10452, 10453, 10454, 10455, 10456, 10457, 10459, and 10474.

- Home-based services may be coordinated either through a doctor's referral or self-referral and are available for any homebound individual.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Offers FREE services
- English, Spanish
- Assistance may be coordinated for the deaf or hard of hearing.

**Morris Heights Health Center - Women's Health Pavilion**

70 West Burnside Avenue

Bronx, NY 10453

718-716-4400

Mon-Thurs, 8:30am-7pm Fri, 10am-7pm Sat, 8:30am-2pm

<http://www.mhhc.org/locations/womens-health-and-birthing-pavilion>

- Non-profit outpatient health center offering women of all ages; gynecological and prenatal care; STD testing and treatment; fertility screening; WIC services; family planning services; counseling; and assistance with public insurance enrollment, including PCAP.
- Please call center directly for an appointment or to schedule a pregnancy test.
- Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need.
- Assists in filing for entitlements (Medicaid, PCAP, other benefits) through MHHC's Health Connection office.
- English, Spanish

**South Bronx Health Center / Center for Child Health and Resiliency**

871 Prospect Avenue (at 161st Street)

Bronx, NY 10459

718-991-0605

Health Center: Mon, Tues & Thurs, 8am-5pm; Wed, 8am-7pm; Fri, 1pm-5pm; Sat, 9am-1pm - by appointment only

<http://montekids.org/programs/wic/>

- Non-profit health center offering individuals of all ages primary and preventive medical care, assistance with filing for entitlements/public benefits, case management, and WIC enrollment and services.
  - For existing patients, a doctor is available to speak about urgent matters 24hrs a day. Walk-ins accepted in case of emergency. Dental services and WIC program are located at SBHCCFs annex clinic located at: 911 Longwood Avenue, Bronx, NY 10459
  - The center also serves as the hub for the New York Children's Health Project's "Blue Van" mobile health program. For more information, please call or visit
- [http://www.childrenshealthfund.org/programs/mmc\\_partner.php](http://www.childrenshealthfund.org/programs/mmc_partner.php)

- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need.
- English, Interpreter services available, Sign Language, Spanish

### **Financial Assistance, Health Care & Medicine, Social Services, Wellness & Prevention**

#### **Aging in America - Community Services**

1000 Pelham Parkway South

Bronx, NY 10461

877-244-6469

718-409-7979

Office hours: Mon-Fri, 8:30am-4:30pm Social adult day program: Mon-Fri, 9am-4pm

[www.aiamsh.org/community](http://www.aiamsh.org/community)

- Non-profit community services office providing older adults (ages 55+) with case management, health insurance information and assistance, counseling, a weekly food pantry, home care services, a social adult day program, telephone reassurance, senior employment services, and a senior services center.
- Self-referrals and walk-ins accepted.
- Aging in America also operates a medical adult day program, a nursing home, and respite and assisted living services. Please call for more information.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need  
Most services are provided free of charge.
- Home care may be paid for through Medicare, Medicaid, or a sliding fee scale/assistance based on need. The social adult day program is provided at no direct cost for individuals enrolled in Medicaid. However, the center suggests a \$5/day donation from clients who are not Medicaid-eligible.
- English, Italian, Russian, Spanish

#### **Chronic Disease Fund (CDF) - Good Days Patient Assistance Program**

6900 North Dallas Parkway, Suite 200

Plano, TX 75024

877-968-7233

214-570-3621

Mon-Fri: 8am-5pm CST

<http://www.gooddaysfromcdf.org/patients>

- Patient assistance program providing individuals who have specific chronic diseases with co-pay assistance for medication and treatment.
- Clients must currently have health insurance and meet income requirements, which vary by state. Please call for more information.
- Applications can be sent to this email address: [admin@cdfund.org](mailto:admin@cdfund.org)
- Offers FREE services
- English, Spanish

**HealthWell Foundation**

P.O. Box 4133  
Gaithersburg, MD 20878  
800-675-8416

Self-help service help is available 24/7. Live help service is available: Mon-Fri: 9am-5pm

<http://www.healthwellfoundation.org/>

- Non-profit organization that provides income-eligible individuals who have specific diseases with assistance in paying for prescription drug and health insurance costs, including coinsurance, copayments, deductibles, and premiums.
- Offers FREE services

**Hill Burton Program - Health Resources and Services Administration**

5600 Fishers Lane, Room 11-19  
Rockville, MD 20857  
800-638-0742

<http://www.hrsa.gov/gethealthcare/affordable/hillburton/>

- Federal program under which certain hospitals, clinics, and other facilities provide discounted or free medical services to individuals who cannot afford to pay.
- The number of Hill-Burton facilities is limited, and some States have no facilities. For an updated list of health care facilities that participate in the program, please visit <http://www.hrsa.gov/gethealthcare/affordable/hillburton/facilities.html>
- Eligibility is based on income and family size. If you have specific questions about who is eligible for the Hill-Burton program or how to apply for it, please call the above-listed number.
- Federal program mandating free or low-cost hospital care.
- English

**National Organization for Rare Disorders (NORD)**

55 Kenosia Avenue  
Danbury, CT 06813  
800-999-6673

<http://www.rarediseases.org/patients-and-families/patient-assistance>

- Web site providing information on NORD's Patient Assistance Program, which provides free medications and financial assistance to eligible patients living with rare diseases.
- Eligibility requirements:
  - Must have an applicable diagnosis or physician referral
  - Must be a legal US resident
  - Must meet NORD's financial need criteria
- Offers FREE services
- English

**NeedyMeds**

Gloucester, MA 01931

800-503-6897

<http://www.needymeds.org/>

- Non-profit online database of patient assistance programs for underinsured and low-income individuals, including both brand-name and generic prescription drugs, discount drug cards, and disease-based financial assistance programs.
- Offers FREE services.
- Assistance is free; discounted rates apply to prescription medication.
- English, Spanish

**U.S. Department of Veterans' Affairs Web site and Helpline**

810 Vermont Avenue

Washington, DC 20420

800-827-1000

877-222-8387

Hotlines operate 7 Days a week, 7am-7pm (Central Time)

<http://www.vba.va.gov/VBA/>

- National, government-sponsored Web site and helplines providing information on veterans' benefits, including education, vocational rehabilitation and employment, disability compensation, medical care and prescription drugs, health care benefits, home loans, burials, and other benefits.
- Offers FREE services
- English, Interpreter services available

**Financial Assistance, Immigrant Support, Mental Health & Substance Abuse, School, Youth & Family Services, Social Services****Patient Access Network Foundation**

PO Box 221858

Charlotte, NC 28222

866-316-7263

Monday-Friday, 9am-5pm

<https://www.panfoundation.org/>

- Non-profit organization providing patients who have specific chronic diseases with assistance paying for medication co-pays and treatment.
- Offers FREE services
- English, Spanish

**Patient Services Inc. (PSI)**

PO Box 5930  
Midlothian, VA      23112  
800-366-7741

<https://www.patientservicesinc.org/>

- Non-profit premium and co-payment foundation that offers assistance with prescription and treatment co-pays, premiums, and other necessary expenses for patients with certain chronic illnesses.
- Assistance programs vary by diagnosis, and certain financial eligibility requirements apply.
- Offers FREE services.
- Must have some form of insurance.
- English - Access to third-party translation services - call to see if specific language is available.

**Financial Assistance, Immigrant Support, School, Youth & Family Services, Social Services**

**Metropolitan Council on Jewish Poverty**

120 Broadway  
New York, NY 10271-0015  
212-453-9500  
Mon-Thurs, 9am-5pm Fri, 9am-3pm  
[www.metcouncil.org](http://www.metcouncil.org)

- Non-profit multi-service organization providing low-income families in the NYC metropolitan area with counseling, emergency assistance, health care outreach, senior services, education, and immigration assistance.
- Serves both Jewish and Non-Jewish individuals in need. Works in coordination with local Jewish community councils around NYC.
- Please call to find out how to access services closest to you. Also provides grants and training to grassroots organizations.
- Offers FREE services
- English, Hebrew, Interpreter services available, Russian, Spanish, Yiddish

**Financial Assistance, Immigrant Support, School, Youth & Family Services, Social Services, Wellness & Prevention**

**Bronx SingleStop - Center for Urban Community Services (CUCS)**

1510 Southern Boulevard

Bronx, NY 10460

347-833-4917

General Office Hours: Mon-Fri, 9am-5pm

Legal Services: Every other Mon, 2pm-5pm

Financial Services: Every other Wed, 10am-1pm

[http://www.cucs.org/index.php?option=com\\_content&task=view&id=134&Itemid=174](http://www.cucs.org/index.php?option=com_content&task=view&id=134&Itemid=174)

- Non-profit program providing low-income individuals and families with benefits and entitlements assistance; legal counseling; financial counseling; tax preparation; free short-term supplies of diapers for children ages 0-5; and referrals.
- Walk-ins are accepted.
- Single Stop social services are also offered at several other locations throughout NYC and nationwide. For more information, please visit [www.singlestopusa.org](http://www.singlestopusa.org).
- Diapers are supplied by Baby Buggy, a non-profit organization that distributes baby supplies to community organizations in NYC. For more information on Baby Buggy, please visit [www.babybuggy.org](http://www.babybuggy.org).
- Offers FREE services
- English, Spanish

**BronxWorks - Burnside Avenue Walk-in Office**

2070 Grand Concourse

Bronx, NY 10457

718-731-3114

General office hours: Mon-Fri, 9am-5pm

Financial services: every other Tuesday

Legal services: every Wednesday, 4pm-7pm

<http://www.bronxworks.org/walk-in-offices>

- Non-profit walk-in office offering Bronx residents in need information and referrals; food stamp screening and enrollment; the Opportunity NYC program, offering low-income parents cash incentives for taking steps to improve family health and reduce poverty; immigration support services; and SingleStop social services, including benefits and entitlements screening and enrollment assistance, financial counseling and tax assistance, and legal aid services.
- This BronxWorks site also offers immigration support services. Please call the above number and dial ext. 322 for more information. The above-listed phone number is the main switchboard for all BronxWorks programs offered at this location. Please dial the extension of, or specify to the operator, the program you would like to reach.
- Single Stop social services are also offered at several other locations throughout NYC and nationwide. For more information, please visit [www.singlestopusa.org](http://www.singlestopusa.org).
- Offers FREE services

- English, Spanish

**Catholic Charities Community Services**

402 East 152nd Street, 2nd Floor

Bronx, NY 10455

718-292-1485

Mon-Fri, 9am-5pm

- Non-profit organization providing community residents in need with financial assistance for rent, food pantry services, a clothes closet, and referrals for immigration assistance.
- Open to both documented and undocumented immigrants.
- For financial assistance with rent, eligibility and amount of assistance varies case by case. For more information, please call the number above.
- Offers FREE services
- English, Spanish

**Financial Assistance, Immigrant Support, Social Services**

**Morrisania Family Preservation Center**

1125 Grand Concourse

Bronx, NY 10451

718-410-6735

Office hours: Mon-Fri, 8am-6pm

WIC hours: Mon, Wed, Thurs, 9am-5pm (call for an appointment)

Program hours vary; please call for more information.

- Non-profit multi-service community center providing low-income individuals of all ages with counseling and case management, ESL classes, a job resource center, child care/Head Start programs, supportive housing placement for HIV+ individuals, entitlements assistance, and a WIC program.
- Call or go to center directly to access services. Social service coordinators are available to assess needs and discuss available services. Families must be income-eligible for day care/Head Start programs.
- Offers FREE services. Please call for income eligibility requirements.
- African languages/dialects, English, Spanish

## **Financial Assistance, Mental Health & Substance Abuse, Social Services**

### **Bronx Community College - Adult Education & Future Now**

2155 University Ave.

Gould Residence Hall Building, 5th floor

Bronx, NY 10453

718-289-5184

Office hours: Mon-Fri, 9am-5pm

Morning Classes meet 5 times a week 9am-2pm

Afternoon Classes meet 3 times a week 2pm-4:30pm.

Please call for specific program times.

[www.bcc.cuny.edu](http://www.bcc.cuny.edu)

- Non-profit program offering adults (18+) free ESL and GED classes; and the Future Now educational and career planning program offering adults (ages 18-20) free GED classes, college prep classes, and assistance with college applications and financial aid.
- Class cycles for adult education GED and ESL classes are every 3 months. Must call in advance and take a placement test before starting. \*There is a waitlist for a placement exam.
- To attend the morning classes you must be between the ages of 18 and 20.
- To attend the afternoon classes you must be between the ages of 18 and 24 and live within the following zip codes: 10452, 10453, 10457, 10458 and 10468.
- For information on Future Now, please visit <http://www.bcc.cuny.edu/FutureNow/> .
- Offers FREE services
- English, Spanish

### **Bronx Spanish Evangelical Church - Meal Program**

800- East 156th Street

Bronx, NY 10455

718-993-1260

The food pantry is available every Friday from 11am-2pm.

Hot meals are served on Tuesdays at 2pm.

<http://forministry.com/USNYUCOFCIE1/>

- Non-profit meal program providing those in need with a food pantry every Friday and a soup kitchen every Tuesday.
- Arrive early to ensure service.
- Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Offers FREE services
- English, Spanish

**Care for the Homeless**

30 E. 33rd St., 5th floor, New York, NY 10016

212-366-4459

Office: Mon-Fri, 9am-5pm

Service hours vary depending upon specific site.

[www.careforthehomeless.org](http://www.careforthehomeless.org)

- Non-profit agency providing homeless individuals with primary and oral health care and social services at more than 30 shelters and soup kitchens throughout New York City, as well as assistance for homeless individuals who want to obtain or retain Medicaid coverage.
- This is the administrative office of Care for the Homeless; direct services are not provided at this location. For a specific service, please call for more information.
- The agency contracts with licensed health facilities and other providers in New York City to provide health and social services at over 30 shelters, soup kitchens, and other service sites in New York City. For a list of these sites, please visit:  
[www.careforthehomeless.org/services/service\\_sites.html](http://www.careforthehomeless.org/services/service_sites.html)
- Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Offers FREE services
- English, Spanish

**Community Service Society (CSS)**

105 East 22nd Street

New York, NY 10010

212-254-8900

Mon-Fri, 9am-5pm

[www.cssny.org](http://www.cssny.org)

- Non-profit organization providing New York City's low-income residents with advocacy, research, and direct services, including Community Health Advocates program providing assistance and advocacy navigating the health care system for individuals, families, and small businesses; the Retired & Senior Volunteer Program (RSVP), which enlists seniors ages 55+ to serve as volunteers in their communities; and the Benefits Plus Learning Center offering assistance and training to social service professionals and counseling to the general public benefits and housing programs.
- Public Benefits and Housing Information Line: (212) 614-5552; Community Health Advocates: (212) 614-5400. For more information on Benefits Plus, please visit  
[www.benefitsplus.cssny.org/??](http://www.benefitsplus.cssny.org/??)
- Please call to make an appointment; walk-ins are not accepted.
- There is a subscription fee for agencies using Benefits Plus.
- All other programs and services are free.
- English, Spanish

### **Holy Tabernacle Church - Meal/Education Program**

3780 Third Avenue, Bronx, NY 10456

718-293-9862

Food is available every Tuesday starting at 4:05pm. Computer classes are available every Tuesday, 6pm-7:30pm. Free lunch is available outside the church every Thursday from 1pm-2:30pm from mid-July through mid-August.

- Non-profit church providing a food pantry, soup kitchen, and free computer skills classes to the general public every Tuesday.
- Please call or visit food pantry to sign up for classes; please bring photo ID.
- Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Offers FREE services
- English, Spanish

### **Food Pantries**

311 – NYC Government Information Line

24 hrs./7 days

- Meal services and packed groceries. Callers will be asked about their zip code, who services are for, what services are needed, then will be given phone numbers and addresses of three pantries in their zipcode (more available upon request).
- Translation available in 179 languages.

### **Hunts Point Alliance for Children (HPAC)**

1231 Lafayette Avenue, 4th Floor

Bronx, NY 10474

718-620-2824

Mon-Fri, 9:30am-5:30pm Sat, 12pm-5pm. Also open some evening hours.

[www.hpac10474.org](http://www.hpac10474.org)

- Non-profit organization providing youth and families in the Hunts Point area of the Bronx with educational advocacy, educational and vocational assistance for youth who have dropped out of school, a community food program, and referrals to community programs.
- Appointments are necessary.
- Families must live in the 10474 zip code or have children who attend a school within that area to be eligible for services.
- Undocumented immigrants are welcome.
- Families interested in educational advocacy must fill out an intake form, which consists of a needs assessment and questions regarding parental stresses and behaviors. For any child currently in a special education program, parents are requested to bring a copy of the child's most recent Individualized Education Plan (IEP).
- HPAC is a consortium of community schools and organizations.

- Offers FREE services
- English, Spanish

**Our Lady of Grace - Food Pantry**

3985 Bronxwood Avenue

Bronx, NY 10466

718-652-4817

The food is distributed on Mondays from 1:00pm-2:45pm.

- Non-profit food pantry program providing free bags of canned foods to those in need.
- Please bring identification for each member of the family.
- Must live in zip code 10466 to receive food.
- Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Offers FREE services
- English, Spanish

**Supplemental Nutrition Assistance Program**

**(Food Stamps)**

311 – NYC Government Information Line

- Provides list of Supplemental Nutrition Assistance Programs (SNAP) by zip code.
- Translation available in 179 languages

**Soundview Presbyterian Church - Food Pantry**

760 Soundview Avenue

Bronx, NY 10473

718-842-2287

Food is distributed every other Wednesday beginning at 8am until around 9am (or whenever the food runs out)

- Non-profit food pantry providing those in need with free bags of canned goods and other non-perishable foods every other Wednesday.
- Undocumented immigrants welcomed; provides services to all individuals, regardless of immigrant status.
- Offers FREE services
- English

**St. Augustine - Our Lady of Victory Food Pantry**

1180 Fulton Avenue

Bronx, NY 10457

718-893-0072

The food pantry is available Mondays from 11:00am-1:00pm.

- Non-profit food pantry providing those in need with free bags of canned goods and other non-perishable foods every Monday.
- Please bring identification.
- Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Offers FREE services
- English, Spanish

**The Hope Line**

421 East 155th Street

Bronx, NY 10455

718-402-1212-

718-402-5580

General: Mon-Fri, 9am-5pm Food pantry: Jan - June / Sept- Dec: Thurs, 9am-11am, every other week (please call ahead to verify)

July - Aug: Thurs 10am-12pm

Clothing bank: Fri, 9:30am-11:30am

Basic legal assistance or Immigration Counseling: Please call for appointment.

ESL classes: Saturday classes offered; please call for most up-to-date detailed class schedule.

<http://www.thehopeline.org/index.php>

- Non-profit community center providing immigrants and community members in need with a food pantry, ESL classes, citizenship classes in Spanish, basic legal assistance, a clothing bank, computer classes, and immigration counseling.
- For food pantry, food/groceries provided to the first 75-80 persons.
- Persons may participate twice per month and must bring with them photo ID, proof of address, and bag to carry groceries.
- Offers FREE services.
- The cost for the preparation of immigration documents (Citizenship, Residency, Asylum applications, etc.) is based on a sliding fee scale.
- English, Spanish

**United Bronx Parents - Headquarters/La Escuelita**

996 Prospect Avenue

Bronx, NY 10455

718-991-7100

Office hours: Mon-Fri, 9am-5pm

Hot Meals: Mon-Fri, 2:30pm-4pm

Food Pantry: Sat, 8am-9:30 am

- Non-profit human services agency that offers information and referrals to their social service programs and also houses La Escuelita, which provides hot meals for the homeless, and a monthly food pantry.
- A referral or ID is required for monthly food pantry.
- Please call to sign up and receive information on food pantry dates and times. Food pantry operates on a first-come, first-serve basis.
- Offers FREE services
- English, Spanish

**Financial Assistance, School, Youth & Family Services, Social Services**

**Beacon of Hope Lighthouse**

512 Southern Boulevard

Bronx, NY 10455

718-993-1078

Mon, Wed, 8:30am-5pm; Tues, Thurs, Fri, 8:30am-7pm

- Non-profit community clubhouse providing adults who are disabled, homeless, and/or recovering from addiction with vocational and socialization services, including job placement; housing assistance; counseling and support; and free breakfast and dinner (lunch at discounted price).
- Please call for an intake appointment.
- Offers FREE services.
- Lunch is available on-site for \$1.50
- English, Sign Language, Spanish

**Door of Salvation Ministries**

460 East 134th Street

Bronx, NY 10454

718-993-5532

Food pantry: Wed & Sat, 12pm-2pm Office: Mon-Fri, 10am-5pm

- Non-profit Christian social service program operating a weekly food pantry for the general public and providing chemically dependent adults with a drug and alcohol rehabilitation program.

- Walk-ins accepted.
- Offers FREE services
- English, Spanish

**JASA - Bronx Borough Service Center**

One Fordham Plaza, Suite 908  
Bronx, NY 10458

718-365-4044

Mon-Fri: 9:00am-5pm

[www.jasa.org/locations/bronx.html](http://www.jasa.org/locations/bronx.html)

- Non-profit multi-service center consisting of an outpatient mental health clinic and case management support program for men and women 60+.
- For more admissions information or to make a referral, please first call JASA's Help Center in Manhattan: 212-273-5272. The Manhattan office guides clients through the admissions process and then makes referrals to the Bronx Service Center.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need.
- Payment policies vary according to services provided. Please call for more information.
- English, Spanish

**New York State Office for People With Developmental Disabilities**

44 Holland Avenue

Albany, NY 12229

518-473-9689

Mon-Fri: 9am-5pm

<http://www.opwdd.ny.gov/>

- Public state-run agency operating Developmental Disabilities Services Offices (DDSOs) coordinating and providing services for people with developmental disabilities and their families including crisis intervention; employment; evaluation, intake and referral; housing/residential services; counseling; day services; family care; financial assistance; health care; respite; transportation; in-home care; and recreation.
- People who are seeking services for themselves or for a family member with mental retardation and developmental disabilities should contact the DDSO responsible for services in the county of their residence or a voluntary agency near you. A staff person will respond to your request and an intake and evaluation will be scheduled on your behalf to determine eligibility for services, as well as your specific needs for service.
- For more information on DDSO locations, please visit:  
<http://providerdirectory.opwdd.ny.gov/> .
- It is free to contact your local DDSO, but the cost of services provided by or referred to by each DDSO varies.
- English, Interpreter services available, Spanish

## **Financial Assistance, School, Youth & Family Services, Social Services, Wellness & Prevention**

### **Alexander Graham Bell Parent-Infant Preschool Services Financial Aid Awards**

3417 Volta Place, NW  
Washington, DC 20007

<http://listeningandspokenlanguage.org/Document.aspx?id=478>

- Non-profit group providing grants to parents and/or guardians of infants and preschool-age children (younger than age 6 and not yet enrolled in first grade) who have been diagnosed with a moderate to profound hearing loss and are in financial need; awards can be used to cover expenses associated with aural habilitation, speech language therapy, audiological services, hearing technology, and other assistive services.
- Grant amounts vary according to individual needs and funds available, and individuals may reapply annually for additional funding. Free applications can be obtained online and must be submitted along with a current audiological report and three letters of recommendation.
- Membership with Alexander Graham Bell Association is not required, but is strongly recommended.
- Offers FREE services
- English

### **BronxWorks - Townsend Avenue**

1477 Townsend Avenue  
Bronx, NY 10452  
718-588-3836  
Mon-Fri, 9am-4pm

<http://www.bronxworks.org/programs/benefits-a-other-assistance/walk-in-offices>

- Non-profit walk-in facility providing those in need with information and referrals for housing, medical care, health insurance application assistance, and assistance paying utility bills; also provides families with children ages 3-5 with HIPPY (Home Instruction Program for Pre-School Youngsters), a home-based educational program to help parents prepare their children for kindergarten.
- Walk-ins are accepted.
- Depending on what issue needs to be addressed, it is helpful to bring relevant paper work (such as ID, social security card, birth certificate, rent eviction notice, and/or light bill, etc.).
- Offers FREE services
- English, Spanish

**Cardinal McCloskey Emergency Food Pantry & Family Outreach**

953 Southern Blvd.

Bronx, NY 10459

718-542-0255

Food pantry: Mon, Wed, Fri 9:30am-12pm

[www.cardinalmccloskeyservices.org/ca\\_prevent.shtml](http://www.cardinalmccloskeyservices.org/ca_prevent.shtml)

- Non-profit community center providing South Bronx and Northern Manhattan residents with an emergency food pantry and clothing closet; preventive services, including parenting and anger management workshops; and foster care services.
- This center serves a specific catchment area spanning Community Districts 9 through 12 and parts of the South Bronx. Please call to see if you/your client lives in a catchment area.
- If there is a food shortage, the pantry will only be able to accommodate the first 30 people.
- Offers FREE services
- English, Spanish

**Catholic Charities Community Thrift Store**

402 East 152nd Street

Bronx, NY 10455

718-292-9090

Mon-Thurs, 9am-3pmFri-Sat, 9am-5pm

- Non-profit community thrift store providing community members with access to reduced-cost household items, clothing, and furniture, among other items.
- Reduced prices
- English, Spanish

**Family Reimbursement: The Francesca Nicosia Fund - AHRC**

2488 Grand Concourse, Room 404

Bronx, NY 10458

212-895-3401

Mon-Fri, 8:30am-5pm

- Non-profit reimbursement program providing individuals with developmental disabilities who live with their families with monetary assistance for short-term services and supplies, including adaptive equipment, special appliances or furniture, adaptive toys, and clothing.
- To apply for reimbursement, contact the fund administrator for screening and program application. A full committee will consider the family's completed application.
- Eligible disabilities include but are not restricted to mental retardation, cerebral palsy, epilepsy, autism, TBI, and neurological impairments. There are no age restrictions for program eligibility but family income will be considered.
- Fund requests must apply to goods or services that enhance the disabled individual's quality of life.

- The AHRC provides many services to children and adults with developmental disabilities; other monetary assistance may be available for their services and programs.
- Please call for eligibility and application requirements.
- English, Russian, Spanish

**Federation of Protestant Welfare Agencies (FPWA)**

281 Park Avenue South

New York, NY 10010

212-801-1338

Mon-Fri, 8:30am-4:30pm

<http://www.fpwa.org/cgi-bin/iowa/programs/assisting/article/95.html>

- Non-profit agency providing individuals in need with one-time grants for emergency needs, such as rent arrears, utilities, or furniture.
- Please note: Self-referrals are not accepted. A referral is required from an agency. The caseworker should call on behalf of the client, provide a summary of the case, and fax or e-mail documentation of need.
- Clients requesting furniture assistance need to have a home visit from a caseworker first.
- FPWA is a membership organization of almost 300 social service agencies and churches throughout New York City. For more information, visit [www.fpwa.org](http://www.fpwa.org).
- Offers FREE services
- English, Spanish

**Information for Families**

332 Bleecker Street

New York, NY 10014

212-645-6940

[www.InformationForFamilies.org](http://www.InformationForFamilies.org)

- Non-profit organization providing homeless, at-risk, and formerly homeless families with an online resource center and monthly newsletter containing information on jobs, housing, benefits, and other community resources.
- Offers FREE services
- English. The printed version of the newsletter is available in both English and Spanish; please call to request copies. The Web site is available in English only.

### **Kingsbridge Heights Community Center - College Directions Program**

3101 Kingsbridge Terrace

Bronx, NY 10463

718-884-0700

Mon-Thur, 1:00pm – 9:00pm ; Fri, 12:00pm – 8:00pm

<http://www.khcc-nyc.org/youth-programs/college-directions.php>

- Non-profit college preparation program providing 9th-12th graders and adult students who live in the Bronx with individual college counseling, college application assistance, financial aid and scholarship search assistance, workshops, trips to colleges and college fairs, SAT preparation, and career exploration; also offers early college awareness program for 6th-8th graders.
- All New York City residents are eligible for the program. Please call to make an appointment to register and find out about upcoming classes.
- Offers FREE services.
- Most services are free. Please call for more information.
- English, Spanish.

### **Neighborhood Housing Services of New York City (NHSNYC) - North Bronx Office**

1451 East Gun Hill Road , 2nd Floor

Bronx, NY 10469

718-881-1180

Monday-Friday 9am-5pm

<http://www.nhsnyc.org/en/find-an-nhs-near-you/north-bronx>

- Non-profit organization providing homeowners and prospective homeowners with individual counseling, group classes and seminars, insurance information, foreclosure prevention, emergency loans, and information and referrals.
- Please call to schedule an appointment.
- Seminars, workshops, and foreclosure prevention services are free. Trainings, classes, consultations, and emergency loan applications are fee-based. Fees range from \$50 to \$200. Please call for detailed fee quotes and information on additional services.
- Creole, English, Spanish

**Neighborhood Housing Services of New York City (NHSNYC) - South Bronx Office**

848 Concourse Village West

Bronx, NY 10451

718-992-5979

Monday-Friday 9am-5pm

Closed on some Fridays, please call for more information

<http://www.nhsnyc.org/en/find-an-nhs-near-you/south-bronx>

- Non-profit organization providing homeowners and prospective homeowners with individual counseling, group classes and seminars, insurance information, foreclosure prevention, emergency loans, and information and referrals.
- Please call to schedule an appointment. Mailing address: 200 East 161 Street Bronx, NY 10451.
- Offers FREE services
- Seminars, workshops, and foreclosure prevention services are free. Trainings, classes, consultations, and emergency loan applications are fee-based. Fees range from \$500-\$200. Call for detailed fee quotes and information on additional services
- English, Spanish

**NYC Office of Financial Empowerment (Website)**

42 Broadway, 9th Floor

New York, NY 10004

<http://www.nyc.gov/html/ofe/html/home/home.shtml>

- City-sponsored Website offering information on free or low-cost financial literacy services throughout New York City, including tax preparation; financial counseling; classes and workshops; and help with such issues as credit, debt, budgeting, and bank accounts. Sponsored by the NYC Dept. of Consumer Affairs.
- Lists local organizations offering free or very low-cost financial literacy services.
- English

**Office of Housing Initiatives - Home of Your Own Program**

44 Holland Avenue, Albany, NY 12229

518-473-1973

[http://www.opwdd.ny.gov/opwdd\\_community\\_connections/housing\\_initiative/home\\_of\\_your\\_own\\_hoya](http://www.opwdd.ny.gov/opwdd_community_connections/housing_initiative/home_of_your_own_hoya)

- Publicly funded statewide program providing developmentally disabled individuals, their families, and direct care providers with financial literacy, matched-savings program, individual development accounts, housing workshops, and housing information.
- After you call you will be sent an application to determine eligibility.
- Offers FREE services
- English, Spanish

**Part of the Solution (P.O.T.S.)**

2759 Webster Ave.

Bronx, NY 10458

718-220-4892

Office hours: Mon-Fri, 9am-5pm

Community Dining Room: Daily 12:30pm-3:30pm

Food Pantry: Mon-Sat 9am-11:55pm

Case Management: Mon, Tues, Wed, Fri 1pm-4pm (Mornings and Thursdays by appt. only)

Legal Clinic: Thursdays 1pm-4pm

Showers: Mon-Fri 8:30am-10:30am

Mail: Mon-Fri 12:30pm-4:30pm

Haircuts: Sign ups at 9am daily

Clothing Closet: Mon, Wed, Fri 10:45am-11:30am

[www.potsbronx.org/](http://www.potsbronx.org/)

- Non-profit social services agency providing homeless and low-income individuals and families with case management, a community dining room and food pantry, clothing, showers, and SingleStop social services, including benefits and entitlements screening, legal services, and financial counseling.
- Please call for food pantry catchment area.
- Single Stop social services are also offered at several other locations throughout NYC and nationwide. For more information, please visit [www.singlestopusa.org](http://www.singlestopusa.org) .
- Offers FREE services
- English, Spanish

**The Living Room**

800- Barretto Street (at Lafayette Avenue)

Bronx, NY 10474

718-893-3606

718-893-3680

Open 24 hours a day, 7 days a week

Psychiatrist hours: Every Monday 9am-5pm

[www.nyc.gov/html/dhs/html/homeless/adultserv.shtml](http://www.nyc.gov/html/dhs/html/homeless/adultserv.shtml)

- Public drop-in center providing homeless single individuals ages 25+ with meals, showers, laundry facilities, clothing, medical care, mental health services, and employment and shelter referrals.
- Offers FREE services
- English, Spanish

**UnitedHealthcare Children's Foundation**

PO Box 41

Minneapolis, MN 55440-0041

855-698-4223

24/7

[www.uhccf.org](http://www.uhccf.org)

- Nonprofit public charity providing children who have health care needs not fully covered by their commercial health benefit plan with medical grants of up to \$5,000 for costs associated with medical services and equipment.
- To be eligible for grants, children must be 16 years of age or younger. The grant is \$5,000 per child per year, up to a max lifetime of \$10,000 per child.
- Families must meet economic guidelines, reside in the United States and have a commercial health insurance plan.
- A full list of eligibility requirements as well as information on the application process can be found online at [www.uhccf.org](http://www.uhccf.org) .
- English

**WHEDCO - Family Support Program**

50 East 168th Street

Bronx, NY 10452

718-839-1100

Office hours: Mon-Fri, 9am-5pm

Legal services: Thursdays, 4pm-6pm

<http://www.whedco.org/family-support>

- Non-profit community organization offering community members in need crisis intervention counseling; advocacy; education; case management; health insurance screening and enrollment assistance; referrals; and SingleStop social services, including benefits and entitlements screening and enrollment assistance; financial counseling, including legal assistance for housing, public assistance, family law, and disability issues; and a food pantry.
- Appointments are encouraged for most services, but walk-ins are accepted.
- Housing placement is not offered by this department.
- Single Stop social services are also offered at several other locations throughout NYC and nationwide. For more information, please visit [www.singlestopusa.org](http://www.singlestopusa.org)
- Offers FREE services
- English, Spanish

## **Financial Assistance, Social Services**

### **Bronx-Lebanon Hospital - WIC Program**

21 East Mount Eden

Bronx, NY 10452

718-583-4280

Mon-Thurs, 8am-2:30pm, on Wednesdays it is open until 6:30pm by appointment only. Fri, 8am-11:30am - By appointment only.

Enrollment hours: Mon-Fri, 8am-11pm

- Local enrollment and services site for WIC, a government-sponsored food program providing nutrition services, breastfeeding counseling and food coupons for low-income pregnant and breast-feeding women and women with children under 5 years of age.
- Walk-ins welcome
- Offers FREE services
- English, French, Spanish

### **BronxWorks - Community Center at Grand Concourse**

1130 Grand Concourse

Bronx, NY 10456

718-293-0727

General office hours: Mon-Fri, 8am-8pm

GED: Mon-Thurs mornings; please call for exact time.

SingleStop services: Mondays, 10am-6pm

Financial services: Mondays, 5pm-7pm

Legal services: Mondays, 5pm-7pm

<http://www.bronxworks.org/programs>

- Non-profit community center providing social services that include: housing assistance; children, teen, and youth programs, including an after-school program, early childhood learning center, and foster care prevention; the HomeBase eviction prevention program; GED courses; senior services; HIV/AIDS services; and SingleStop social services, including benefits and entitlements screening and enrollment assistance, financial counseling and tax assistance, and legal aid services.
- The above-listed phone number is the main switchboard for all BronxWorks programs offered at this location. Please specify which program you would like to be connected to, and an operator will direct your call accordingly. Fax numbers for each program available upon request.
- Single Stop social services are also offered at several other locations throughout NYC and nationwide. For more information, please visit [www.singlestopusa.org](http://www.singlestopusa.org).
- Offers FREE services
- Swimming classes cost \$90 for 8 weeks of 40-minute classes. Please call to verify for Spring 2011. Evening lap swims are \$2 per session for those not enrolled in Intermediate or Advanced swim classes.

- Other services are free of charge.
- English, Spanish

**Family Wellness Center WIC Program**

1600 East 233rd Street

Bronx, NY 10466

718-231-5800

Mon 9am-6pm; Tues/Wed 9am-5pm; Thurs 9am-7pm; Fri/Sat 9am-11:30am

- Local enrollment and services site for WIC, a government-sponsored food program providing nutrition services, breastfeeding counseling and food coupons for low-income pregnant and breast-feeding women and women with children under age 5.
- Offers FREE services
- English, Spanish

**Food Bank for New York City - Main Office**

39 Broadway, 10th Floor

New York, NY 10006

212-894-8094

Mon-Fri, 9am-4:30pm

[www.foodbanknyc.org](http://www.foodbanknyc.org)

- Non-profit organization providing low-income New Yorkers with free SNAP/food stamp pre-screening services; nutrition and health education; tax preparation services and information; referrals; and a membership network for community organizations.
- For more information on individual programs and services, please call or visit the Web site. For more information on joining the Food Program network, please visit [www.foodbanknyc.org/go/our-programs/our-food-program-network](http://www.foodbanknyc.org/go/our-programs/our-food-program-network) .
- Offers FREE services
- Chinese, Creole, English, Russian, Spanish

**Fordham Plaza - WIC Program**

4782 Third Avenue

Bronx, NY 10458

718-405-4066

Mon/Tues/Wed/Fri 8am-5pm, Thurs 8am-6pm

- Local enrollment and services site for WIC, a government-sponsored food program providing nutrition services, breast-feeding counseling and food coupons for low-income pregnant and breast-feeding women with children under age 5.
- Call for an enrollment appointment.
- Offers FREE services
- English, Spanish

**Jacobi Medical Center - WIC Program**

1400 Pelham Parkway South

Building 1, 4NW, Suite A

Bronx, NY 10461

718-918-4048

Mon-Thurs 8:30am-4pm, Fri 8:30am-3pm

<http://www.nyc.gov/html/hhc/jacobi/html/services/women.shtml>

- Local enrollment and services site for WIC, a government-sponsored food program providing nutrition services, breastfeeding counseling and food coupons for low-income pregnant and breast-feeding women and women with children under age 5.
- Call ahead to schedule an appointment. Walk-ins accepted before 12pm
- Please note, the WIC office is located in the Women's Health Center.
- Offers FREE services
- English, Interpreter services available, Spanish, Thai , Cambodian

**Lincoln Medical and Mental Health Center - WIC Program**

234 East 149th Street, 1st Floor

New York, NY 10451

718-579-5398

Mon: 8am-7pm Tues, Wed and Thurs: 8am-4pm Certification Fri and Sat: 8-11:30am

- Public local enrollment and service site for WIC, a government-sponsored food program providing nutrition services, breastfeeding counseling, and check for low-income pregnant and breast-feeding women and women with children under age 5.
- Please call for an appointment or information on pre-screening and information on documents needed for enrollment.
- Offers FREE services
- Creole, English, French, Interpreter services available, Spanish

**Montefiore Comprehensive Health Care Center (CHCC) - WIC Program**

432 East 161st Street

Bronx, NY 10457

718-585-4695

Mon, Wed, Thurs, Fri, 8am-4:30pm (last appt. at 4:30pm) Tues, 8am-5:30pm Orientations for services take place on Fri, 8:15am & 1pm

<http://www.montekids.org/programs/wic/>

- Local enrollment and services site for WIC, a government-sponsored food program providing nutrition services, breastfeeding counseling and food coupons for low-income pregnant and breast-feeding women and women with children under age 5.
- Walk-ins are accepted as depending on staff availability. Appointments are strongly preferred. No proof of citizenship required.

- Offers FREE services
- English, Spanish

**Montefiore Medical Center - WIC Program**

22 Westchester Square

Bronx, NY 10461

718-829-4401

Mon/Tues/Thurs/Fri, 8am-4pm Wed, 9am-7pm; last appointment at 5:30

Third Saturday of each month from 8am-4pm

Last appointment at 3:30pm

First time applicants: Mon: 1pm or 2pm appointment or Thurs: 8:30 am or 10am appointment

<http://www.montekids.org/programs/wic/>

- Local enrollment and services site for WIC, a government-sponsored food program providing nutrition services, breastfeeding counseling and food coupons for low-income pregnant and breast-feeding women and women with children under age 5.
- Please call for an initial enrollment appointment. Qualified women will be directed to attend an orientation (offered Mon/Thurs mornings).
- Offers FREE services
- English, Spanish

**Morris Heights Health Center – WIC Program**

25 E. 183rd St., Bronx , NY 10453

(718) 839-8903

and

85 West Burnside Ave., Bronx, NY 10453

(718) 716-4400 x2159

- Provides nutrition counseling by professional nutritionists and Registered Dietitians (RDs)
- Provides breastfeeding information and support to women, as well as free breast pumps (including manual, portable, single-breast, and double-breast, and electric), where available, for moms who need them
- Makes referrals to medical care for pregnant and breastfeeding women, infants, and children under age five.
- Languages: English, Spanish

**Morrisania – D&TC – WIC Program**

1225 Gerard Ave., Bronx 10452

(718) 960-2805

- Provides nutrition counseling by professional nutritionists and Registered Dietitians (RDs)
- provides breastfeeding information and support to women, as well as free breast pumps (including manual, portable, single-breast, and double-breast, and electric), where available, for moms who need them

- Makes referrals to medical care for pregnant and breastfeeding women, infants, and children under age five.
- Languages: English, Spanish, French, Bengali

**Morrisania – Family Preservation Center – WIC Program**

1125 Grand Concourse (entrance on McClellan Ave.),  
Bronx, NY 10452  
(718) 588-1887 or (718) 588-1501

- Provides nutrition counseling by professional nutritionists and Registered Dietitians (RDs)
- provides breastfeeding information and support to women, as well as free breast pumps (including manual, portable, single-breast, and double-breast, and electric), where available, for moms who need them
- Makes referrals to medical care for pregnant and breastfeeding women, infants, and children under age five.
- Languages: English, Spanish

**Morrisania – South Bronx WIC Program**

856 Longwood Ave., Bronx 10459  
(718) 991-2148 or (718) 861-7795

- Provides nutrition counseling by professional nutritionists and Registered Dietitians (RDs)
- provides breastfeeding information and support to women, as well as free breast pumps (including manual, portable, single-breast, and double-breast, and electric), where available, for moms who need them
- Makes referrals to medical care for pregnant and breastfeeding women, infants, and children under age five.
- Languages: English, Spanish

**Neighborhood WIC Program - East Tremont**

519 East Tremont Avenue, 1st Floor  
Bronx, NY 10457  
718-294-6887  
Mon, 11am-6:30pm Tues-Sat, 8:30am-3:30pm  
First time visitors: Tues, Wed & Thurs by appointment only  
<http://www.healthsolutions.org/neighborhoodwic/>

- Local enrollment and services site for WIC, a government-sponsored program for low-income pregnant or breast-feeding women and women with children under age 5. Provides nutrition services, food stamps, breastfeeding counseling, and referrals to medical care and social services.
- Walk-ins accepted.

- To enroll bring completed WIC Form (signed by physician), valid ID, proof of income (or insurance card), and proof of address
- Offers FREE services
- English, Spanish

**North Central Bronx Hospital - WIC Program**

3424 Kossuth Avenue, 3rd Floor, Room 3G-0

Bronx, NY 10467

718-519-3488

Mon-Thurs: 8am-4pm Fri: 8am-3pm

- Local enrollment and services site for WIC, a government food program providing nutrition services, breastfeeding counseling and food coupons for low-income pregnant and breastfeeding women and children under age 5.
- Walk-ins are accepted.
- Offers FREE services
- English, Spanish, Interpreter services available

**NYC Hunger Free Communities Consortium**

50 Broad Street , Suite 1520

New York, NY 10004

855-692-4322

24/7

<http://nyc hungerfree.org/>

- Non-profit organization providing information to the public about SNAP and WIC food assistance programs, 1,100 soup kitchens and food pantries, school breakfast programs, senior programs, and other NYC community-based organizations.
- The New York City Hunger Free Communities Consortium (HFCC) aims to significantly reduce hunger and improve nutrition in NYC, especially for households with children, working poor and senior citizens.
- Offers FREE services
- Chinese, Creole, English, French, Russian, Spanish

**Saint Barnabas Hospital - WIC Program**

4487 Third Avenue (at 183rd Street)

Bronx, NY 10457

718-960-6257

Mon-Thurs, 8:30am-6pm Fri, 8:30am-5pm

and

2021 Grand Concourse, 1st Floor, Bronx 10453

(718) 901-9510

[www.stbarnabashospital.org/Services/wic.htm](http://www.stbarnabashospital.org/Services/wic.htm)

- Local enrollment and services site for WIC, a government-sponsored food program providing nutrition services, breastfeeding counseling and food coupons for low-income pregnant and breast-feeding women and women with children under age 5.
- Please call for an enrollment appointment. Located within the Ambulatory Care Department on the 1st floor of St. Barnabas Hospital.
- Offers FREE services
- English, Spanish, Interpreter services available.

**Segundo Ruiz Belvis DTC – WIC Program**

545 E. 142nd St., Bronx 10454

(718) 579-1707

- Provides nutrition counseling by professional nutritionists and Registered Dietitians (RDs)
- provides breastfeeding information and support to women, as well as free breast pumps (including manual, portable, single-breast, and double-breast, and electric), where available, for moms who need them
- Makes referrals to medical care for pregnant and breastfeeding women, infants, and children under age five.
- Languages: English, Spanish, Tagalog

**South Bronx Health Center Annex - WIC Program**

856 Longwood Avenue

Bronx, NY 10459

718-991-2148

Mon, Tues, Thurs, 9am-5pm Wed, Fri, 8:30am-4:30pm; Sat 9am-4:30pm

[www.montekids.org/programs/sbhccf/services](http://www.montekids.org/programs/sbhccf/services)

- Public local enrollment and service site for WIC, a government-sponsored food program providing nutrition services, breastfeeding counseling, and food coupons for low-income pregnant and breast-feeding women and women with children under age 5.
- By appointment only.
- Offers FREE services
- English, Spanish

**Sound Shore WIC Program**

3401 White Plains Rd., Bronx 10467  
(718) 547-6345

- Provides nutrition counseling by professional nutritionists and Registered Dietitians (RDs)
- provides breastfeeding information and support to women, as well as free breast pumps (including manual, portable, single-breast, and double-breast, and electric), where available, for moms who need them
- Makes referrals to medical care for pregnant and breastfeeding women, infants, and children under age five.
- Languages: English, Spanish

**Sound Shore WIC Program**

1600 E. 233rd St., Bronx 10466  
(718) 231-5800

- Provides nutrition counseling by professional nutritionists and Registered Dietitians (RDs)
- provides breastfeeding information and support to women, as well as free breast pumps (including manual, portable, single-breast, and double-breast, and electric), where available, for moms who need them
- Makes referrals to medical care for pregnant and breastfeeding women, infants, and children under age five.
- Languages: English, Spanish, Albanian

**Union Community Health Center - WIC Program**

260 E. 188th St., Bronx 10458  
(718) 220-2020

- Provides nutrition counseling by professional nutritionists and Registered Dietitians (RDs)
- provides breastfeeding information and support to women, as well as free breast pumps (including manual, portable, single-breast, and double-breast, and electric), where available, for moms who need them
- Makes referrals to medical care for pregnant and breastfeeding women, infants, and children under age five.
- Languages: English, Spanish

**Urban Health Plan – WIC Program**

1070 Southern Blvd., Bronx 10459  
(718) 589-4776

- Provides nutrition counseling by professional nutritionists and Registered Dietitians (RDs)
- provides breastfeeding information and support to women, as well as free breast pumps (including manual, portable, single-breast, and double-breast, and electric), where available, for moms who need them

- Makes referrals to medical care for pregnant and breastfeeding women, infants, and children under age five.
- Languages: English, Spanish, French, African dialects

### **Financial Assistance, Social Services, Transportation**

#### **Abundant Life Tabernacle - Food Pantry**

2692 Third Avenue  
Bronx, NY 10454  
718-292-8734

To pick up food, you must call at 10:30 am on the day you wish to come (Tues or Thurs) to check availability and schedule a pick-up appointment.

- Non-profit food pantry providing free bags of canned goods and dried foods to individuals of all ages on Tuesdays, Wednesdays and Thursdays.
- ID and proof of address required for all family members in the household.
- Offers FREE services
- English, Spanish

#### **Ambucs - AmTryke Wish List**

P.O. Box 5127  
High Point, NC 27262  
800-838-1845  
<http://www.ambucs.com/>

- Non-profit service organization providing therapeutic tricycles to low-income children with disabilities; and scholarships to individuals studying accredited health therapy programs at both the undergraduate and graduate levels.
- For additional information, please email [ambucs@ambucs.org](mailto:ambucs@ambucs.org) .
- English

#### **Association for Energy Affordability, Inc. (AEA) - Weatherization Assistance Program**

105 Bruckner Boulevard  
Bronx, NY 10454  
718-292-6733  
Mon-Fri, 8am-5pm  
<http://aea.us.org/>

- Non-profit weatherization program providing low-income homeowners with repairs and services to lower energy costs, with a focus on serving seniors, individuals with disabilities, and homes with children.
- Serves the following zip codes: 10451, 10452, 10454, 10455, 10473, 10474. Also serves certain homes in 10456, 10459, 10465, 10472.

- The Association for Energy Affordability, Inc. (AEA) also offers energy-related programming to building owners, developers, weatherization staff, and other professionals. They can be contacted at [bxaea@aea.us.org](mailto:bxaea@aea.us.org)
- Service is free in individual homes if the owner meets eligibility guidelines. Service for apartment buildings have a fee; please call for more information.
- English

**Baltic Street Advocacy, Employment, and Housing (AEH), Inc.**

**Bronx Home Works**

2488 Grand Concourse, Suite 401

Bronx, NY 10458

718-563-2808

Mon-Fri: 9am-5pm

[www.balticstreet.org/housing.htm](http://www.balticstreet.org/housing.htm)

- Non-profit housing support program offering mentally ill adults assistance accessing and maintaining affordable housing, obtaining government benefits and entitlements, and paying rent.
- Consumers must be ages 18+ and have a documented Axis I mental health diagnosis. In order to obtain a referral form, please visit or call the HomeWorks office. Consumers must submit a healthcare referral, psychosocial and psychiatric evaluations, and current TB test before the office provides a referral for assistance in filing an HRA 2000. The Brooklyn sister office will guide consumers through the intake procedures.
- Although housing advocacy services are provided for all eligible consumers, many housing facilities in New York City maintain lengthy waiting lists and there is no guarantee that the program will be able to immediately place its consumers in an appropriate facility.
- Offers FREE services
- Funded by the New York State Office of Mental Health and the New York City Department of Health and Mental Hygiene.
- English, Spanish.

**Believe in Tomorrow Children's Foundation**

6601 Frederick Road

Baltimore, MD 212-28

800-933-5470

<http://www.believeintomorrow.org/>

- Non-profit organization providing free hospital and retreat housing for seriously ill children and their families.
- The child must be age 17 or younger and currently receiving treatment. For full eligibility requirements, please visit [http://www.believeintomorrow.org/families\\_hospital.html](http://www.believeintomorrow.org/families_hospital.html) or [http://www.believeintomorrow.org/families\\_respite\\_application.html](http://www.believeintomorrow.org/families_respite_application.html).
- Offers FREE services

- English

**Bronx Women's Business Resource Center**

2488 Grand Concourse, Suite 321-B

Bronx, NY 10458

718-933-7479

Mon-Fri, 9am-5pm

<http://www.bronxwbc.org/>

- Non-profit center providing women entrepreneurs and minority business owners with free financial and technical assistance services, including one-on-one counseling, monthly information roundtable, entrepreneurial training courses, and referrals.
- Please call and make an appointment. Next classes will be starting Spring 2013. Email: [info@bronxwbc.org](mailto:info@bronxwbc.org) Bronx Women's Business Resource Center is also affiliated with the US Small Business Administration ([www.sba.gov](http://www.sba.gov)) and the New York State Entrepreneurial Assistance Program (<http://esd.ny.gov/BusinessPrograms/EAP.html> )
- Offers FREE services
- English, Spanish - Bilingual English/Spanish workshops

**BronxWorks - Employment Services**

391 East 149th Street

5th floor, Rm. 520

Bronx, NY 10455

718-993-8880

Office Hours: Mon-Fri, 9am-5pm

<http://www.bronxworks.org/programs/workforce-development/employment-assistance>

- Non-profit center offering noncustodial parents (ages 18+), public housing residents at Betances, Courtland, and Moore houses, and Section 8 voucher holders with employment assistance, including job counseling, readiness training, placement assistance, internships (ages 16-24), and benefits assistance, parenting classes through the father's program.
- Must have proof of address and either a social security card and birth certificate, a residence card, or a work permit to access services. Please call the center directly to see if you fall within the center's catchment area.
- Offers FREE services
- Individuals must qualify for certain programs. May have to live in a certain development or live in a section 8 household. Please call for more information. To qualify for the father's program, you must have a child under the age of 18. Fathers can be custodial or non-custodial.
- English, French, Spanish

**Chariots of Hope**

45 Barber Pond Road  
Bloomfield, CT 06002  
860-242-4673

<http://chariotsofhope.org/index.html>

- Non-profit organization collecting, repairing and distributing used wheelchairs to those in need.
- To request a wheelchair, visit: <http://chariotsofhope.org/requests.html> .
- Offers FREE services
- English

**Children's Charity Fund - Medical Equipment Program**

6625 Superior Avenue  
Sarasota, FL 34231  
800-643-5787  
Hotline is available 24/7.  
[www.childrenscharityfund.org](http://www.childrenscharityfund.org)

- Non-profit organization providing disabled children (ages 0-18) with advocacy, referrals, a toll-free hotline, financial assistance for purchase of medical equipment that is not covered by insurance, and educational grants.
- Applications for financial assistance for medical equipment and educational grants should include the following documents: physician's letter stating child's disability, a prescription for medical equipment, denial letters from both the child's and parent/guardian's insurance for the equipment, denial letter from Medicare/Medicaid for the equipment, most recent tax return for the household, a color photo of the child, and a copy of child's birth certificate. To view the application, please visit:  
[www.childrenscharityfund.org/documents/app%203-31-06.pdf](http://www.childrenscharityfund.org/documents/app%203-31-06.pdf)
- Offers FREE services
- English, Interpreter services available

**Citymeals-on-Wheels**

355 Lexington Avenue, 3rd floor  
New York, NY 10017  
212-687-1234  
Office: Mon-Fri, 9am-5pm  
[www.citymeals.org](http://www.citymeals.org)

- Non-profit organization providing homebound seniors in need (ages 60+) with coordination of home-delivered meals on weekends, holidays, and/or emergencies.
- Serves elderly in the 5 boroughs of New York City.
- Offers FREE services

- English, Spanish

**College Bound Program**

3512 DeKalb Avenue, Basement

Bronx, NY 10467

718-652-0282

Mon-Fri, 9am-6pm

[http://www.mmcc.org/index.php?submenu=t\\_college\\_bound&src=gendocs&ref=CollegeBound&category=teens](http://www.mmcc.org/index.php?submenu=t_college_bound&src=gendocs&ref=CollegeBound&category=teens)

- Non-profit organization providing high school students with SAT prep classes, trips to colleges, and one-on-one counseling and guidance throughout the college application process.
- Please call first to make an appointment. Students should bring high school transcripts and any SAT or PSAT scores. High school seniors seeking help with FAFSA financial aid applications should bring proof of family income.
- Offers FREE services.
- There is a \$75 fee for the SAT classes which is a 12 session course. There is an additional \$20 fee for books
- English, Spanish

**Crime Victims Support Services of the North Bronx**

1138 Neill Avenue

Bronx, NY 10461

718-823-4925

Mon-Fri: 9am-4:30pm

<http://crimevictimsservices.weebly.com/victims-compensation.html>

- Non-profit advocacy organization providing crime victims of all ages with therapy; advocacy; financial assistance for funeral arrangements, medical services, and related bills; assistance with paper work; court accompaniment; lock changes; shelter placement; and community outreach.
- There is no age requirement for victims of violent crimes.
- Offers FREE services
- English, Spanish

**CSCS - Bill Payer Program**

195 Montague Street, B-15  
Brooklyn, NY 11201  
718-858-2360

[http://cscs-ny.org/money\\_management/index.php](http://cscs-ny.org/money_management/index.php)

- Non-profit organization that provides volunteer assistance to low-income older adults with people with disabilities with paying and organizing bills, managing budgets, accessing cash, writing checks, balancing the checkbook, and managing debt.
- Clients must be involved with a social service agency; referral required. Clients must meet income and asset requirements, be capable of making financial decisions, be able to sign checks, willing to have a low-balance checking account for bill-paying and be located in an area accessible to volunteers. For detailed eligibility requirements, see [http://cscs-ny.org/money\\_management/eligibility\\_guidelines.php](http://cscs-ny.org/money_management/eligibility_guidelines.php). The CSCS Bill Payer Program is operated in conjunction with AARP Foundation, AARP's affiliated charity.
- Services provided by volunteers.
- Offers FREE services
- English, Other languages depending on volunteer availability

**Dress for Success - Bronx Branch**

38 East 149th Street, between Prospect and Union Aves.

Bronx, NY 10453

718-866-0666

Mon-Fri: 10am-4pm

Open three Saturdays a month; call for specific dates.

[www.dressforsuccess.org/affiliate.aspx?sisid=50&pageid=1](http://www.dressforsuccess.org/affiliate.aspx?sisid=50&pageid=1)

- Non-profit organization offering low-income and unemployed women with professional attire, a network of support, and career development tools.
- By referral only.
- Email: [newyork@dressforsuccess.org](mailto:newyork@dressforsuccess.org)
- Dress for Success is partnered with over 200 referral agencies. In order to receive services from Dress for Success, New York Program, one must be affiliated or receiving services from one of these approved referral agencies. A list of agencies is located at this URL: [www.dressforsuccess.org/affiliate.aspx?sisid=50&pageid=15](http://www.dressforsuccess.org/affiliate.aspx?sisid=50&pageid=15).
- Offers FREE services
- English, Spanish

**DRIE (Disability Rent Increase Exemption)**

One Centre Street

New York, NY 10007

212-639-9675

<http://www.nyc.gov/html/dof/html/property/exemptions.shtml>

- Public program offering senior tenants and tenants with disabilities exemption from rent increases.
- Those receiving DRIE assistance may pay same amount of rent as in a previous lease. Applicants must be receiving eligible disability assistance and meet additional requirements.
- Applications may be submitted online at Access NYC or by calling 311.
- Must be renting an apartment that is rent regulated (rent controlled, rent stabilized, hotel stabilized or Mitchel-Lama).
- Offers FREE services
- Arabic, Chinese, Creole, English, Interpreter services available, Korean, Russian, Spanish
- Applications may be submitted online at Access NYC in the above languages.

**FEGS - Family Reimbursement Program**

2432 Grand Concourse, 2nd Floor

Bronx, NY 10458

718-741-7231

Mon-Fri, 8:30am-4:30pm

- Non-profit family reimbursement program offering caregivers of family members with disabilities financial assistance for non-medical reimbursable goods and services which are not funded through other available sources.
- To be eligible for services individuals must have a documented developmental disability and reside within the Bronx. The funds are only available to individuals living with their families; single individuals living alone are NOT eligible.
- NO reimbursements are made for food, rent, clothing, or utilities. Reimbursements are only made for articles that are used by the individual with the disability and not necessarily the family members.
- Please call the above-listed number to receive an application and for further information. Applications are reviewed 4 times a year. If an application is approved, it can take up to 3 months to receive the reimbursement.
- Sliding fee scale/assistance based on need
- English, Spanish

**Financial Aid for Students with Disabilities**

<http://www.finaid.org/otheraid/disabled.phtml>

- Public service Web site providing information and resources for disabled students seeking financial assistance with tuition for postsecondary education.
- English

**Grace Episcopal Church - Meal Program**

1909 Vyse Avenue

Bronx, NY 10460

718-542-1946

Food pantry: Thurs, 10:00am-12:00pm.

Soup kitchen: Tues & Sat, 11am-noon.

- Non-profit food pantry and soup kitchen providing those in need with bags of canned goods and hot meals.
- The food pantry requires ID and proof of residence.
- Offers FREE services
- English, Spanish

**Hear Now - The Starkey Hearing Foundation**

6700 Washington Avenue South

Eden Prairie, MN 55344

866-354-3254

<http://www.starkeyhearingfoundation.org/index.php>

- Non-profit organization providing assistive devices to children and adults who are deaf or hard of hearing with limited financial resources, hearing health awareness, and research and education on hearing health.
- Individuals must meet the income eligibility guidelines, provide proof of income, have a current audiogram, have proof of paid out-of-pocket medical expenses, and include a non-refundable processing fee of \$100 per hearing aid requested.
- Please click <http://www.sotheworldmayhear.org/pdfs/FORM7970-03-EE-XX-C-2008.pdf> or call (800) 648-4327 for an application.
- Applications are accepted on a rolling basis.
- English, Spanish.

**Highbridge Senior Center - Presbyterian Senior Services (PSS)**

1181 Nelson Avenue, 2nd Floor

Bronx, NY 10452

718-588-3004

Mon-Fri, 8am-4pm

Lunch is served noon-1pm

[http://www.pssusa.org/index.asp?Type=B\\_BASIC&SEC={C7323C63-54DD-48C2-AC25-7235137977D6}](http://www.pssusa.org/index.asp?Type=B_BASIC&SEC={C7323C63-54DD-48C2-AC25-7235137977D6})

- Not-for-profit senior center offering seniors ages 60+ recreational activities; lunch; social services, including case assistance, information and referrals; and health and education workshops.

- Seniors must be self-sufficient to be eligible for the program. To become a member, please bring proof of identification and age, two emergency contacts, and medication list.
- Offers FREE services.
- For lunch, suggested donation of \$1 for members and a mandatory fee of \$4 for those under 60, if disabled.
- English, Spanish.

**HomeBase - NYC Department of Homeless Services**

33 Beaver Street  
New York, NY 10004

<http://www.nyc.gov/html/dhs/html/prevention/homebase.shtml>

- Public program providing families and individuals at risk of eviction and homelessness with case management and coordination of services.
- Services are provided at partnered locations throughout New York City. Please call 311 for more information.
- Offers FREE services
- English, Spanish

**HRA Office of Constituent & Community Affairs - Office of Burial Claims**

25 Chapel Street  
Brooklyn, NY 11201  
718-473-8310  
Mon-Fri, 9am-4pm

[http://www.nyc.gov/html/hra/downloads/pdf/benefits/burial\\_claim\\_app\\_en.pdf](http://www.nyc.gov/html/hra/downloads/pdf/benefits/burial_claim_app_en.pdf)

- Public agency providing financial assistance to individuals in need of assistance for funeral expenses.
- The HRA can cover up to \$900 on a funeral that costs no more than \$1,700. Proof of income must be provided (depending on the applicant, proof of income would be either for the deceased or the family member).
- Applications must be received within 60 days of death. Please call for more information.
- Offers FREE services
- English, Interpreter services available - may be provided through a language line.

**International Hearing Dog, Inc.**

5901 E. 89th Avenue  
Henderson, CO 80640  
303-287-3277

<http://www.pawsforsilence.org/Home.html>

- Non-profit organization providing hearing impaired adults with professionally trained and certified hearing dogs at no cost.
- Please call for an application.
- English

**ITM Hospitality Fund**

<http://www.itmhospitalityfund.com/>

- Provides no-cost hotel rooms for individuals and their families traveling to New York City for critical medical care. The cost to the patient and their family is limited to State and City taxes for the hotel room.
- Referrals must be processed through a participating hospital's social work department.
- For more information on how to apply, please visit  
<http://www.itmhospitalityfund.com/reservations.html> .
- English

**Legal and Social Work Elder Abuse Program (LEAP) - JASA**

132 West 31st Street, 10th Floor

New York, NY 10001

212-273-5272

Mon-Fri, 9am-5pm

[www.jasa.org/services/legal/abuse.html](http://www.jasa.org/services/legal/abuse.html)

- Non-profit senior services agency providing adults ages 60+ who are victims of elder abuse with over-the-phone counseling, legal services, home visitation, entitlement and financial assistance, and referral.
- Offers FREE services.
- Creole, English, Russian

**LIFT - The Bronx**

2381 Belmont Avenue

Bronx, NY 10458

718-733-3897

Office Hours: Mon-Fri, 9am-5pm

<http://www.liftcommunities.org/new-york>

- Non-profit organization providing the Bronx community with information and referrals for the following services: employment, housing, immigration rights, public benefits enrollment, tax credits, low-cost local childcare and healthcare resources, and veterans' rights and resources.
- Appointments preferred, but walk-ins allowed. Single Stop social services are also offered at several other locations throughout NYC and nationwide. For more information, please visit [www.singlestopusa.org](http://www.singlestopusa.org) .
- This office serves as the New York City site for LIFT, a national organization. For more information, please visit <http://www.liftcommunities.org/> .
- Offers FREE services
- English, Spanish

- Call to inquire about other languages spoken by volunteers.

**Lymphoma Research Foundation - New York**

115 Broadway, Suite 1301

New York, NY 10006

212-349-2910

800-500-9976

<http://www.lymphoma.org/site/pp.asp?c=bkLTKaOQLmK8E&b=6296735>

- Non-profit organization providing uninsured and underinsured Lymphoma patients with assistance paying for unpaid medical bills, peer support, diagnosis and treatment information, and referrals through their free helpline.
- Assistance is on a case-by-case basis. Please call, 800-500-9976 for an application.
- English, Spanish

**New Settlement College Access Center**

1563 Walton Avenue

Bronx, NY 10452

718-294-3870

Mon-Fri, 10am-6pm (By appointment only)

- Non-profit organization providing students pursuing post-secondary education with information and support, including one-to-one college counseling, SAT test prep, college fair/campus visits, essay writing help, and assistance obtaining financial aid.
- Please note that although this program is located in a housing complex, it is not limited to residents of this address and is open to all interested individuals.
- Please call for more information and to make an appointment for services.
- Offers FREE services
- English, Spanish

**New York State Division of Veterans' Affairs**

Empire State Plaza

Albany, NY 12223

888-838-7697

9am-5pm

[www.veterans.ny.gov/index.html](http://www.veterans.ny.gov/index.html)

- State-operated agency providing benefits counseling and advocacy for New York's military veterans and their families offering eligibility information and application assistance in obtaining economic, medical and social benefits, including compensation, health care, vocational rehabilitation and training, tuition assistance for higher education, and real property tax exemptions.
- If you would like to ask a question by email you can do so by emailing [dvainfo@veterans.ny.gov](mailto:dvainfo@veterans.ny.gov).

- Offers FREE services
- English

**New York State Homes and Community Renewal - Weatherization Assistance Program**

38-40 State Street

Albany, NY 12207

866-ASK-DHCR

Mon-Fri, 9am-5pm

<http://www.nyshcr.org>

- Statewide program providing eligible families and individuals with weatherization assistance repairs and services to lower energy usage and costs.
- Weatherization assistance available to both homeowners and renters, although priority is given to senior citizens, families with children, and people with disabilities. Services are provided through local organizations. For a list of Weatherization Assistance Programs in your area, please call the number above or visit:  
[http://nysdhcr.gov/Apps/profile\\_WAPcnty.asp](http://nysdhcr.gov/Apps/profile_WAPcnty.asp) .
- Services are free for those with incomes at or below 60% of the state median income.
- English

**New York City Department for the Aging**

2 Lafayette St, #18

New York, NY 10007

212-442-1000

Mon-Fri: 9am-5pm

[www.nyc.gov/html/dfta/html/home/home.shtml](http://www.nyc.gov/html/dfta/html/home/home.shtml)

- Public agency providing low-income seniors in New York City with health and social services, including free home-delivered meals, rental and housing assistance, referrals to local senior centers, transportation, benefits and entitlements assistance, elder abuse intervention, health care services, legal assistance, and employment opportunities.
- Offers FREE services
- English, Spanish

**NYC Department of Housing Preservation and Development (HPD)**

100 Gold Street

New York, NY 10038

212-863-5610

[www.nyc.gov/html/hpd](http://www.nyc.gov/html/hpd)

- Public agency that provides information and referrals to affordable housing in New York City and additional assistance with housing issues.
- Please call 311 for additional city-sponsored services and information.
- Offers FREE services

- English, Spanish

**NYC Dept. of Homeless Services - Housing-Related Emergency Assistance**

33 Beaver Street, 17th Floor

New York, NY 10004

[http://www.nyc.gov/html/dhs/html/at\\_risk.shtml](http://www.nyc.gov/html/dhs/html/at_risk.shtml)

- Public Web site containing information on programs providing rental assistance, homelessness prevention, anti-eviction legal services, emergency shelter, and other housing-related emergency assistance in New York City.
- Offers FREE services
- English, Interpreter services available

**Office of Victim Services**

55 Hanson Place, 10th Floor

Brooklyn, NY 11217

718-923-4325

800-247-8035

Mon-Fri, 9am-5pm

<http://www.ovs.ny.gov/Home.aspx>

- Public agency providing victims of crime and their families with financial compensation for unreimbursed crime-related expenses and access to victim assistance programs state-wide.
- Crime victims and affected family members must provide proof of the crime with a police report, forensic rape exam, or family court order of protection and petition, as well as proof of losses for compensation.
- Sexual assault victims may receive a free forensic rape examination without filing a police report. Funeral benefits between \$2500-\$6000 depending on demonstrated need and cost of funeral.
- To download applications and further information, please visit the website's homepage and click on ""Help for Crime Victims." Applications must be mailed in or delivered to the office.
- Previously known as NYS Crime Victims Board.
- Offers FREE services
- English, Russian, Spanish
- Mandarin available upon request (please give advanced notice).

**Pentecostal Care Community Outreach**

621 East 216th Street

Bronx, NY 10467

718-515-5366

Food pantry: Thurs: 1pm-2pm

- Non-profit church-based food pantry providing the general public with free bags of canned goods and other non-perishable foods.
- Please bring a photo ID if picking up food for the first time.
- Offers FREE services
- English, Spanish available upon request.

**Regional Aid for Interim Needs (RAIN) - Eastchester Senior Center**

1246 Burke Avenue

Bronx, NY 10469

718-882-8513

Mon-Fri, 8am-4pm

[www.raininc.org/eastchester.asp](http://www.raininc.org/eastchester.asp)

- Non-profit senior center providing individuals ages 60+ with recreational activities, exercise programs, breakfast and lunch, free monthly groceries, and transportation to doctor appointments throughout the Bronx.
- To sign up to become a center member, seniors must bring in two forms of I.D., one of which must be a picture I.D. Membership is free of charge. Transportation is available to doctor appointments anywhere in the Bronx; however, seniors must live in the following zip codes: 10464, 10467, 10468, 10462, 10472, 10473, 10461, 10462, 10467, 10466, 10469, 10470, 10475.
- Offers FREE services
- Breakfast: \$1 Lunch: \$1.50 All other services provided free of charge
- English, Spanish

**Regional Aid for Interim Needs (RAIN) - Boston Secor Senior Center**

3540 Bivona Street, Bronx, NY 10475

718-671-8550

Mon-Fri, 8am-4pm

[www.raininc.org/bostonsecor.asp](http://www.raininc.org/bostonsecor.asp)

- Non-profit senior center providing individuals ages 60+ with educational and recreational activities and congregate breakfast and lunch.
- To sign up to become a center member, seniors must bring in two forms of I.D., one of which must be a picture I.D. Membership is free of charge.
- Offers FREE services
- Suggested contribution of \$1 for breakfast and \$1.50 for lunch
- English, Spanish

**Regional Aid for Interim Needs (RAIN) - Multi-Services for Seniors**

3377 White Plains Road  
Bronx, NY 10467  
347-346-9676  
Mon-Fri, 9am-5pm

[www.raininc.org/multi.asp](http://www.raininc.org/multi.asp)

- Non-profit multi-service center offering seniors ages 60+ in-home meal delivery; home attendant and cleaning services; benefits and entitlements assistance; assistance with lowering telephone, gas, and electric bills; and a rent-freezing assistance program.
- Kosher meals are available for Meals on Wheels program.
- Offers FREE services
- English, Spanish

**Ronald McDonald House**

One Kroc Drive  
Oakbrook, IL 60523  
630-623-7048  
Mon-Fri: 8:30am-5pm

[www.rmh.org/](http://www.rmh.org/)

- Non-profit organization providing free temporary housing to the families of seriously ill children being treated at hospitals throughout the US and abroad.
- Offers FREE services
- English

**Rosalie Hall**

420 Howe Ave., Bronx, NY 10473  
718-828-0009

Residence is open 24 hours a day, 7 days a week. Office/Intake hours: Mon-Fri, 9am-5pm

<http://www.rosaliehallny.org/>

- Non-profit maternity residence providing pregnant teens ages 13-20 with high school educational programs, prenatal care and parenting classes, conflict resolution, independent living skills, Lamaze, nursing and medical services, support groups, and psychiatric and psychological services. In addition, parenting and GED classes are provided to families in need in the community.
- Most clients are referred by the Administration for Children Services (ACS). Please call for more information or visit <http://www.nyc.gov/html/acs/html/home/home.shtml> .
- Accepts Medicaid
- ACS covers cost for clients with active cases; please call for more information.
- English, Spanish

**Salvation Army - Citadel**

425 East 159th Street

Bronx, NY 10451

718-665-8472

Food pantry: Tues & Thurs, 1pm-3pm

Soup Kitchen: Mon, Wed & Fri, 1pm-2pm

Day Care Center: M-F, 8 am - 6 pm

- Non-profit community center providing local residents in need with free bags of canned goods, a soup kitchen, and day care.
- To receive food, individuals must reside in one of the following zip codes: 10451, 10452, 10454, 10455, 10456, 10459, 10465, 10472, 10473 and 10474. Please bring proof of identification and address to food pantry.
- Families must be eligible to enroll children in Day Care. Call for list of necessary documents.
- Offers FREE services
- English

**Senior Navigator Helpline - North Shore-LIJ Health System**

88-11 165th Street, 9th Floor

Jamaica, NY 11432

888-243-6272

Helpline hours: Mon-Fri, 10am-6pm

<http://www.northshorelij.com/NSLIJ/seniornavigator>

- Non-profit helpline providing seniors (ages 60+) and their families with information and referrals for social, health, financial, legal, housing, and support group services.
- Callers from outside the New York City area are welcome.
- Offers FREE services
- English, Interpreter services available

**Sertoma International**

1912 E. Meyer Boulevard

Kansas City, MO 64132

816-333-8300

Mon- Fri: 8:00am-4:00pm

<http://www.sertoma.org//Page.aspx?pid=190&srcid=-2>

- Non-profit organization offering assistance finding free or low-cost hearing aids, batteries, or repairs for hearing aids for individuals who are deaf or hard of hearing and who demonstrate financial need.
- Interested individuals should contact (816) 333-8300 for more information or to request assistance. The international division will then contact the New York State local chapters to determine if assistance is available.

- Sertoma International is a volunteer organization that works with people with speech, language, or hearing disorders.
- Offers FREE services
- English

**SoBRO - Business Development Services**

555 Bergen Avenue

Bronx, NY 10455

718-292-3133

Office Hours: Mon-Fri, 9am-5pm

[www.sobro.org/index.php?page=businessservices](http://www.sobro.org/index.php?page=businessservices)

- Not-for-profit organization providing entrepreneurs and business owners with procurement assistance; minority- or woman-owned business enterprise certification; referrals for financial assistance; assistance finding Federal, State, and City incentive programs; real estate search assistance; and business planning assistance.
- Please call or visit the center for more information. The Neighborhood Economic Development Center is also located here and runs workshops December - February exclusively for District 6 (zip codes 10457, 10458, and 10460) merchants and individuals interested in starting or expanding their business. Please call for more information.
- Offers FREE services
- English, Spanish

**St. Ann's Episcopal Church - Meal Program**

295 St. Ann's Avenue

Bronx, NY 10454

718-585-5632

The food pantry is available Wednesdays and Fridays from 10:30am-2:00pm.

The soup kitchen is available Sundays from 11:30am-2:00pm.

- Non-profit meal program, including a food pantry offering free bags of canned goods every Wednesday and Friday, and a soup kitchen serving hot meals on Sundays.
- No referrals or ID required for soup kitchen. Although no referrals required for food pantry, clients must bring in a form of ID or Medicaid cards for each member of their household.
- Offers FREE services
- English, Spanish

**St. Crispin's Food Pantry**

420 East 156th Street

Bronx, NY 10455

718-665-2441

Office hours: Mon-Fri, 9am-5pm Food pantry: Mon starting at 10am

- Non-profit church-based food pantry program providing families in need with bags of canned food and other non-perishable items.
- In order to participate in the food pantry program, individuals must sign-up during office hours.
- Offers FREE services
- English

**St. Edmunds Food Pantry**

1905 Morris Avenue

Bronx, NY 10453

718-466-9370

Tuesday and Thursdays, 12pm-2pm; Numbers are given at 11am.

- Non-profit church-based food pantry providing the general public with free bags of canned goods and other non-perishable foods.
- Call to confirm availability of food.
- Offers FREE services
- English, Spanish

**St. Luke's Church - Food Pantry**

623 East 138th Street

Bronx, NY 10454

718-665-6677

The food pantry is available on Fridays starting at 10:00am (on a first come, first served basis until food is gone). Typically lasts up to an hour.

- Non-profit weekly food pantry providing Mott Haven community members in need with free bags of canned goods and other non-perishable foods.
- Please bring identification. If you do not live in the area, you must bring a referral.
- Offers FREE services
- English, Spanish

**St. Paul's Evangelical Lutheran Church - Food Pantry**

1891 McGraw Avenue

Bronx, NY 10462

718-822-4535

The food pantry is available Fridays from 8:30am-10am. Please arrive early.

- Non-profit weekly food pantry providing those in need with free bags of canned goods and other non-perishable foods.
- Please bring proof of ID and address. If you have children, please bring their birth certificate.
- Offers FREE services
- English, Spanish

**The Attorney General's Health Care Bureau**

Office of the Attorney General

The Capitol

Albany, NY 12224

800-428-9071

518-402-2163

Mon-Fri, 8:30am-4:30pm

[www.oag.state.ny.us/bureaus/health\\_care/about.html](http://www.oag.state.ny.us/bureaus/health_care/about.html)

- Public helpline offering New York State residents assistance with insurance and healthcare-related issues, including: benefits information, assistance with billing and payment issues, investigations of insurance coverage loss or denial, and outreach.
- Offers FREE services
- English

**The Bone Marrow Foundation**

515 Madison Avenue, Suite 1130

New York, NY 10022

212-838-3029

800-365-1336

Mon-Fri: 9am to 5pm

<http://www.bonemarrow.org/index.html>

- Non-profit foundation providing cell and bone marrow transplant patients with treatment information, counseling support, and financial assistance (ranging from \$100-\$1000) to cover transplant-related costs, such as donor searches, compatibility testing, medication, equipment, home and child care, housing expenses, and transportation.
- Individuals must apply through a doctor or social worker. The Foundation also provides support services through their helpline, at (800-) 365-1336.
- Offers FREE services

- English

**The HIKE Fund**

Spring Hill, FL 34608

712-325-0812

<http://www.thehikefund.org/index.html>

- Nonprofit organization providing grants to children under the age of 20 who are deaf or hard of hearing and need financial assistance to obtain hearing aids and other hearing devices.
- Grants average \$3,000, but vary according to individual needs and funds available. Applicants or their family members must submit the application, financial statement, W-2 form, current pay stub, family or parent letter, current audiogram and prescription, and itemized cost of hearing equipment from supplier. The application is available through the webpage.
- The HIKE Fund is sponsored by Job's Daughters International, a non-profit organization for young women ages 10-20 who are related to a Master Mason.
- English

**The Relief Bus of New York City - New York City Relief**

New York, NY 10108

800-736-2773

Weds-Sat: 10am-2pm

[www.reliefbus.org](http://www.reliefbus.org)

- Non-profit mobile resource center providing those in need with food, counseling, and social service referrals at locations in the Bronx and Manhattan.
- Please see <http://www.reliefbus.org/outreachlocations.php> for daily locations.
- Offers FREE services
- English, French, Spanish, Interpreter services are dependent on staff availability.

**Thorpe Family Residence & Community Services - Crotona Avenue**

2252 Crotona Avenue

Bronx, NY 10457

718-933-7312

Shelter is open 24 hours a day/7 days a week

Food pantry on Wed, 8:30-9:30am at 406 E 184th St between Park Ave and Webster. Please call

718 933 7312

Individuals seeking food pantry services are asked to arrive between 7am-7:30am, as a limited number of tickets are available.

- Non-profit temporary shelter providing homeless mothers and children with workshops and counseling on parenting, budgeting, and conflict resolution; also providing the general community with a food pantry.

- Walk-ins and self-referrals are accepted. Please bring proof of ID for food pantry services. Thorpe Family Residence, Inc. also provides a community clothing room at their permanent residence, located at 406 East 184th Street. As well at this location there is permanent housing assistance. For more information on this site, please call (718) 295-2550.
- Offers FREE services
- English, Spanish

**Travelers Protective Association Scholarship Trust for the Deaf and Near-Deaf**

3755 Lindell Boulevard

St. Louis, MO 63108

314-371-0533

Mon-Thurs, 7am-4:30pm

<http://tpahq.org/scholarshiptrust.html>

- Non-profit organization providing grants to children and adults who are deaf or hard of hearing needing financial assistance to obtain mechanical devices, medical or specialized treatment, specialized educational services, and/or other products and services directly related to the hearing impairment.
- Grant amounts vary according to individual needs and funds available, and individuals may reapply annually for additional grants. All applications must be received by March 1st. For an application, send your name and address to: TPA Scholarship Trust for the Deaf and Near Deaf, 3755 Lindell Boulevard, St. Louis, Missouri 63108-3476 or please visit the website.
- For more information, please email support@tpahq.org.
- English

**U.S. Dept. of Housing and Urban Development (HUD) - HUDVET Veteran Resource Center**

Gaithersburg, MD 20898

800-998-9999

Mon-Fri: 8:30am-5:30pm (Eastern Standard Time)

For all calls after business hours, please record a message that will be returned.

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/comm\\_planning/veteran\\_information](http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/veteran_information)

- National Web site and hotline providing information and referrals for veterans (and those in active duty) facing issues or seeking information on housing programs, loan and rental assistance, foreclosure assistance, mortgage help/information, housing rights, home repair, homeownership, temporary housing, and homelessness.
- For more HUD information for veterans, visit  
[http://portal.hud.gov/portal/page/portal/HUD/topics/veteran\\_information](http://portal.hud.gov/portal/page/portal/HUD/topics/veteran_information) .
- Offers FREE services
- English, Spanish

**United Cerebral Palsy of NYC - Family Reimbursement**

122 East 23rd Street

New York, NY 10010

212-979-9700

877-827-2666

[http://www.ucpny.org/site/c.buIWJcNSKnL6G/b.6561459/k.63A3/Family\\_Reimbursement.htm](http://www.ucpny.org/site/c.buIWJcNSKnL6G/b.6561459/k.63A3/Family_Reimbursement.htm)

- Nonprofit agency providing grants of up to \$500 per year to families of developmentally disabled persons living in the Bronx, Brooklyn, Manhattan, or Staten Island, to reimburse for items and services that are not covered through insurance or other sources; items include summer camp tuition, after-school care expenses, bedding, specialized clothing, small furniture needs, uninsured medical supplies, and adaptive toys and equipment.
- To qualify, the family member with a developmental disability must be living with the family in one of the four designated boroughs of New York City. Please call (212) 979-9700, ext. 716 for an application and more information
- English

**We Stay/Nos Quedamos, Inc.**

754 Melrose Avenue

Bronx, NY 10451

718-585-2323

Office Hours are Mon-Fri, 9am-5pm. Services are by appointment only from 9am-12pm.

<http://www.nosquedamos.org/index.html>

- Non-profit organization providing South Bronx residents and business owners with financial literacy workshops, youth promotion, entitlements assistance, housing applications, assistance with subsidy recertification (e.g. section 8), and information and referral services.
- Also offers property management services for residents of local buildings. Literacy workshops are provided by outside organizations.
- Offers FREE services
- English, Spanish

**Why Hunger**

505 8th Avenue

New York, NY 10018

866-3486479

Mon-Fri, 9am-5pm

<http://www.whyhunger.org/>

- Non-profit organization providing the public with referrals via telephone or Web site for local food pantries, soup kitchens, local grassroots organizations, and linkages to public services providers.
- To find local services, call hotline or conduct search via Web site using zip code.
- Offers FREE services

- Bengali, English, French, Hindi, Spanish, Urdu

### **Financial Assistance, Social Services, Wellness & Prevention**

#### **Corporate Angel Network**

One Loop Road, Westchester County Airport  
White Plains, NY 10604

914-328-1313

866-328-1313

<http://www.corpangelnetwork.org/about/index.html>

- Nonprofit charitable organization providing cancer patients, bone- marrow recipients, and bone marrow donors with free flights to cancer treatment facilities.
- To register for a flight, call the Toll-Free Patient Line at (866-) 328-1313 or e-mail [info@corpangelnetwork.org](mailto:info@corpangelnetwork.org). Participants are asked to register for flights 3 weeks before medical appointments.
- Offers FREE services
- English

#### **CancerCare**

275 Seventh Avenue

New York, NY 10001

800-813-HOPE

212-712-8400

Mon-Thurs, 9am-7pm; Fri, 9am-5pm. Please call for an appointment

[www.cancercare.org](http://www.cancercare.org)

- National non-profit organization providing individuals affected by cancer with free counseling; health information; referrals; telephone counseling for caregivers; a young adult program; and the AVONCares program, which offers direct financial assistance for expenses such as home care, transportation, and child care.
- Please be aware that AVON/CancerCare's grants are not for basic living expenses such as rent, mortgages, utility payments, and food. A database of publications on cancer is also accessible at CancerCare's online Reading Room.
- Offers FREE services
- English, Spanish
- For a Spanish translation of the Web site, visit <http://www.cancercare.org/espanol> .

**City Harvest**

6 East 32nd Street, 5th floor

New York, NY 10016

646-412-0600

Mon-Fri, 9am-5pm

[www.cityharvest.org/](http://www.cityharvest.org/)

- Non-profit organization that picks up excess food from places such as restaurants, grocers, and manufacturers and delivers the food to New York City soup kitchens, food pantries, day care and senior citizen centers, and homeless shelters, and also offers information and education on nutrition.
- City Harvest does not distribute food from its headquarters but it can refer individuals to food banks around the city. For further information, please visit the Web site and/or call the office.
- Offers FREE services
- English

**Cornell Cooperative Extension - Manhattan & Bronx**

432 East 149th Street

Bronx, NY 10455

718-993-5360

Office: Mon-Fri, 9am-4:30pm.

Most classes are held on weekdays, during daytime or early-evening hours.

<http://nyc.cce.cornell.edu/Pages/home.aspx>

- Non-profit agency providing youth, adults, seniors, and families with information, classes, and workshops on nutrition education, health and wellness, food budgeting, and related resources through partnered agencies.
- Please note: Services are offered through local partnered agencies. Individuals who wish to participate will be referred to a partner agency in the area.
- Agencies may call to arrange a one-time workshop or to become a partner agency for ongoing services. Partnered agencies include schools, Head Start programs, senior centers, and many other types of community-based organizations.
- Offers FREE services
- English, Spanish

**God's Love We Deliver**  
166 Avenue of the Americas  
New York, NY 10013  
212-294-8102  
Mon-Fri, 8am-5pm  
[www.godsgodswedeliver.org](http://www.godsgodswedeliver.org)

- Non-profit organization offering individuals of all ages living with HIV/AIDS or other serious illnesses home-delivered meals along with nutrition counseling, client advocacy, and referrals.
- Eligibility requirements: - Must live in NYC or Hudson County, NJ - Must have letter from medical provider verifying a medical diagnosis of HIV/AIDS or other serious illness/physical difficulties that restrict daily living activities
- Offers FREE services
- English, Spanish, Mandarin Cantonese

**Hispanic AIDS Forum (HAF) - NYC Rental Assistance Program**  
P.O Box 1818  
Jaf station  
New York, NY 10116  
212-563-4500  
Mon-Fri, 10am-6pm  
<http://www.hafnyc.org/node/5>

- Non-profit organization providing low-income people, who are HIV symptomatic or have an AIDS diagnosis and do not qualify for HASA benefits, with rental assistance to prevent homelessness.
- For more information, please call the above number or email info@hafnyc.org. Program is for all five boroughs of NYC.
- Those who qualify can receive financial assistance for up to 12 months. Eligibility Requirements: Non-HASA eligible. Written certification of AIDS or HIV-symptomatic diagnosis by medical institution or doctor (M11Q form) HIV positive-symptomatic Earn low-income. Enrolled in an ongoing case management program in NYC.
- English, Spanish

**Multiple Sclerosis Association of America**

706 Haddonfield Road

Cherry Hill, NJ 0800-2

856-48-4500

800-532-7667

<http://www.msassociation.org/programs/equipment/>

- Non-profit organization that sponsors programs that assist individuals with MS with their daily activities; these programs provide distribution of free mobility and cooling equipment, as well as personal use items and grants for home modification.
- For more information on equipment distribution, please call (800) 532-7667 ext. 102.
- Equipment Distribution - Mobility Items. Provides free mobility equipment including manual and electric wheelchairs and electric scooters. To apply, complete the application, have your physician fill out a prescription for one of the assistive devices, and either mail it to the address listed on the application or fax it to (856) 488-8257.
- Equipment Distribution - Personal Use Items. Provides free equipment to aid individuals with activities of daily living. Items include bathroom safety devices such as grab bars, home accessibility aides including canes, and daily living aides such as easy grip utensils.
- If you have health insurance, you must include with your application a copy of the letter denying coverage of the equipment requested.
- To apply, fill out the application, have your physician complete a prescription verifying your diagnosis, and either mail it to the address listed on the application or fax it to (856) 488-8257.
- English.

**Muscular Dystrophy Association - Financial Assistance**

11 East 44th Street, Room 1710

New York, NY 10017

800-572-1717

<http://mda.org/about>

- Non-profit organization providing those living with muscular dystrophy and related muscular diseases with medical equipment assistance including purchasing, loans, and repairs/modifications for wheelchairs, communication devices, and other types of medical equipment.
- To find a chapter in your area, call (800) 572-1717 or visit the Web Site.
- English

**NYSDOH Farmers Market Programs**

90 Church Street

New York, NY 10007

800-522-5006 / 800-554-4501

Days and times vary by location.

For times and locations of participating markets, please call the number above or visit:

<http://www.nyc.gov/html/doh/downloads/pdf/cdp/cdp-health-bucks-map.pdf>

<http://www.health.ny.gov/prevention/nutrition/fmnp/>

- Public programs offering WIC, CSFP, and EBT/food stamp recipient increased access to locally-grown fruits and vegetables at farmers markets.
- Accepts WIC Vegetable and Food Checks, NYCDOH Health Bucks, and Farmers Market Nutrition Program (FMNP) checks.
- English, Interpreter services available
- Various languages may be spoken at market locations.

**The Momentum Project - The Church of God of Prophecy**

85 East 165th Street / Bronx, NY 10452

212-691-8100

Program operates on Wednesdays

Intake: 3pm; Dinner: 5:30pm-6:30pm

<http://www.themomentumproject.org/client/services.html>

- Non-profit organization providing those affected by HIV/AIDS with communal meals, grocery bags, nutrition information, nursing and health education, medication assistance, counseling, support groups, relapse prevention and harm reduction, benefits assistance, and housing advocacy (for homeless clients).
- Clients must have provided proof of status. Please call the main office number listed above to schedule an intake appointment. Main Office address: 322 Eighth Avenue, 2nd Floor New York, NY 10001
- Offers FREE services
- English, Spanish

**S.L.E. Lupus Foundation - Main Office**

330 Seventh Avenue, Suite 1701

New York, NY 10001

212-6854118

800-745-8787

Mon-Fri, 9am-5pm

[www.lupusny.org/programs.php](http://www.lupusny.org/programs.php)

- Non-profit organization offering people affected by lupus advocacy, crisis intervention, referrals, support groups, educational materials, entitlement assistance, and emergency grants.

- Also offers multi-cultural programs that provide lupus-related assistance to minorities and people in underserved communities; and summer camp and enrichment programs for children with lupus.
- This is the main office of the S.L.E. (Systemic lupus erythematosus) Lupus Foundation, which serves as a central source of information and referrals for all of the organization's programs located throughout the NYC metropolitan area.
- Offers FREE services
- English, Spanish

**Sheila S. Crowe Memorial Fund for Multiple Myeloma Co-pay Relief**

421 Butler Farm Road

Hampton, VA 23666

866-512-3861

<http://www.patientadvocate.org/help.php?p=589>

- Non-profit foundation providing co-pay assistance, costs for prescriptions, injections, and chemotherapy for insured individuals with Multiple Myeloma, Lymphoma, Myelodysplastic syndromes (MDS), and other pre-leukemia conditions.
- For more information, please visit the Web site or call 866-512-3861.
- English

**Healthcare & Medicine**

**21st Century Oncology**

1650 Grand Concourse, Linac Suite

Bronx, NY 10457

718-518-5103

Mon-Fri, 7:30am-4pm

<http://www.21stcenturyoncology.com/default.aspx>

- For-profit radiation therapy center offering conventional external beam radiation therapy and advanced services such as prostate seed implants (brachytherapy), 3-D/4-D conformal treatment planning, Intensity Modulated Radiation Therapy (IMRT), and Imaged Guided Radiation Therapy (IGRT).
- Most patients are referred by medical oncologists, specialists and surgeons; self-referrals are accepted.
- Accepts Medicaid, Accepts Medicare
- Accepts most healthcare insurance carriers, financial counselors available. For additional insurance information, visit <http://www.21stcenturyoncology.com/Patient-Information/contact-insurance.aspx>
- Creole, English, French, Interpreter services available, Spanish

**Bainbridge Nursing and Rehabilitation Center, LLC**

3518 Bainbridge Avenue

Bronx, NY 10467

718-655-1991

Office hours: Mon-Fri, 9am-5pm

Adult Day Health Care: Sun-Fri, 7:30am-4:30pm

- For-profit nursing home and rehabilitation center comprising a 200-bed skilled nursing facility, a long- and short-term rehabilitation center for adults ages 18+, and an adult day health care center.
- Transportation is available to the facility from the Bronx and Upper Manhattan areas.
- Accepts Medicaid, Accepts Medicare
- Medicare is NOT accepted for Adult Day Health Care Center services.
- English, Russian, Spanish

**Bay Park Center for Nursing and Rehabilitation**

801 Co-op City Boulevard

Bronx, NY 10475

718-239-6444

24 hours a day, 7 days a week

- Non-profit long-term care facility offering adults ages 18+ a 480-bed nursing home; short-term rehabilitation, including sub-acute care; a long-term Alzheimer's unit; hospice care; respite care; adult day care medical model, including a an Alzheimer's day care unit; and social services for residents and their families.
- New York State Law requires patients to have PRI (Patient Review Instrument) completed before admission to nursing home facilities.
- Accepts Medicaid, Accepts Medicare
- English, Russian, Spanish
- Large varieties of languages- call to find specifically.

**BigAppleRx Card**

800-697-6974

<http://www.bigapplerx.com>

- Discount prescription card offering New York City residents discounts on brand-name and generic drugs.
- There are no eligibility requirements to use the card.
- Offers FREE services
- Card is free; discounted rates apply for prescription medication.
- English, Spanish

**Bronx Center for Rehabilitation and Healthcare, LLC**  
1010 Underhill Avenue  
Bronx, NY 10472  
718-863-6700  
Mon-Fri: 7am-6pm

- For-profit skilled nursing facility offering a 200-bed nursing home; long- and short-term rehabilitation for adults ages 18+; hospice care; respite care; AIDS/HIV care; and social services for residents.
- Accepts Medicaid, Accepts Medicare
- Chinese, English, French, Hebrew, Korean, Spanish

**Bronx Park Rehabilitation & Nursing Center**  
3845 Carpenter Avenue  
Bronx, NY 10467  
718-798-1100  
Office: Mon.-Fri. 9am-5pm  
[www.bronxparkcenter.com](http://www.bronxparkcenter.com)

- For-profit 240-bed nursing home also offering long- and short-term rehabilitation for adults ages 18+.
- Please call for intake.
- Accepts Medicaid, Accepts Medicare
- English, Spanish, Tagalog

**BronxCare - Avalon Medical Center**  
1770 Grand Concourse, 2G  
Bronx, NY 10457  
718-518-5581  
Mon-Fri, 7:30am-5pm

- Non-profit health center providing adults with primary and specialty medical care.
- Please call in advance for an appointment.
- Patients seeking primary care services will be assigned to a physician based on their insurance plan.
- Patients seeking specialty care must have a referral with an authorization number from a primary care physician.
- Walk-ins are accepted if urgent care is needed.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- All insurance providers accepted with the exception of Metro Plus.
- English, Spanish

**BronxCare - Cardiology Clinic**

1650 Grand Concourse, 12th Floor  
Bronx, NY 10457  
718-518-5222  
Mon-Fri, 8am-5pm

- Non-profit cardiology clinic for adults (19+).
- Referral from a primary care physician is required. Please call for an appointment.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**BronxCare - Physical and Occupational Therapy Services**

1650 Selwyn Avenue, 1st Floor  
Bronx, NY 10457  
718-579-3940  
Mon-Fri, 8:30am-4:30pm

<http://www.bronxcare.org/BronxCareNetwork.html>

- Non-profit health care center offering individuals of all ages physical and occupational therapy.
- Please call for an appointment; referrals are required.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**BronxCare - Surgery Clinic**

1685 Morris Avenue  
Bronx, NY 10457  
718-960-1033  
718-960-1052  
Mon-Fri, 9am-5pm

- Non-profit surgery clinic providing patients of all ages with general, vascular, podiatric, and thoracic surgery.
- Please call for an appointment; referrals from primary care physician are required. All general surgeries performed except bariatric surgery.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available

**Bronx-Lebanon Hospital Center - Concourse Division**

1650 Grand Concourse  
Bronx, NY 10457  
718-590-1800  
24-hour hospital  
[www.bronxcare.org/index.html](http://www.bronxcare.org/index.html)

- Non-profit full-service hospital.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- English, Interpreter services available

**Bronx-Lebanon Hospital Center - Fulton Division**

1276 Fulton Avenue  
Bronx, NY 10456  
718-590-1800-  
24 Hours.  
[www.bronxcare.org](http://www.bronxcare.org)

- Non-profit full-service hospital.
- Several outpatient primary and specialty care clinics are available through the Bronx-Lebanon Healthcare System. Please call (718) 99-BRONX (992-7669) for more information or to schedule an appointment.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- English, Interpreter services available

**Bronx-Lebanon Special Care Center**

1265 Fulton Avenue  
Bronx, NY 10456  
718-579-7008  
Office: Mon-Fri: 8am-5pm  
Weekend admissions are available, call for more information.  
[www.bronxcare.org/SpecialCareCenter.html](http://www.bronxcare.org/SpecialCareCenter.html)

- Non-profit nursing facility offering a 240-bed nursing home, 120 of which are designated for an HIV/AIDS unit; long- and short-term rehabilitation services, including sub-acute care, for adults ages 21+; respite care; substance abuse treatment and counseling for residents; methadone treatment; and social services for residents.
- Please call to set up an intake appointment.
- Accepts Medicaid, Accepts Medicare
- Creole, English, Interpreter services available, Russian, Spanish, Tagalog

**Callen-Lorde Community Health Center**

356 W. 18th St.

New York, NY 10011

212-271-7200

Mon, Wed, Thurs., 8:15 am - 8:15 pm

Tues., 8:15 am - 11:30 am, 1 pm - 8:15 pm

Fri., 8:15 am - 4:45 pm

Sat., 8:30 am - 3:00 pm (appointments only, except sexual health clinic is first-come, first-served)

[www.callen-lorde.org](http://www.callen-lorde.org)

- Primary health care center dedicated to meeting needs of the LGBT communities and people living with HIV/AIDS, regardless of ability to pay.
- Languages: English, Spanish, Italian, Russian, Hebrew, German, Swahili, Mandarin, Bengali, Hindi, Vietnamese, ASL, Sign Language.

**Calvary Hospital**

1740 Eastchester Road

Bronx, NY 10461

718-518-2000

Office: Mon-Fri: 8:30am-6pm.

[www.calvaryhospital.org](http://www.calvaryhospital.org)

- Non-profit, acute care specialty hospital devoted exclusively to providing palliative care for adults with advanced cancers.
- Also has a division in Brooklyn, called The Calvary Hospital-Brooklyn Campus. Calvary also sponsors a certified home health agency (718-430-9540), and a hospice (718-518-2465), neither of which is restricted to cancer patients.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available

**Calvary Hospital - Outpatient Services/Center for Curative and Palliative Wound Care**

1740 Eastchester Road

Bronx, NY 10461

718-518-2577

The facility is open Mon-Fri, 8:30am-4:30pm.

However, wound care is available on Mondays, Tuesdays, and Thursdays only.

The last patient is seen at 3:30pm.

<http://www.calvaryhospital.org/site/pp.asp?c=ktJUJ9MPIsE&b=3226199>

- Non-profit hospital-based center providing patients ages 18+ with advanced cancer with outpatient palliative care and treatment of all types of chronic wounds such as: vascular (venous and arterial) ulcers, diabetic foot ulcers, pressure ulcers, inflammatory wounds, sickle cell ulcers, post-operative complications, and wounds due to cancer and radiation.

- Self-referrals are accepted.
- Assistance with transportation arrangements may be provided for certain patients.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- HMOs are not accepted
- English, Spanish

**CenterLight Health System - Skilled Nursing & Adult Day Health Care**

612 Allerton Avenue

Bronx, NY 10467

718-519-4060

Office hours: Mon-Sat, 9am-5pm

[www.centerlight.org](http://www.centerlight.org)

- Non-profit care center comprising a 448-bed nursing home, adult day health care center, and home health care department; also offers short-term physical, occupational, and speech therapy for patients all ages.
- Accepts Child Health Plus, Accepts Medicaid, Accepts Medicare
- Chinese, English, Interpreter services available, Spanish

**Complete Home Care Services, Inc.**

205-14 Linden Blvd., Suite 204

St. Albans, NY 11412

718-528-5493

24-hour on-call availability

Office hours: Mon-Fri, 9am-5pm

<http://completehomecareservices.com/index.html>

- For-profit home care agency providing homebound individuals in the NYC metropolitan area with home health care, companion services, and home medical equipment.
- Patients must receive a minimum of 2-4 hours per day, depending on services needed.
- Accepts Family Health Plus, Accepts Medicaid. Accepts Medicaid only for skilled nursing services.  
Accepts self-pay; ranges from \$16-45/hr depending on services provided.
- Please call to discuss services covered by Family Health Plus.
- English, French, Russian, Spanish

**Concourse Rehabilitation and Nursing Center, Inc.**

1072 Grand Concourse

Bronx, NY 10456

718-681-4000

Office, Mon-Fri, 9am-5pm Nursing is 24 hours, 7 days a week

<http://concourserehab.com/>

- For-profit 240-bed nursing home with long-term ventilator unit.

- Patients must have a PRI form to apply for services. Please call for more information.
- Accepts Medicaid, Accepts Medicare
- English, Spanish

**CSL Behring Patient Assistance Program**

1020 First Avenue  
 King of Prussia, PA 19406  
 800-676-4266  
<http://www.cslbehring-us.com/s1/cs/enus/1151517256489/content/1151517256497/content.htm>

- Prescription assistance program offering free prescribed therapies for uninsured/underinsured patients with serious and rare conditions, including bleeding disorders, immune mediated disorders, and alpha 1 deficiency.
- Patients must be able to provide proof of income, as well as proof of uninsured status or gaps in coverage. Please call for more information.
- Offers FREE services
- English, Interpreter services available, Spanish

**Daughters of Jacob Nursing Home**

1160 Teller Avenue  
 Bronx, NY 10456  
 718-293-1500  
 Mon-Fri, 8am-5pm  
[http://nursinghomes.nyhealth.gov/nursing\\_homes/overview/393](http://nursinghomes.nyhealth.gov/nursing_homes/overview/393)

- Non-profit 413-bed long-term nursing care facility also providing long- and short-term rehabilitation, hospice care, a ventilator unit, and a dialysis unit.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**Davidson Pediatric Center - Comprehensive Pediatrics Care, PC**

2400 Davidson Avenue  
 Bronx, NY 10468  
 718-933-4034  
 Mon, Tues, Thurs, Fri, 9am-5pm; Wed, 9am-4pm; Sat, 9am-2pm

- Non-profit health center providing primary and preventive medical care for children up to age 21.
- Walk-ins are welcome.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Sliding fee scale/assistance based on need
- English, Spanish

**Dominican Sisters Family Health Services - Nursing Department**

279 Alexander Avenue

Bronx, NY 10454

718-665-6557

Office hours: Mon-Fri 8:30am-4:30pm. Services are offered 24 hours/day and are scheduled in accordance with patients' needs.

[www.dsfps.org/certifiedhomecare.nxg](http://www.dsfps.org/certifiedhomecare.nxg)

- Non-profit home health agency providing homebound individuals living in Bronx, Westchester, and Suffolk counties with in-home acute, chronic, and rehabilitative nursing services.
- Bronx patients must reside within zip codes: 10451, 10452, 10454, 10455, 10459 and 10474. Also serves all of Westchester County and some of Suffolk, please call for more information.
- Patients must be referred by a doctor or have been recently discharged from a hospital or other residential medical treatment center.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare
- Please call for self-pay policies.
- English, Spanish

**East Haven Nursing and Rehabilitation Center, LLC**

2323 Eastchester Road

Bronx, NY 10469

718-655-2848

Mon-Fri, 9am-5pm

- For-profit 200-bed nursing home and hospice. Please call for intake.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Some managed care accepted; please call for more information.
- African languages/dialects, English, Hindi, Italian, Russian, Spanish, Tagalog
- Please call for specific information about African dialects.

**Eastchester Rehabilitation & Health Care Center, LLC**

2700 Eastchester Road

Bronx, NY 10469

718-231 5550

Office: Mon-Fri: 8am-4pm

- For-profit 200-bed nursing home offering a respirator unit; hospice and respite care; and long- and short-term inpatient rehabilitation for adults ages 18+.
- Please call to make an intake appointment.
- Accepts Medicaid, Accepts Medicare
- Creole, English, French, Italian, Polish, Spanish
- Yiddish

**Elderly Pharmaceutical Insurance Coverage (EPIC) Program**

Empire State Plaza

Albany, NY 12210

800-332-3742

[http://www.health.state.ny.us/health\\_care/epic/index.htm](http://www.health.state.ny.us/health_care/epic/index.htm)

- New York State program that helps seniors pay for prescription drugs by providing secondary coverage.
- Eligibility requirements and applications may be accessed online or over-the-phone.
- Currently no payment till end of 2012; there may be a fee plan with a quarterly premium or deductible plan next year.
- English, Interpreter services available

**FDA Consumer Safety Guide - Prescription Drugs**

<http://www.fda.gov/oc/buyonline/default.htm>

- Public Web site providing a guide to buying prescription medicines online.
- Sponsored by the US Food and Drug Administration.
- English

**Fieldston Lodge Nursing Home**

666 Kappock Street

Bronx, NY 10463

718-549-1203

Admissions office hours: Mon-Fri, 8am-4pm

<http://www.fieldstonlodgecarecenter.com/>

- For-profit nursing facility offering a 200-bed nursing home; long- and short-term rehabilitation; hospice care; respite care; long-term ventilator units; and social services, including assistance with home health care referrals.
- Please call to make an intake appointment.
- Accepts Medicaid, Accepts Medicare
- Creole, English, Interpreter services available, Russian, Spanish
- Please call in advance for interpreter services

**Gold Crest Care Center**

2316 Bruner Avenue

Bronx, NY 10469

718-882-6400

Admissions: 8am-8pm, 7 days a week 24/7 Facility

<http://www.goldcrestcc.com/>

- For-profit 175-bed nursing home and hospice.

- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need.
- English, Spanish

**Grand Manor Nursing and Rehabilitation Center**

700 White Plains Road  
 Bronx, NY 10473  
 718-518-8892  
 Office Hours: Mon-Fri: 9am-5pm  
<http://www.grandmanor.org/>

- For-profit 240-bed nursing home
- Please call to make an intake appointment if possible.
- Accepts Medicaid, Accepts Medicare
- Chinese, Creole, English, Spanish, Tagalog, Cantonese

**Hudson Pointe at Riverdale Center for Nursing and Rehabilitation**

3220 Henry Hudson Parkway  
 Bronx, NY 10463  
 718-514-2040  
 718-514-2035  
 Admissions available 24 hours, daily.  
[www.hudsonpointerehab.com](http://www.hudsonpointerehab.com)

- For-profit 167-bed nursing home also providing short-term rehabilitation, hospice, and respite care.
- Accepts Medicaid, Accepts Medicare
- African languages/dialects, Arabic, Bengali, English, French, Greek, Hindi, Interpreter services available, Polish, Russian, Spanish, Tagalog, Africanns, Malyalam

**Jacobi Medical Center**

1400 Pelham Parkway South  
 Bronx, NY 10461  
 718-918-5000  
 Hospital is open 24 hours, 7 days a week; please call for specific clinic hours.  
[www.nyc.gov/html/hhc/jacobi/home.html](http://www.nyc.gov/html/hhc/jacobi/home.html)

- Public full-service hospital.
- This hospital is a Level I Trauma Center.
- Jacobi Medical Center is a partner in the North Bronx Healthcare Network.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- English, Interpreter services available, Sign Language

**Jacobi Medical Center - Adult Primary Care Clinic**

1400 Pelham Parkway South

Building 8, 4th floor

Bronx, NY 10461

718-918-5700

Mon-Fri: 8am-4pm

<http://www.nyc.gov/html/hhc/jacobi/html/services/adult.shtml>

- Public clinic providing adults ages 18+ with primary medical services.
- Walk-ins and appointments both welcome.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need.
- English, Interpreter services available, Sign Language

**Kings Harbor Multicare Center**

2000 East Gun Hill Road

Bronx, NY 10469

718-320-0400

Mon-Fri, 8:30am-8pm

[www.kingsharbor.com/kings-services-departments.html](http://www.kingsharbor.com/kings-services-departments.html)

- For-profit 720-bed nursing home and hospice also offering outpatient short-term rehabilitation.
- Call ahead to schedule an appointment. Transportation is available for residents and their families 7 days a week, 9am-5pm.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare
- Provides Medicare enrollment assistance.
- African languages/dialects, Chinese, Creole, English, French, Hebrew, Hindi, Interpreter services available, Italian, Korean, Polish, Russian, Sign Language, Spanish, Tagalog, Ghanaian, Yiddish Yugoslavian Hungarian Malayalam

**Kingsbridge Heights Long-Term Home Care Program**

295 West 231st Street

Bronx, NY 10463

718-796-8165

Office hours: Mon-Fri, 8am-5pm

Field workers are available 7 days a week.

<http://www.khrcc.com/homecare.html>

- Non-profit long-term home care program for adults (ages 18+) offering skilled nursing, physical therapy, personal care workers, social work services, nutritional counseling, medical transportation, emergency alert system, and respite care.
- Accept referrals from any source; please call to schedule an intake appointment.

- Eligibility requirements: -Must have a medical condition that requires nursing supervision or restorative rehab -Must have functional limitations -Must reside in the Bronx, Manhattan, or Queens.
- Accepts Medicaid, Accepts Medicare
- English, Russian, Spanish

**Kingsbridge Heights Rehabilitation and Care Center**

3400 Cannon Place

Bronx, NY 10463

718-796-8100

Office hours: Mon-Fri, 9am-5pm Facility is open 24 Hours.

<http://www.khrc.com>

- For-profit 400-bed nursing home also offering a dementia unit; social services for residents; long- and short-term rehabilitation for adults ages 18+; hospice care; and respite care.
- Kingsbridge Heights also operates a home health care program from a different location. For more information, call (718) 796-8165.
- Accepts Medicaid, Accepts Medicare
- English, Polish, Russian, Spanish, Tagalog

**Laconia Nursing Home**

1050 East 230th Street

Bronx, NY 10466

718-654-5875

Intake/Office hours: Mon-Fri, 8am-4pm

<http://www.laconianursinghome.com/>

- For-profit 240-bed nursing home and hospice.
- Call to schedule an appointment for registration. Patients should have a PRI form from doctor or hospital to be admitted.
- Accepts Medicaid, Accepts Medicare
- English, Italian, Russian, Spanish

**Manhattanville Rehabilitation & Health Care Center, LLC**

311 West 231st Street

Bronx, NY 10463

718-601-8400

Office Hours: Mon-Fri, 9am-5pm

- For-profit nursing facility offering a 200-bed nursing home; long- and short-term rehabilitation services, including sub-acute care; hospice care; and social services for residents and their families.
- Please call to set up an intake appointment.
- Accepts Medicaid, Accepts Medicare

- English, Interpreter services available, Spanish

**Methodist Home for Nursing and Rehabilitation**

4499 Manhattan College Parkway  
Riverdale, NY 10471  
718-732-7100

Visiting hours: Daily, 10am-9pm Office hours: Mon.-Fri, 9am-5pm

[www.MethodistHome.org](http://www.MethodistHome.org)

- Non-profit 120 bed nursing home offering long and short term care.
- Accepts Medicaid, Accepts Medicare
- English, French, Russian, Spanish

**Metropolitan Jewish Health System - Hospice Care**

6323 7th Avenue  
Brooklyn, NY 11220  
718-921-7900

Office hours: Mon-Fri: 9am-5pm (weekend referrals are also accepted) On call available 24 hours for emergencies.

<http://www.mjhs.org/hospice-palliative-care/>

- Non-profit Medicare-certified hospice care program providing patients in the last stages of illness with at-home care, including pain management, medication, counseling for the family and patient, and bereavement support.
- Services are available to individuals living in Brooklyn, Manhattan, Bronx and Nassau. Services that are specific to the needs of Jewish patients are provided through the Jewish Hospice of Greater New York.
- Licensed by the New York State Department of Health and accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare
- Please call for information on self-pay policies.
- HomeCare is a free program offered by Metropolitan Hospice. All services may not be available. For more information please call HomeCare directly.
- English, Russian, Spanish

**MJHS Mollie and Jack Zicklin Hospice Residence**

3718 Henry Hudson Parkway  
The Atria  
Riverdale, NY 10463  
212-420-3370  
Facility is open 24/7.  
[www.hospicenyc.org](http://www.hospicenyc.org)

- Non-profit hospice providing 24-hour medical and nursing care for end-of-life patients.

- Open to all faiths but under Jewish auspices, providing a kosher kitchen and observance of Jewish holidays. New York State-certified.
- Accepts Medicaid, Accepts Medicare
- Medicare does not cover the cost of room and board; staff members will assist with appropriate insurance applications and possible payment plans. Please call for detailed information on payment processes.
- English, Russian, Spanish

**Montefiore Medical Group - Bronx East**

2300 Westchester Avenue

Bronx, NY 10462

718-829-1900

Mon & Wed, 8am-7pm; Tues & Thurs, 8am-6pm; Fri, 8am-5pm Sat, 9am-12pm (11:45am last appointment) Urgent Care: Mon-Fri, 3pm-10pm; Sat & Sun, 9am-5pm; Hours and appointment times may vary depending on the specialty department. Most holidays, 9am-5pm

<http://www.montefiore.org/mmg-bronx-east>

- Non-profit health center providing primary and specialty medical services for individuals of all ages.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicare. Medicaid must be linked with another insurance.
- English, Interpreter services available, Spanish

**Montefiore Medical Center – Weiler Hospital**

1825 Eastchester Road

Bronx, NY 10461

718-904-2000

24/7

[www.montefiore.org/guide/](http://www.montefiore.org/guide/)

- Non-profit full-service hospital.
- Adjacent to the Albert Einstein College of Medicine. One of two major campuses of the Montefiore Medical Center. Please visit their Web site for more information: [www.montefiore.org](http://www.montefiore.org).
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- Accepts MOMS
- For billing inquiries, please call 718-405-4000.
- English, Interpreter services available, Spanish

**Montefiore Medical Center - Center for Radiation Therapy**

1625 Poplar Street, Rm. 101

Bronx, NY 10461

718-405-8550

Mon-Fri: 7:30am-6pm

[http://www.montefiore.org/prof/radiation\\_therapy/](http://www.montefiore.org/prof/radiation_therapy/)

- Non-profit hospital-based outpatient health center providing adults (18+) with radiation therapy.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare
- English, Interpreter services available, Spanish

**Montefiore Medical Center - Wakefield Hospital**

600 East 233rd Street

Bronx, NY 10466

718-920-9000

800-636-6683

Emergency room open 24 hours a day, 7 days a week

Clinics' hours vary, call for more information.

[www.montefiore.org/northdivision/](http://www.montefiore.org/northdivision/)

- Full-service hospital.
- Call Montefiore Medical Center (1-800-636-6683) for intake and admissions.
- Formerly known as Our Lady of Mercy Medical Center.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- English, Interpreter services available

**Montefiore Medical Group - Burke Avenue**

941 Burke Avenue

Bronx, NY 10469

718-654-5900

Mon, Wed, Thurs: 8:30am-7pm; Tues & Fri: 8:30am-5pm; Sat: 8:30am-12pm (urgent care only)

[www.montefiore.org/services/mmg/burke/](http://www.montefiore.org/services/mmg/burke/)

- Non-profit health clinic providing individuals of all ages with primary and preventive health services.
- Walk-ins accepted. Please call main number to schedule an appointment. Patients will need to bring their insurance card to appointment. Clients without health insurance may be referred to another Montefiore Medical Group clinic that offers services on a sliding fee scale.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP

- Patients without insurance must pay \$145 to see the doctor, and will be billed for any other services. For financial questions, please contact the Montefiore Medical Center Financial Aid Program at 718-944-3800- (Mon-Fri 9am-5pm), or visit their website: <http://www.montefiore.org/guide/financialaid/>
- Health Plus must be linked with Medicaid.
- Chinese, English, Hindi, Interpreter services available, Italian, Portuguese, Spanish
- Services for hearing and visually impaired patients

**Montefiore Medical Group - Co-op City**

2100 Bartow Avenue

Bronx, NY 10475

718-320-5300

Mon-Thurs 8:30am-7pm; Fri 8:30am-5pm; Sat 8:30am-12pm (Hours may vary depending on appointment times)

[www.montefiore.org/services/mmg/coopcit/](http://www.montefiore.org/services/mmg/coopcit/)

- Non-profit health center providing primary medical care for individuals of all ages.
- Please call for an appointment.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare
- If financial aid is needed please contact the Montefiore Medical Center Financial Aid Program at 718-944-3800- (Mon-Fri 9am-5pm), or visit their website: <http://www.montefiore.org/guide/financialaid/>
- English, Interpreter services available

**Montefiore Medical Group - Co-op City/Dreiser Loop**

115 Dreiser Loop

Bronx, NY 10475

718-320-6300

Mon & Wed, 8:30am-7pm Tues, Thurs & Fri, 8:30am-5pm Sat, 9am-12pm \*Alternate Saturdays

[www.montefiore.org/services/mmg/hipcoopcity/](http://www.montefiore.org/services/mmg/hipcoopcity/)

- Non-profit health center providing patients ages 19+ with primary and preventive health services.
- Please call to schedule an appointment. New patients must bring insurance card.
- Formerly known as the HIP Co-op City clinic.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Only accepts Medicaid managed care.
- For sliding fee scale and financial questions, please contact the Montefiore Medical Center Financial Aid Program at 718-944-3800- (Mon-Fri 9am-5pm), or visit their website: <http://www.montefiore.org/guide/financialaid/>
- English, Interpreter services available, Spanish

**Montefiore Medical Group - Riverdale**

3510 Johnson Avenue

Bronx, NY 10463

718-601-8205

Mon, Wed & Fri, 9am-5pm Tues & Thurs, 9am-6:30pm

[www.montefiore.org/services/mmg/riverdale/](http://www.montefiore.org/services/mmg/riverdale/)

- Non-profit health clinic providing adults ages 21+ with primary and preventive medical services.
- To make an appointment please call directly. Patients will need to bring insurance card to first appointment.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare
- Medicaid patients must be enrolled in a managed care plan. For sliding fee scale and financial questions, please contact the Montefiore Medical Center Financial Aid Program at 718-944-3800- (Mon-Fri 9am-5pm), or visit their website:  
<http://www.montefiore.org/guide/financialaid/>.
- English, Greek, Interpreter services available, Spanish

**Montefiore Medical Group - White Plains Road**

2100 White Plains Road

Bronx, NY 10462

718-892-1626

Mon, Tues, Thurs: 8:30am-7:00pm

Weds, 8:30am-5:30pm

Fri, 8:30am-5:00pm

Sat, 8:30am-12pm for sick visits

[www.montefiore.org/services/mmg/whiteplains/](http://www.montefiore.org/services/mmg/whiteplains/)

- Non-profit health center providing patients of all ages with primary and preventive medical services.
- Call directly to schedule an appointment. Patients will need to bring insurance card and co-pay to first appointment.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare
- Only accepts Medicaid managed care patients who are enrolled in a plan affiliated with HIP, Affinity, Health Plus and Health First.
- Provides referrals to clinic that offers sliding fee scale. For sliding fee scale and financial questions, please contact the Montefiore Medical Center Financial Aid Program at 718-944-3800- (Mon-Fri 9am-5pm), or visit their website:  
<http://www.montefiore.org/guide/financialaid/>
- English, Interpreter services available, Spanish

**Morningside House Nursing Home - Aging in America**

1000 Pelham Parkway South

Bronx, NY 10461

718-409-8261

Mon-Fri: 9am-6pm Sat: 10am-4pm

Visitation is 24/7

<http://www.aiamsh.org/rehabilitation/>

- Non-profit 362-bed nursing home also offering a long-term home health care program.
- For admissions call for an appointment. Family will be offered a tour, followed by application process and patient screening.
- Morningside House has an adult day center in Westchester County.
- Accepts Medicaid, Accepts Medicare
- Assists with filing for Medicaid/Medicare and other entitlements.
- African languages/dialects, Albanian, Chinese, English, Interpreter services available, Russian, Spanish

**Morris Park Nursing Home**

1235 Pelham Parkway North

Bronx, NY 10469

718-231-4300

Office Hours: Mon.-Fri. 9am-5pm

Visiting hours: 24/7

- For-profit 191-bed nursing home
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare
- English, Spanish

**Morrisania STI and HIV Counseling and Testing****Clinic**

1309 Fulton Avenue (E. 169<sup>th</sup> St., off 3<sup>rd</sup> Ave.), 2nd Floor

Bronx, NY 10456

718-579-7742 or 8165

Mon.-Fri., 8:30 am – 3:00 pm, Sat., 8:30 am – 12:00 pm

- Provides services for patients with symptoms of sexually transmitted infections or at risk of exposure. Offers Emergency Contraception, HIV counseling and rapid testing. You must have a referral from a doctor to get services.
- Languages: English, Spanish, and others available by request.

**Moshulu Parkway Nursing and Rehabilitation Center, LLC**  
3356 Perry Avenue  
Bronx, NY 10467  
718-655-3568  
Office: Mon-Fri, 9am-5pm

- For-profit 122-bed nursing home offering long- and short-term rehabilitation.
- Patients must call to schedule an appointment. Must have a PRI referral from doctor or hospital to qualify. Call for more information.
- Accepts Medicaid, Accepts Medicare
- Chinese, English, German, Interpreter services available, Spanish

**National Association of Boards of Pharmacy - Online Pharmacy Info**

1600 Feehanville Drive  
Mount Prospect, IL 60056  
847-391-4406

Website service is 24/7.

Customer service line is available: Mon-Fri, 9am-5pm

<http://www.nabp.net/programs/accreditation/vipps/find-a-vipps-online-pharmacy/>

- Web site providing a database of online pharmacies that have been certified by the Verified Internet Pharmacy Practice Sites (VIPPS) Program, which checks online pharmacies to ensure they are appropriately licensed and meet rigorous criteria.
- NABP is a professional organization representing state-level boards of pharmacy in the US and several other countries.
- Offers FREE services
- Web site is free; discounted rates may apply to prescription medication.
- English

**National Institutes of Health - ClinicalTrials.gov**

<http://www.clinicaltrials.gov/>

- Provides information on thousands of federally and privately supported clinical trials for a wide range of diseases and conditions. Users may search for trials by choosing specific diseases and conditions or study sponsors, or entering keywords, a location, and/or treatment.
- Sponsored by the National Institutes of Health.
- English

**New York Prescription Saver (NYPS)**

P.O. Box 12069  
Albany, NY 12212  
800-788-6917  
800-290-9138

<https://nyprescriptionsaver.fhsc.com/>

- Prescription discount card providing discounts for generic and brand-name drugs to income-eligible New York State residents ages 50-65 OR determined disabled by the Social Security Administration.
- Offers FREE services  
Card is free, but discounted rates may apply to prescription medication.
- English

**New York Rx Card**

20 West 44th Street  
New York, NY 10036  
800-931-2297

<http://newyorkrxcards.com/index.php>

- Prescription drug discount card offering NYC (and other NY State residents) discounts on brand-name and generic prescription drugs.
- Offers FREE services
- Card is free, but discounted rates apply to prescription medication.
- English

**New York State Department of Health - Prescription Drug Prices in New York State**

<http://rx.nyhealth.gov/pdpw/>

- Web site that allows consumers to compare prices of the most commonly prescribed medications at pharmacies throughout New York State.
- Offers FREE services
- English

**North Central Bronx Hospital**

3424 Kossuth Avenue  
Bronx, NY 10467  
718-519-5000  
24/7 Emergency hours. Please call for specific department's hours.  
[www.nyc.gov/html/hhc/ncbh/home.html](http://www.nyc.gov/html/hhc/ncbh/home.html)

- Full-service public hospital.
- Level II Trauma Center/Emergency Services

- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- English, Interpreter services available, Sign Language

**North Central Bronx Hospital - Adult Primary Care Clinic**

3424 Kossuth Avenue, 3rd floor

Bronx, NY 10467

718-519-3377

Mon, Tues, Fri: 8am-5pm; Wed, Thurs: 8am-7pm; 2nd Sat of the month: 8am-noon

<http://www.nyc.gov/html/hhc/ncbh/html/home/home.shtml>

- Public ambulatory care center providing adults (ages 18+) with primary care medical services.
- Walk-ins and appointments both welcome. Please call numbers listed above and request an appointment with the primary care division. Located within North Central Bronx Hospital.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**NYCRx**

2090 Adam Clayton Powell Blvd., 5th FL.

New York, NY 10027

212-676-2152

<http://www.nycrx.org/>

- Non-profit program providing New Yorkers with a prescription drug discount card and discounted medication for patients at participating health centers.
- To receive a list of participating health centers, email [sarah.sheffield@nycrx.org](mailto:sarah.sheffield@nycrx.org)
- Assistance is free; discounted rates apply to prescription medication.
- English

**Park Gardens Rehabilitation & Nursing Center**

6585 Broadway

Bronx, NY 10471

718-549-2200

Office Hours: Mon-Fri, 8am-4pm

Visiting Hours: 10:30am-8:30pm daily

<http://www.parkviewnh.com/>

- For-profit 200-bed nursing home offering long- and short-term rehabilitation for adults ages 18+, hospice care, and social services for residents.
- Call admissions for intake. Must have a PRI in order to be admitted.
- Accepts Medicaid, Accepts Medicare
- Creole, English, Interpreter services available, Spanish, Tagalog

**Pelham Parkway Nursing Care and Rehab Center, LLC**

2401 Laconia Avenue

Bronx, NY 10469

718-798-8600

Mon-Fri: 9am-6pm; Visiting Hours: 9am-9pm

- For-profit 200-bed nursing facility offering adults ages 40+ long- and short-term rehabilitation services and sub-acute care, as well as social services for residents and their families.
- Accepts Medicaid, Accepts Medicare
- \$275/day flat-rate fee for individuals without insurance.
- English, Russian, Spanish

**Project Renewal - Scan Van Program**

800-564-6868

Please call or refer to the Web site for locations and schedules.

[www.projectrenewal.org/healthcare.html#scan](http://www.projectrenewal.org/healthcare.html#scan)

- Non-profit mammography vans serving the five boroughs providing women with free screening mammograms, clinical breast exams, and breast health education as well as chest x-rays for tuberculosis screening for the homeless.
- Eligibility: -Women ages 40+ and older -Women under age 40 high risk Individuals must call for an appointment. Women that require follow-up because of an abnormal mammogram or clinical breast exam are contacted by phone. A staff person will arrange for a free or low-cost follow-up appointment and maintains contact with patient through treatment, if necessary. Please check website [www.scanvan.org](http://www.scanvan.org) for van locations in your area.
- Offers FREE services
- Chinese, English, Interpreter services available, Polish, Russian, Spanish
- English and Spanish are spoken at every site. Other languages are spoken depending on the location; please inquire when making appointment.

**Providence Rest Nursing Home**

3304 Waterbury Avenue

Bronx, NY 10465

718-931-3000

718-824-1737

Office Hours: 9am-5pm Suggested Visiting Hours: 10am-8pm

[www.providencerest.org/index.html](http://www.providencerest.org/index.html)

- Non-profit 200-bed nursing home providing the elderly with long- and short-term care, rehabilitation facilities, hospice, respite care and adult day health care.
- There is also a child day care center located on the premises, open September through June. For more information, please call the above-listed number or visit:

<http://www.providencerest.org/cdc.htm> Providence Rest is a non-profit facility offering care and support services to the elderly. For more information, please visit:  
[www.providencerest.org](http://www.providencerest.org)

- Accepts Medicaid, Accepts Medicare
- English
- Varies depending on which service is needed.

**Rebekah Rehab & Extended Care Center**

1070 Havemeyer Avenue  
Bronx, NY 10462  
718-863-6200

Monday-Friday: 9am-5pm Admissions may be reached 24 hours/day, 7 days/week.

[www.rebekahrehab.org](http://www.rebekahrehab.org)

- Non-profit 213-bed nursing home also offering short-term rehabilitation.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Most insurances accepted
- Creole, English, Italian, Spanish

**Regeis Care Center, LLC**

3200 Baychester Avenue  
Bronx, NY 10475  
718-320-3700  
Mon-Fri, 9am-5pm  
[www.regeiscarecenter.com/](http://www.regeiscarecenter.com/)

- For-profit 207-bed nursing home offering adults ages 18+ long- and short-term rehabilitation services and residential care, as well as social services for residents and their families.
- Admission to Regeis Care Center begins with the "Patient Review Instrument" (PRI) and the "Screen," a patient screening instrument. For more information, please call admissions at (718) 320-3700 ext.3678.
- Accepts Medicaid, Accepts Medicare
- English, Spanish

**Riverdale Nursing Home**

641 West 230th Street  
Bronx, NY 10463  
718-796-4800-  
Office: Mon-Fri: 9am-5pm

- For-profit facility offering a 146-bed nursing home, long- and short-term rehabilitation services for adults ages 18+, hospice care, and social services.

- Please call to set up an intake appointment.
- Accepts Medicaid, Accepts Medicare
- African languages/dialects, Creole, English, Russian, Spanish, Tagalog, Yiddish

**RxAssist**

<http://www.rxassist.org/Default.cfm>

- Web site providing information on private programs offering free and low-cost prescription drugs.
- For specific questions, e-mail: [info@rxassist.org](mailto:info@rxassist.org)
- Offers FREE services
- Web site is free to use, but discounted rates may apply to prescription medication.
- English

**RxHope**

P.O. Box 42886  
Cincinnati, OH 45242  
877-267-0517

Web site: 24/7 Hotline: Mon-Fri, 8am-7pm

<https://www.rxhope.com/Patient/Home.aspx>

- Web site and hotline providing detailed information on public and private programs offering free and low-cost prescription drugs, and links to online applications for pharmaceutical programs.
- Sponsored by PhRMA, a trade organization representing pharmaceutical companies.
- Offers FREE services
- Assistance is free; discounted rates apply to prescription medication.
- English, Interpreter services available

**Schervier Nursing Care Center - Bon Secours New York Health System**

2975 Independence Avenue  
Bronx, NY 10463  
718-548-1700  
24 hours per day/7 days per week  
[www.scherviercares.org](http://www.scherviercares.org)

- Non-profit 364-bed nursing care center providing long-term care for the elderly and sub-acute, short-term rehabilitation for individuals ages 18+.
- Burke at Schervier Rehabilitation provides therapies to help individuals recuperate from illnesses and injuries with therapists from the Burke Rehabilitation Hospital.
- Burke at Schervier Cardio/Pulmonary Sub-Acute Care provides specialized rehabilitation and clinical therapies to help individuals recuperate from complications from heart disease, stroke, COPD and cardiovascular disorders. A member of the Bon Secours Health System, an international, non-profit, multi-service Catholic health care system. For more

information on services provided in New York State, please visit  
<http://scherviercares.org/our-services-schervier-nursing-care-center.html>.

- Accepts Medicaid, Accepts Medicare
- Accepts most insurance Self-pay flat rate is \$551 per day. For respite care, Medicaid is accepted, or a self-pay flat rate of \$400 per day.
- English, Interpreter services available, Spanish

**Split Rock Rehabilitation & Health Care Center**

3525 Baychester Avenue

Bronx, NY 10466

718-798-8900

Office: Mon-Fri, 9am-5pm

Visiting Hours: 9:30am-7:30pm daily

- For-profit long-term care facility offering a 240-bed nursing home; long- and short-term rehabilitation for adults ages 18+; adult day health care program; hospice care; respite care; Alzheimer's unit; long-term ventilator unit; and social services for residents.
- Accepts Medicaid, Accepts Medicare
- Creole, English, Russian, Spanish, Tagalog

**St. Barnabas Hospital**

4422 Third Avenue

Bronx, NY 10457

718-960-9000

Hospital: 24 hours a day, 7 days a week

Clinic: Mon-Sat, 9am-5pm

[www.stbarnabashospital.org](http://www.stbarnabashospital.org)

- Full-service community hospital and Level I Trauma Center.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**St. Barnabas Hospital - Mobile Mammography Program**

Locations throughout the Bronx

4422 Third Avenue

Bronx, NY 10457

718-960-3931

718-960-9368

\*\*The mobile van services are currently out of service, but interested patients can still receive the same services at St. Barnabas. Please call the number listed to make an appointment.

<http://www.stbarnabashospital.org/Services/mobmam.htm>

- Non-profit hospital program providing women 40+ of the Bronx with mobile clinical and health information services, including breast examinations, mammography, and follow-up diagnostic services.
- Each van's staff includes a physician's assistant and/or a peer educator. The van makes scheduled trips to neighborhoods and events organized by community-based local civic organizations, senior centers, women's groups, houses of worship, and other public and private agencies.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Women that are uninsured will be enrolled in Cancer Services Program of Bronx county, as long as they live in NY state.
- English, Spanish

**St. Barnabas Rehabilitation & Continuing Care Center**

2175 Quarry Road

Bronx, NY 10457

718-960-3917

Admissions Office: Mon-Fri, 9am-5pm

Adult Day Health Care: Mon-Sun, 8:30am-4:30pm

[www.stbarnabasnursinghome.org](http://www.stbarnabasnursinghome.org)

- Non-profit skilled nursing care facility offering adults ages 18+ a 144-bed geriatric unit; a 33-bed AIDS unit; a 22-bed long-term ventilator unit; long- and short-term rehabilitation services; and an adult day health care program.
- Transportation is provided to and from the facility.
- Accepts Medicaid, Accepts Medicare
- Accepts almost all types of HMOs
- English, Hindi, Italian, Spanish, Tagalog

**St. Patrick's Home for the Aged and Infirm**

66 Van Cortlandt Park South

Bronx, NY 10463

718-519-2800-

24-hour Nursing Care

Administrative Offices: 8am-5pm

<http://www.stpatrickshome.org/>

- Non-profit 264-bed nursing home providing short- and long-term inpatient care as well as short-term rehabilitation services.
- Accepts Medicaid, Accepts Medicare
- VNS Choice Evercare
- English, Spanish

**St. Vincent de Paul Residence**

900 Intervale Avenue

Bronx, NY 10459

917-645-9200

Admissions Office: Mon-Fri: 9am-5pm

[www.stvincentdepaulresidence.org/](http://www.stvincentdepaulresidence.org/)

- Non-profit 200-bed nursing home with a behavioral health unit, IV therapy, and hospice care; also offers adult day health care and long- and short-term rehabilitation for adults ages 18+.
- Please call to set up an intake appointment.
- Accepts Medicaid, Accepts Medicare
- English, Spanish

**Terrace Healthcare Center**

2678 Kingsbridge Terrace

Bronx, NY 10463

718-796-5800

Mon-Fri, 9am-5pm

[www.terrace-healthcare.com/](http://www.terrace-healthcare.com/)

- For-profit long-term health care facility offering a 240-bed nursing home, with counseling, support groups and social services for residents; long- and short term rehabilitation for adults ages 18+; substance abuse treatment; HIV/AIDS care; and arrangements for hospice and respite care.
- Accepts Medicaid, Accepts Medicare
- African languages/dialects, English, Spanish, Tagalog

**The Children's Hospital at Montefiore**

111 E 210th St.

Bronx, NY 10467

718-741-2426

24/7

[www.montekids.org](http://www.montekids.org)

- Non-profit full-service hospital for patients under 21 years of age.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**Throgs Neck Extended Care Facility**

707 Throgs Neck Expressway

Bronx, NY 10465

718-430-0003

Mon-Fri 9am-5pm

[http://nursinghomes.nyhealth.gov/nursing\\_homes/overview/595](http://nursinghomes.nyhealth.gov/nursing_homes/overview/595)

- For-profit 205-bed nursing home
- Accepts Medicaid, Accepts Medicare
- English

**Together Rx Access**

PO Box 9426

Wilmington, NY 19809

800-444-4106

<http://www.togetherrxaccess.com>

- Discount prescription card offering discounts on brand-name and generic prescription drugs for those who have no prescription drug coverage, are not eligible for Medicare, and meet certain household income requirements.
- To apply, fill out an online application or call.
- English, Spanish

**University Nursing Home, LLC**

2505 Grand Avenue

Bronx, NY 10468

718-295-1400

Mon.-Fri. 9am-5pm

[http://nursinghomes.nyhealth.gov/nursing\\_homes/overview/388](http://nursinghomes.nyhealth.gov/nursing_homes/overview/388)

- For-profit 46-bed nursing home.
- Call for information on intake or to schedule an appointment.

- Accepts Medicaid, Accepts Medicare
- English, Spanish

**Visiting Nurse Service of New York - Family Care Services**

355 East 149 Street

Bronx, NY 10455

718-742-5100

Office hours are Mon-Fri, 8am-5pm

<http://www.vnsny.org/our-services/by-condition/hiv-aids/>

- Non-profit program providing frail and/or handicapped residents of all ages residing in the West Bronx with home care and home attendant services.
- Serves residents of the West Bronx. A referral is required through CASA. For information on applying for home care services through CASA, please call 311 or visit:  
[http://www.nyc.gov/html/hra/html/directory/personal\\_care.shtml](http://www.nyc.gov/html/hra/html/directory/personal_care.shtml)
- Accepts Medicaid
- Clients must be Medicaid-eligible.
- English, Spanish

**Wayne Center for Nursing and Rehabilitation, LLC**

3530 Wayne Avenue

Bronx, NY 10467

718-655-1700

Admissions: 9am-5pm, 7 days a week

- For-profit 243-bed nursing home with a long-term ventilator unit providing long- and short-term rehabilitation services.
- Call to schedule an appointment. Applicants should have a PRI referral from a doctor or hospital. Assistance available to apply for Medicare or Medicaid. Call for more information.
- Accepts Medicaid, Accepts Medicare
- African languages/dialects, Creole, English, Russian, Spanish, Tagalog

**Williamsbridge Manor Nursing Home**

1540 Tomlinson Avenue

Bronx, NY 10461

718-892-6600

Office Hours: Mon.-Fri. 9am-5pm

- For-profit 77-bed nursing home
- Accepts Medicaid, Accepts Medicare
- English, Spanish

**Workmen's Circle Multicare Center**

3155 Grace Avenue

Bronx, NY 10469

718-379-8100

Mon-Fri: 8am-6pm

[www.wcmcc.org](http://www.wcmcc.org)

- Non-profit 524-bed long-term skilled nursing facility and hospice for the elderly and short-term sub-acute care and rehabilitation center for adults age 18+.
- For more information on the Workmen's Circle MultiCare Center, please visit NY Health.
- Accepts Medicaid, Accepts Medicare
- English, French, Interpreter services available, Russian, Spanish, Tagalog

**Health Care & Medicine, Immigrant Support, Mental Health & Substance Abuse, Social Services, Wellness & Prevention****Daniel Webster Houses Child Health Center**

401 East 168th Street

Bronx, NY 10456

718-538-1982

718-538-0176

Mon-Fri, 9am-5pm Last appointment is taken at 4pm.

- Public health clinic providing patients under the age of 18 with primary and preventive medical services.
- Please call directly to schedule an appointment. Patient needs to bring birth certificate, social security card, Medicaid and HMO cards, proof of address, and vaccination record to first appointment. Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Sliding fee scale/assistance based on need
- This clinic only accepts the above insurances if they are affiliated with certain managed care plans. Please call for more information.
- English, Spanish

**Melrose Houses Child Health Clinic**

348 East 156th Street

Bronx, NY 10451

718-292-2820

Mon-Fri, 8:30am-4:30pm

Walk-ins for sick care and immunization shots. Please make appointment for other services.

- Public pediatric clinic providing children ages 18 and under with primary and preventive care.

- Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Accepts Medicaid
- Financial consultant on staff to assist uninsured patients with applications for public health insurance programs.
- English, Spanish

**NYC Dept. of Health - Immunization Clinic - Tremont**

1826 Arthur Avenue, 1st Floor

Bronx, NY 10457

212-676-2323

Hours (Clinic): Mon, Tues, and Thurs, 8:30am- 2:30pm

Hours (Hotline): Mon-Fri, 8:30am-5pm

[www.nyc.gov/html/doh/html/imm/immclin.shtml](http://www.nyc.gov/html/doh/html/imm/immclin.shtml)

- Public walk-in immunization clinic providing children (4 and older) and adults with a range of vaccines.
- Walk-ins are accepted; no appointment is necessary. Bring insurance card if applicable. Hepatitis A immunizations are offered only for high-risk cases. Individuals will be screened for eligibility. Travel immunizations are not offered.
- Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status. One of several walk-in clinics sponsored by the NYC Department of Health and Mental Hygiene.
- Individuals looking for information on any of the NYC Department of Health Immunization Clinic locations can call 311.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare
- No out of pocket costs to patients.
- English, Interpreter services available

**Health Care & Medicine, Immigrant Support, Mental Health & Substance Abuse, Wellness & Prevention**

**Community Healthcare Network - Bronx Health Center**

975 Westchester Avenue

Bronx, NY 10459

718-320-4466

Mon, 9am-6pm Tues, Thurs, and Fri, 9am-5pm Wed, 10am-6pm Sat, 8:30am-3:30pm

<http://www.chnnyc.org/locations/bronx/>

- Non-profit health center providing patients of all ages with primary and preventive medical services, as well as family counseling; and HIV/AIDS testing, counseling, and case management.
- Appointments preferred, walk-ins accepted. Please call directly to schedule an appointment. If insured, a patient will need to bring insurance card.

- Uninsured patients meet with a financial representative. Undocumented immigrants welcome; provides services to all individuals, regardless of immigration status.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- No individual will be denied care due to lack of insurance or inability to pay. On-site coordinators can assist in filing for public insurance.
- English, Interpreter services available, Spanish

**Health Care & Medicine, Immigrant Support, School, Youth & Family Services, Social Services, Wellness & Prevention**

**Bronx Community Health Network**

1 Fordham Plaza, Suite 1108

Bronx, NY 10458

718-405-7720

Mon-Fri 9am-6pm

Community health network sites are open during different times, please see website or call for more information.

[www.bchnhealth.org](http://www.bchnhealth.org)

- Non-profit organization's administrative office providing information and referrals to fifteen community and school based health centers located throughout the Bronx.
- Please call for information and location of the community health center closest to you.
- BCHN health centers are owned and operated by Montefiore Medical Center and Acacia Network/Promesa Systems, Inc.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available

**Urban Horizons Family Health Center/River Center for Counseling**

50 East 168th Street

Bronx, NY 10452

718-293-3900

Office: Mon-Thurs, 8:30am-8pm Fri & Sat, 8:30am-5pm

Walk-ins: Mon-Fri: 8:30am-10am; 1pm-3pm

<http://www.institute2000.org/about-us/>

- Non-profit health center providing patients of all ages with primary medical care and mental health services.
- Walk-ins are accepted; appointments are preferred. Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Spanish

**Visiting Nurse Service of New York (VNSNY)**

1250 Broadway  
New York, NY 10001  
888-867-1225  
800-675-0391  
The Customer Care Center is available 24 hours.  
Office Hours: 8:30-4:30  
[www.vnsny.org](http://www.vnsny.org)

- Not-for-profit home health care agency serving NYC, Nassau, and Westchester counties, providing at-home care, including senior, pediatric, after-hospital, and hospice care; treatment of specific medical conditions; multicultural programs; rehabilitation therapy; mental health care; and corporate wellness programs.
- The VNSNY staff is composed of nurse care managers, supervisory RNs, home health aides, physical & occupational therapists, speech pathologists, and social workers. If a physician is referring a patient, please visit [http://www.vnsny.org/download/vnsny\\_physicianForm.pdf](http://www.vnsny.org/download/vnsny_physicianForm.pdf). Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Charitable care funds are available to uninsured patients (including undocumented immigrants) who meet income criteria and require short-term certified home health services, generally less than 4 months.
- Based on income, patients may receive services at no charge or at a reduced charge.
- Chinese, English, Interpreter services available, Russian, Spanish

**Lower West Side Household Services - New York City**

16 East 40th Street  
New York, NY 10016  
212-307-7107  
Mon-Fri: 8am-5pm  
[www.homecareny.org/index.html](http://www.homecareny.org/index.html)

- Non-profit organization providing individuals in need with personal care services, including home health care services, skilled nursing, home attendants, and rehabilitative therapies; and Early Intervention services for children from birth to age 3.
- This organization serves Westchester County and all NYC boroughs except for Staten Island. Provides services to all individuals, regardless of immigration status.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Please call for further information on self-pay options. Serves all individuals regardless of income.
- Chinese, Creole, English, French, Russian, Spanish, Cantonese Mandarin

## **Health Care & Medicine, Immigrant Support, Social Services, Wellness & Prevention**

### **Planned Parenthood of New York City - Bronx Center**

349 East 149th Street (at Courtlandt Avenue)

Bronx, NY 10451

212-965-7000

800-230-PLAN

Open weekdays, Saturdays, and some evenings.

Appointments required for most services, but walk-ins are possible for free pregnancy tests, purchase of Emergency Contraception (if aged 17 or over), and birth control pill refill pick-up for existing clients. Please call (212) 965-7000 or 1-800-230-PLAN for most up-to-date information on hours and to make appointment.

[www.plannedparenthood.org/health-center/centerDetails.asp?f=2524](http://www.plannedparenthood.org/health-center/centerDetails.asp?f=2524)

- Non-profit organization that provides individuals of all ages, incomes, and immigration statuses with reproductive healthcare and education.
- Services are available to all, regardless of age, immigration status, or ability to pay.
- When scheduling an appointment over the phone, please specify at which location you would like to receive services.
- For information about Project Street Beat, PPNYC's program that focuses on HIV prevention and access to care, please visit <http://www.plannedparenthood.org/nyc/15223.htm> .
- Accepts Child Health Plus, Accepts Medicaid, Sliding fee scale/assistance based on need
- Pregnancy tests are free. For other services, accepts the above insurance /payment, as well as most other private and public health insurance plans.
- For individuals without insurance, provides assistance applying for public health insurance.
- English, Interpreter services available, Spanish
- Interpreter services for other languages are available via telephone language line.

## **Health Care & Medicine, Immigrant Support, Wellness & Prevention**

### **Chinese Community Partnership for Health**

170 Williams Street (Mailing Address)

New York, NY 10038

212-312-5740

Monday-Friday, 9am-5pm

<http://www.downtownhospital.org/chinese-community-partnership-for-health>

- Non-profit program providing the Chinese population of New York City with health education; a Chinese-language hotline with health information and referrals; and an outreach program that sends trained nurses to garment factories, public schools, and community and senior centers to provide vaccinations and screenings for blood pressure, diabetes, cholesterol, and vision, dental, and hearing problems.
- Services are not provided at the address above. Individuals seeking services must call the hotline or the center for referrals and for more information on where the outreach nurses

will be conducting screenings. Walk-ins are available for health information only. You may visit the office at: 59 Maiden Lane New York, NY 10038

- Offers FREE services
- Please call for more information regarding fees.
- Chinese, English, Mandarin Cantonese

**Community Healthcare Network (CHN) - Tremont Health Center**

4215 Third Avenue, 2nd Floor

Bronx, NY 10457

718-294-5891

Mon, 9am-5pm Tues, 11am-7pm Wed-Fri, 9am-5pm

<http://www.chnnyc.org/locations/tremont-health-center/>

- Non-profit health center providing Bronx residents of all ages with health services, including primary care, family planning, infant care, nutrition counseling, health education, and HIV testing and counseling.
- Walk-ins are available for pregnancy and HIV testing. Undocumented immigrants are welcome.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Offers FREE services, Sliding fee scale/assistance based on need
- Call for more information.
- English, Interpreter services available, Spanish

**Health Center at Tremont - Jacobi Medical Center**

1826 Arthur Avenue

Bronx, NY 10457

718-918-8700

718-466-8842

Mon-Fri, 8:30am-4:30pm

[www.nyc.gov/html/hhc/html/community/childhealth.shtml#1](http://www.nyc.gov/html/hhc/html/community/childhealth.shtml#1)

- Public health center providing individuals of all ages with primary and preventive medical services; HIV and STD-related services, including free testing, screening, and escort to appointments; and public insurance enrollment assistance.
- Immunization clinic available on the 1st Floor through the NYC Dept. of Health. Available Mon, Tues, and Thurs 8:30am- 2:30pm. Other phone numbers: Fax: (718) 918-8740 Financial department: (718) 918-8759. Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**NYC Dept. of Health - Free STD Clinic - Morrisania**

1309 Fulton Avenue, 2nd Floor

Bronx, NY 10456

Mon-Fri, 8:30am-3pm Sat, 8:30am-12pm

Please note: Intake closes at 12pm every second Friday of each month for staff meetings.

[www.nyc.gov/html/doh/html/std/std2.shtml#bronx](http://www.nyc.gov/html/doh/html/std/std2.shtml#bronx)

- Public clinic providing free and confidential testing for sexually transmitted diseases (STDs), anonymous and confidential HIV counseling and rapid testing, and emergency contraception.
- Walk-ins are welcome; please come on time. Adolescents ages 12+ do not need parental consent for examination and treatment. Undocumented immigrants welcome; proof of immigration status is not required; however, picture ID is necessary to get HIV test results in written form.
- For more information on this and other Dept. of Health clinics, please dial 311.
- Offers FREE services
- English, French, Interpreter services available, Spanish

**Urban Horizons Family Health Center - COMPASS Program**

50 East 168th Street

Bronx, NY 10452

718-293-3900

Mon-Thurs, 8:30am-8pm Fri, 8:30am-5pm Every other Sat: 8:30am-5pm (Please call for Saturday opening information)

- Non-profit treatment program providing HIV/AIDS+ individuals with medical, mental health, and social services.
- Self-referrals are accepted. Appointments preferred; walk-ins accepted. Patients who are undocumented immigrants are accepted.
- Two HIV medical specialists on staff, Monday-Thursday. Social and mental health services are available 5 days a week.
- A \$4.50 metrocard is provided for transportation to and from facility to patients enrolled in the program.
- Located within Urban Horizons Family Health Center.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Assists with Medicaid, ADAP, and other public benefits applications.
- English, Spanish

## **Health Care & Medicine, Mental Health & Substance Abuse**

### **BronxCare - Crotona Park Family Practice**

1591 Fulton Avenue

Bronx, NY 10457

718-901-6471

Mon, Tues, Thurs, Fri, 8:30am-4:30pm

Wed 8:30am-12pm

- Non-profit health center providing patients of all ages with primary and preventive health services.
- New patients must bring photo identification and their insurance card or proof of income to first appointment; please bring birth certificate for minors first visit.
- Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

### **BronxCare - Mid Bronx Desperados Family Practice Center**

1690 Bryant Avenue

Bronx, NY 10460

718-901-6481

Mon-Fri: 8:30am-4:30pm

<http://health-centers.findthebest.com/l/718-9/Bronxcare-Mid-bronx-Desperados-Family-Practice>

- Non-profit health center providing patients of all ages with primary and specialty medical care.
- Please call to schedule an appointment. Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

### **BronxCare - Tiffany Medical & Pediatric Practice**

853 Tiffany Street

Bronx, NY 10459

718-860-6169

Mon-Fri, 8:30am-5pm

- Non-profit health center providing primary and specialty care for patients of all ages.

- Please call in advance to schedule an appointment. New patients must bring a photo ID and insurance card or proof of income. A referral from a primary care physician is necessary for individuals seeking specialty care.
- Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Chinese, English, German, Interpreter services available, Spanish

**Jacobi Medical Center - Pediatric Clinic**

1400 Pelham Parkway South

Building 8, 1st floor

Bronx, NY 10461

718-918-4577

Appointment Desk Hours: Mon-Fri, 7:30am-7pm

Clinic Hours: Mon, Wed, Fri 9am-5pm; Tues, Thurs 9am-7pm

<http://www.nyc.gov/html/hhc/jacobi/html/home/home.shtml>

- Public pediatric clinic offering patients up to age 18 primary and specialty medical services.
- Serves undocumented immigrants.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Sliding fee scale/assistance based on need.
- Hospital no longer has Medicaid office.
- Albanian, Chinese, English, French, Hebrew, Interpreter services available, Italian, Russian, Sign Language, Spanish, Yiddish Yugoslavian

**Mt. Hope Family Practice**

130 West Tremont Avenue

Bronx, NY 10453

718-583-9000

Monday: 8:30am-7pm; Tuesday-Friday: 8:30am-5pm.

First and third Saturday of the month: 9am-5pm

<http://www.institute2000.org/health-care/locations/bronx/>

- Non-profit health care center providing individuals of all ages with primary and specialty care, case management, support/education groups, and public health insurance enrollment assistance.
- Walk-ins accepted for urgent care, but appointments are highly preferred. Please call center directly for an appointment; depending on insurance, no referral is necessary.
- Undocumented immigrants welcomed; clinic provides services to all individuals, regardless of immigration status. In order to participate in Diabetes support groups, clients must be getting care from one of the clinics within Institutes of Family Health
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need

- English, Spanish

**Parkchester Family Practice**

1597 Unionport Road

Bronx, NY 10462

718-822-1818

Mon-Fri, 8:15am-4:45pm; Sat, 8am-4:30pm (Only open on the 2nd and 4th Saturday of every month) Please call for available night hours.

<http://health-centers.findthebest.com/l/7748/Parkchester-Family-Practice>

- Non-profit health center providing primary medical services for patients of all ages.
- Walk-ins accepted. Undocumented immigrants welcomed.
- As of May 2008, the clinic is not accepting new patients for mental health services.
- For mental health services, new patients should visit the sister site nearby on Westchester Avenue.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Social workers provide assistance with public insurance applications for self-pay patients.
- English, Interpreter services available, Spanish.

**Health Care & Medicine, Mental Health & Substance Abuse, School, Youth & Family Services, Social Services**

**Fordham-Tremont CMHC - Assertive Community Treatment (ACT) Team**

260 East 188th Street, 4th Floor

Bronx, NY 10458

718-960-3206

Office and Home care: Mon-Fri: 9am-5pm

Emergency Overnight Hotline: 5pm-9am, 7 days a week

<http://fordhamtremont.org/en/index.php/adult>

- Non-profit home health program providing severely and persistently mentally ill adults ages 18+ with in-home clinical and case management services.
- All clients must be Medicaid eligible and must have required long-term (60 days or more) or multiple hospitalizations within the past year. Clients must be referred through Single Point of Access (SPOA), a program of the NYS Office of Mental Health and the NYC Department of Health and Mental Hygiene, which centralizes all intakes for New York City ACT programs. Please call the above-listed SPOA number to request an intake assessment or referral.
- Although home care is administered during the day, the program operates an emergency hotline for clients in need of overnight services. This phone number is provided to all clients accepted into the program.
- Sponsored by St. Barnabas Hospital and located in the Fordham-Tremont Community Mental Health Center.

- Accepts Medicaid
- Clients must be Medicaid eligible. The program will assist in Medicaid enrollment.
- English, French, Spanish

**Health Care & Medicine, Mental Health & Substance Abuse, School, Youth & Family Services,  
Wellness & Prevention**

**Albert Einstein College of Medicine - The Children's Evaluation and Rehabilitation Center**

1410 Pelham Pkwy South

Van Etten Building

Bronx, NY 10461

718-430-8500

Mon-Fri 9am-5pm

<http://www.einstein.yu.edu/cerc/about.htm>

- Non-profit hospital-based facility providing clinical and rehabilitative services to individuals of all ages (despite the center's name) with physical, developmental, language and learning disabilities.
- Please call to schedule an appointment. Patients may be referred to CERC by private physicians, managed care organizations, clinics, schools, community service agencies, parents, and in the case of adults, by self-referral.
- When calling for appointments, please indicate what service you are looking for and why you are being referred. If you are a service provider, please indicate why you are referring your client.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Sliding fee scale/assistance based on need
- Accepts Medicaid and Medicare managed care plans
- English, Interpreter services available, Spanish

**Morris Heights Health Center - Harrison Circle**

57-69 West Burnside Avenue

Bronx, NY 10453

718-483-1270

718-299-4059

Urgent Care: Mon-Fri, 5pm-9pm Sat, 12pm-6pm

Specialty Care: Mon-Fri, 8:30am-5pm

<http://www.mhhc.org/locations/harrison-circle>

- Non-profit health facility providing individuals of all ages with primary and specialty care services; mental health services; and urgent care services.
- Walk-ins accepted. Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status. Also houses a low-income housing facility for seniors. For more information, please call the above-listed number.

- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- For sliding fee and financial assistance the following documents are needed at a first appointment:
  - Proof of current address (i.e.: utility bill, bank document)
  - Photo ID & social security card
  - Proof of income (recent pay stubs, W-2 forms, notarized letter attesting to income)
- English, Spanish

**The J.E. and Z.B. Butler Child Advocacy Center**

3314 Steuban Avenue

Bronx, NY 10467

718-920-5833

Mon-Fri 8:30-5pm

Staff available 24 hours a day

[www.montekids.org/programs/butler/](http://www.montekids.org/programs/butler/)

- Non-profit, hospital-based advocacy and treatment center providing medical and psycho-social services for children (under age 21) who are victims of sexual abuse, physical abuse, and/or neglect.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Offers FREE services
- Medicaid does not have to be under a managed plan in order to be accepted.
- Services are free of charge for uninsured (self-pay) patients.
- English, Interpreter services available, Spanish

**Health Care & Medicine, Mental Health & Substance Abuse, Social Services**

**YAI Center for Specialty Therapy, Bronx**

3060 East Tremont Avenue

Lower Level

Bronx, NY 10461

718-239-1790

Please call for an appointment.

<http://www.yai.org/agencies/CST/>

- Non-profit specialty health care center for patients of all ages providing individuals with developmental disabilities with a variety of mental health and rehabilitative services including psychological testing, psycho-social evaluation, psychotherapy in individual, group or family settings, rehabilitation assessment and treatment, and nutrition counseling.
- Accepts Medicaid, Accepts Medicare
- Call regarding other insurance.
- English, Spanish

## **Healthcare & Medicine, Mental Health & Substance Abuse, Wellness & Prevention**

### **Claremont Family Health Center - Acacia Network, Inc.**

262-4 East 174th Street

Bronx, NY 10457

718-299-6910

Office hours: Mon-Fri, 8:30am-5pm

One family/internal medicine physician is available Monday-Thursday, from 12pm-8pm.

[http://www.promesa.org/community\\_health\\_centers](http://www.promesa.org/community_health_centers)

- Non-profit health center offering patients of all ages primary and specialty medical care, psychological services, and free educational seminars on topics such as diabetes, asthma, and sex education.
- English, Spanish
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need

### **Community Healthcare Network (CHN) - Health Homes Program**

345 East 102nd Street, Suite 420

New York, NY 10029

212-360-8080

Mon-Fri, 9am-5pm

<http://www.chnnyc.org/services/hiv-testing-and-care/hiv-aids-community-follow-up-program/>

- Non-profit organization providing care coordination for Medicaid patients with HIV/AIDS and other chronic illnesses, as well as their family members.
- Offered at CHN locations throughout NYC. To find the closest location, please see the Web site or call the number above.
- Appointments preferred, walk-ins accepted. Undocumented immigrants welcome. Self-referrals are accepted. Please call to inquire about necessary documents to bring to intake.
- Accepts Medicaid
- Accepts ADAP for certain services. Will screen potential clients for Medicaid and ADAP eligibility.
- Those who are not eligible for Medicaid can be referred to offices that will be able to provide services.
- No individual will be denied care due to lack of insurance or inability to pay.
- Interpreter services available, Spanish

**Hispanic AIDS Forum (HAF) - Bronx**

975 Kelly Street

Bronx, NY 10459

4th Floor, Suite 402

718-328-4188

General: Mon-Thurs, 10am-6pm; Fri, 9am-5pm. (Office open Tues, Wed, Thurs until 8pm for support groups)

<http://www.hafnyc.org/content/about-haf>

- Non-profit organization providing individuals living with HIV/AIDS, particularly those in the Hispanic community, with rapid testing and treatment, housing assistance, mental health services, support groups, case management, and an LGBT youth group for ages 14-22.
- Walk-ins are accepted for rapid testing. For any other services, please call to schedule an appointment.
- Offers FREE services
- English, Spanish

**Hospital for Special Surgery - LANtern® (Lupus Asian Network)**

535 East 70th Street

New York, NY 10021

212-774-2508

866-505-2253

Program Coordinator's office hours: Mon, Wed, & Fri, 9:30am-5pm (EST)

If no one is available, please leave a message with the Program Coordinator.

[www.hss.edu/LANtern](http://www.hss.edu/LANtern)

- Non-profit program offering Asian-Americans with Lupus and their families with free educational materials and a national support helpline, as well as presentations about Lupus.
- Callers can be connected with a trained Peer Health Educator for on-going support over the telephone. Education and support is provided at times convenient to client. Please visit the website for more information and to download informational brochures.
- Offers FREE services
- Chinese, English, Tagalog, Mandarin, Cantonese, Shantung, Taiwanese, Malay, Cebuano

**Lupus Cooperative of New York - Bronx Division**

1070 Southern Blvd., 1st Floor

Bronx, NY 10459

718-620-2555

Mon-Fri, 8am-4pm

Day Support Group will meet once a month the first Wednesday of every month from 11am-1pm. Evening Support Group will meet once a month the third Wednesday of every month from 6pm-8pm.

[www.lupusny.org/cooperative.php](http://www.lupusny.org/cooperative.php)

- Non-profit organization offering inner-city women with lupus and their families' education and information, bilingual (English & Spanish) support groups, individual counseling, referrals, and social services.
- Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Offers FREE services
- English, Spanish

**The Care Helpline**

New York, NY 10001

800-220-7606

Hotline operates 24/7

- State-funded hotline for CAPC (Community Action For Prenatal Care) providing pregnant women living in the Bronx, Brooklyn, Manhattan, and Buffalo with referrals for prenatal care, housing services, and crisis intervention.
- The CAPC program is open to undocumented immigrants.
- Offers FREE services
- English, Interpreter services available, Spanish

**Health Care & Medicine, Mental Health & Substance Abuse, Social Services, Transportation, Wellness & Prevention**

**Casa Promesa Residential Health Care Facility - Acacia Network, Inc.**

308 East 175th Street

Bronx, NY 10457

718-960-7600

718-960-7599

Office Hours: Mon-Fri: 9am-5pm

[http://acacianetwork.org/behavioral\\_health](http://acacianetwork.org/behavioral_health)

- Non-profit 108-bed nursing home offering adults (18+) who are living with HIV/AIDS long-term skilled nursing and rehabilitation; hospice/pain management care; mental health care; substance abuse treatment; methadone maintenance; and alternative medical treatments.

- Please call to set up an intake appointment. Applicants must be over 18 years of age and must qualify for long-term chronic care as specified by the DOH and the AIDS Institute's guidelines (please call for more information).
- Accepts Medicaid, Accepts Medicare
- Provides assistance with SSI & Medicaid entitlements application.
- English, Interpreter services available, Spanish

**FEGS - Article 16 Clinic-Bronx Comprehensive Care Center**

2432 Grand Concourse

Bronx, NY 10467

718-741-7387

Mon-Fri, 8:30am-4:30pm

<http://www.fegs.org/Directory/DirectoryResults.aspx?service=Work+Services&program=Comprehensive+Care+Center+%E2%80%A2+Article+16+%E2%80%A2+Bronx>

- Non-profit clinic offering individuals over the age of 19 with MRDD (Mental Retardation/Developmental Disability) diagnosis counseling, psychological and psychosocial care, rehabilitation, occupational therapy, speech therapy and nutritional services.
- Before admission, individuals must bring the following for intake interview:
  - Up-to-date psychological and medical evaluation/exam
  - Proof of insurance and/or income
  - Social security card
- If you do not have a psychological or medical evaluation/exam, then an Individualized Education Plan (IEP) or a letter from a doctor is acceptable for those under the age of 22.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Accepts most private insurance Please bring proof of income to determine sliding fee
- English, Spanish

**FEGS - Home Care Services, Inc.**

424 E. 147th St.

New York, NY 10035

212-491-6000

<http://www.fegs.org/Directory/DirectoryResults.aspx?service=Subsidiary+%26+Affiliate+Corporations&program=FEGS+Home+Care+Services%2c+Inc>.

- Non-profit organization offering mentally and physically disabled residents of Manhattan, Bronx, and Queens home attendant/home care services.
- The client MUST be Medicaid-eligible.
- Clients must obtain a doctor's referral, go through the HRA Human Resources Administration ([http://www.nyc.gov/html/hra/html/directory/home\\_care.shtml](http://www.nyc.gov/html/hra/html/directory/home_care.shtml)), and apply for the services through CASA Five Home Care Services. Please call 877-472-8411 to receive an application and for further intake information.
- Accepts Medicaid
- Chinese, English, Russian, Spanish

**HELP/PSI - Residential Health Care Facility**

1401 University Avenue

Bronx, NY 10452

718-681-8700

Office hours: Mon-Fri, 8:30am-5pm

[http://www.projectsamaritan.org/programs/helppsi\\_residential\\_healthcare\\_facility.html](http://www.projectsamaritan.org/programs/helppsi_residential_healthcare_facility.html)

- Non-profit 66-bed residential health care facility offering AIDS infected chemically-addicted individuals over the age of 18 medical care, drug treatment counseling, recreational programs, nutritional counseling, and psychological services.
- Intake requirements:
  - Must be diagnosed with AIDS
  - Must have history of substance abuse.
- The facility accepts individuals who are on methadone maintenance.
- May call or walk in to set up an interview and begin intake procedures. Please bring all medical documentation, including documents showing medical diagnosis, psych evaluation if patient is taking psychotropic medication, chest x-ray, and PRI.
- Accepts Medicaid
- Offers assistance in determining eligibility and applying for Medicaid for those who are uninsured.
- English, Spanish

**Highbridge Woodycrest Center**

936 Woodycrest Avenue

Bronx, NY 10452

718-579-8871

Office/Admissions: Mon-Fri, 8am-5pm

[http://nursinghomes.nyhealth.gov/nursing\\_homes/overview/575](http://nursinghomes.nyhealth.gov/nursing_homes/overview/575)

- Non-profit 90-bed residential care facility offering adults (ages 18+) and adolescents living with HIV/AIDS primary health care, including holistic therapies; substance abuse treatment; rehabilitation; nutrition services; social services; and transport to off-site specialty medical care.
- To be eligible for any services a person must have a documented AIDS diagnosis or symptomatic HIV illness. Please call for more details on admissions requirements and intake.
- Accepts Medicaid, Accepts Medicare
- Self-payments accepted. Please call for more information.
- English, French, Spanish

**James J. Peters VA Medical Center - Outpatient Services**

130 West Kingsbridge Road

Bronx, NY 10468

718-584-9000

800-877-6976

<http://www.bronx.va.gov/services/index.asp>

- Federal hospital providing veterans with outpatient and inpatient medical care, physical therapy, mental health treatment, substance abuse treatment, outreach, crisis intervention, homeless services, as well as a nursing home.
- Services are generally available only to veterans who have been honorably discharged. Eligibility for services is directed by federal law and subject to change on an annual basis. Veterans should register with the VA first.
- When registering, please bring the following information:
  - WDAG or DD214
  - Name and contact information for next of kin (must be a blood relative)
  - If married, the name and social security number for spouse and dependents
  - Income for the previous year
  - Health insurance information, if any
- Services are charged as “co-payments” on a sliding fee scale, according to income, eligibility, and other factors established by act of Congress. In most cases, if an eligible veteran has no income, services are at no cost. Likewise, if services are provided for a “service-connected” condition, services are generally at no cost to the veteran.
- Chinese, English, Interpreter services available, Spanish, Tagalog, Indian dialects

**Montefiore Medical Center - Narcolepsy Institute**

111 East 120th Street

New York, NY 10467

718-920-6799

Mon-Thurs, 9am-5pm

[http://www.narcolepsyinstitute.org/about\\_us.html](http://www.narcolepsyinstitute.org/about_us.html)

- Non-profit program offering individuals affected by narcolepsy and their families with screenings, information, referrals, counseling, case management, crisis intervention, support groups and advocacy.
- For a list of the monthly support group dates and locations, visit  
<http://www.narcolepsyinstitute.org/info/GROUP%20Schedule.2011-2012.pdf>
- Offers FREE services
- English

## **Health Care & Medicine, Mental Health & Substance Abuse, Social Services, Wellness & Prevention**

### **Visiting Nurse Regional Health Care System (VNRHCS)**

15 Metrotech Center, 10th Floor

Brooklyn, NY 11201

718-923-7110

Facility open 24 hours, 7 days a week.

Voiceicemail available during evening hours

Office Hours: M-F, 9-5

[www.vnrhcs.org/](http://www.vnrhcs.org/)

- Non-profit organization for two home health care providers for the sick or elderly, the Visiting Nurse Association of Brooklyn and Empire State Home Care Services, providing independent living assistance, care for chronic conditions, short-term outpatient help, HIV/AIDS care, maternal/child health care, physical/occupational/speech therapy, and long-term personal care workers (PCPs).
- Services provided throughout the 5 boroughs, and Westchester.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Please call for self-pay rates, which may be based on a sliding scale. If patient does not have insurance, VNRHCS will help with Medicaid, Medicare eligibility.
- Chinese, Creole, English, French, Interpreter services available, Italian, Korean, Russian, Spanish, Tagalog

### **Health Care & Medicine, Mental Health & Substance Abuse, Wellness & Prevention**

#### **Cerebral Palsy Associations of NYS - Jerome Belson Health Care Center**

979 Cross Bronx Expressway

Service Road North

Bronx, NY 10460

718-665-7565

Mon, Tues, Fri 8am-4:30pm Wed, Thurs: 8am-8pm

<http://www.cpofnys.org/Metro/OurServices/HealthCareCenters.aspx>

- Non-profit health care clinic offering individuals of all ages primary and specialty medical care, mental health, and rehabilitative services, with a focus on treating those with developmental disabilities; also providing developmentally disabled adults ages 21+ with a day program.
- Must fill out an intake package and be reviewed before making an appointment. Please call for more information on the clinic or day program application process.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Russian, Spanish, Tagalog

**CitiWide Harm Reduction**

226 East 144th Street

Bronx, NY 10451

718-292-7718

Mon-Fri 9am-7:30pm Saturdays & Sundays 10am-6pm

<http://www.citiwidehr.org/>

- Non-profit harm reduction organization offering HIV+, active drug users, and/or homeless individuals ages 18+ case management; drop-in counseling and meals; permanent housing placement and SRO outreach; syringe exchange; support groups, including special groups for women and the LGBT community; peer counseling and education; and medical referrals.
- Walk-ins and appointments both welcome.
- Offers FREE services
- English, Spanish

**Mobile Counseling and Testing (MCAT) Program - FROST'D**

BRONX, BROOKLYN, & MANHATTAN

290 Lenox Avenue

New York, NY 10027

212-924-3733

Fixed site hours: Mon-Fri, 9am-5pm

Mobile Schedule:

Mondays: Brooklyn (Coney Island) – West 22nd & Surf Ave 10:30am – 3:00pm; Bronx – Mt. Hope & Jerome Ave, 10:00am – 4:00pm

Tuesdays: East Harlem – 123rd & Park Ave, 10:00am – 4:00pm; Brooklyn (Bedstuy) –Classon & Fulton, 10:00am – 3:30pm

Thursdays: Brooklyn (Coney Island) – West 22nd & Surf Ave, 10:30am – 3:00pm; Brooklyn (Bedstuy / Williamsburg) – Classon & Fulton, 10:00am – 12:00pm / South 5th & Marcy, 1:00-3:30pm

Fridays: Bronx – East Tremont (between 3rd Ave & Cross Bronx Expressway), 9:30-11:30am / 167th St. & Bryant, 12:30-3:30pm; Bronx – 164th St. & Prospect Ave, 10:00am – 4:00pm

Saturdays: Brooklyn (Williamsburg) – South 5th & Marcy, 12:00-4:30pm

[www.frostd.org/](http://www.frostd.org/)

- Non-profit mobile outreach program providing substance users and others at high risk of HIV infection with HIV counseling, testing, referral, and partner notification services; syphilis, hepatitis B, and hepatitis C screening and testing; and assistance in accessing primary medical care.
- Offers FREE services
- English, Spanish

**VIP Community Services**

1910 Arthur Avenue, 4th Floor

Bronx, NY 10457

718-583-5150

800-850-9900

Mon-Fri, 8am-4pm

Intake Hours: Mon-Thurs, 8am-5pm; Fri, 8am-5pm

[www.vipservices.org](http://www.vipservices.org)

- Non-profit chemical dependency treatment organization offering behavioral health services; opioid/methadone/buprenorphine treatment; ambulatory rehabilitation; men and women's residential program; transitional housing for women; physical health services, including an HIV/AIDS Primary Care Clinic offering preventive care, testing, education and counseling; a prevention unit, offering HIV community outreach, counseling, testing, and prevention education; day treatment; and case management.
- VIP Community Services offers services at several sites in the Bronx. Please call intake to learn more about specific program of interest.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- English, Spanish
- Other languages available depending on staff at time; call for more information.

**Health Care & Medicine, School, Youth & Family Services, Social Services****BronxCare - Adult Medical Clinic at 1650**

1650 Grand Concourse, 2nd Floor

Bronx, NY 10457

718-518-5090

Mon-Fri, 8:30am-4:30pm

Sat (Rheumatology only), 8:30am-2:30pm

- Non-profit health center providing adults (18+) with primary and specialty medical care.
- Established patients may walk in; new patients should call for an appointment. Mental health treatment is only available to patients receiving primary care.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

## **Health Care & Medicine, School, Youth & Family Services, Social Services, Wellness & Prevention**

### **ACS - Family Home Care**

150 William Street, 6th Floor

New York, NY 10038

212-676-6800

Mon-Fri: 9am-5pm

[www.nyc.gov/html/acs/html/support\\_families/family\\_home\\_care.shtml](http://www.nyc.gov/html/acs/html/support_families/family_home_care.shtml)

- Public crisis intervention program providing parents in need with homemaking services, including child care and household management training and support to families; and home attendant services, including grooming, dressing, or other necessary daily activities.
- Serves parents who require assistance caring for their households' basic needs due to an illness in the family.
- Your physician must sign a Medical Request for Home Care Services (M11Q form), verifying that you or your child are medically eligible for these services. The doctor then forwards the application to the ACS Family Home Care Intake Division. Once they receive the application, Family Home Care will forward the request to your local field office, who will contact you about visiting your home to determine your needs.
- If client or client's child has AIDS or is HIV+, the request for Home Care should be forwarded directly to the HASA. For more information, please call DAS at (212-) 971-0626.
- Accepts Medicaid
- Individuals must have or be eligible for Medicaid to receive services.
- English, Interpreter services available

### **All About Kids - Bronx Office**

3140 East Tremont, Suite B

Bronx, NY 10461

718-239-4147

Office: Mon-Fri, 8:30am-5pm

<http://www.allaboutkidsny.com/services.html>

- For-profit agency providing children (ages birth to 21) with Monolingual and Bilingual Group and Individual Early Intervention, Preschool, and School-Age Evaluations and Therapy Services in the home/community/school based setting, and/or on-site, which includes a Motor/Sensory Gym. Services include: occupational, physical, and speech/language (including feeding & swallowing) evaluations and therapy services; special education services; Applied Behavior Analysis (ABA); psychological, audiology, and social work evaluations and therapy services; parent training and counseling; and service coordination.
- Serves Bronx residents.
- Parents with children suspected of having developmental delays may call the above-listed telephone number or contact the child's school to schedule an evaluation. Early Intervention is a state-sponsored program provided to eligible families at no cost

- To read about the program on the New York State Department of Health Web site, or call the Growing Up Healthy hotline at 800-522-5006. Evaluations and therapy services are authorized and funded for eligible clients by New York State and/or local municipalities at “no cost” to parents. Private pay evaluations and therapy are also available.
- English, Spanish

**Birch Family Services**

104 West 29th Street

New York, NY 10001

212-616-1800

Office: Mon-Fri, 9am-5pm

<http://www.birchfamilyservices.org/index.html>

- Non-profit organization offering individuals of all ages with disabilities and their families with service coordination, counseling, Special Education, rehabilitation, and other support services in at-home, residential, and day program settings.
- Operates programs and residences throughout New York City (with the exception of Staten Island), as well as in-home care/therapy/training for children and adults.
- Some services must be covered by Medicaid, while other services are free of cost and funded by state agencies. Each program has a different payment policy; please call for more information. Staff members are available to assist clients in obtaining Medicaid coverage.
- English, Spanish
- Spanish-speaking staff members are available at the main office, reachable at the above-listed number.
- Bilingual staff member availability depends on the specific site. Please call for more information.

**St. Mary's Healthcare System for Children - Home Care Services**

5 Dakota Drive

New Hyde Park, NY 11042

718-28-18600

Intake hours: Mon-Fri, 7am-4pm Emergency 24-hour services are available for patients.

<http://stmaryskids.org/patients-and-families/services/home-care/>

- Not-for-profit, hospital-based program providing children and youth who have special health care needs with home health care programs, including the Care at Home and Long-Term Home Health Care programs for children with physical disabilities or special health care needs; and a home care program for children affected by HIV/AIDS.
- Please have the following for intake:
  - Birth certificate
  - Social security card
  - Medicaid/ insurance card
  - Immunization record

- School information/IEP
- Service Areas: Depending on the program selected, services are available in the five boroughs of New York City, Long Island, and Westchester and Rockland counties. St. Mary's Community Care Professionals also serve Orange, Dutchess, Putnam, Sullivan, and Ulster counties.
- Services are covered by Medicaid. Family income may not be considered for coverage, depending on the program. Staff is also available to assist patients in enrolling for coverage. Please call for more information.
- English, French, Interpreter services available, Spanish

### **Health Care & Medicine, School Youth & Family Services**

#### **Bronx Health Center of the Community Health Care Network**

975 Westchester Ave.

Bronx, NY 10459

718-320-6739

- Medicaid Services for Pregnant Women, including:
  - First prenatal visit and evaluation
  - Follow-up prenatal visits, including midwife care
  - Health education
  - Asthma and diabetes self-care training
  - Mental health counseling (in some clinics)
  - Counseling on quitting smoking
  - Delivery/childbirth
  - Postpartum care – includes one postpartum visit up to two months after birth
  - Health care for the baby up to the age of one year
  - Family planning
  - Referrals to the Women, Infants & Children (WIC) program
  - Case management for first-time mothers and their babies up to two years old.
  - Languages: English, Spanish

#### **Citywide Immunization Registry**

347-369-2400

Mon.-Fri., 9 am – 5 pm

[www.nyc.gov/health/cir](http://www.nyc.gov/health/cir)

- Refers people to the nearest location to receive vaccinations and information on their immunization records. Vaccinations are free to children four years and older as well as all adults. Also gives information about vaccines, including which ones are required. Anyone is eligible regardless of immigration status.
- Translation available in 179 languages.

**Montefiore Comprehensive Family Care Center**  
1621 Eastchester Rd.,  
Bronx, NY 10461  
718- 405-8040

- Medicaid Services for Pregnant Women, including:
  - First prenatal visit and evaluation
  - Follow-up prenatal visits, including midwife care
  - Health education
  - Asthma and diabetes self-care training
  - Mental health counseling (in some clinics)
  - Counseling on quitting smoking
  - Delivery/childbirth
  - Postpartum care – includes one postpartum visit up to two months after birth
  - Health care for the baby up to the age of one year
  - Family planning
  - Referrals to the Women, Infants & Children (WIC) program
  - Case management for first-time mothers and their babies up to two years old.
  - Languages: English, Spanish

**Montefiore Family Health Center**  
360 E. 193rd St., Bronx 10458  
718-933-2400

- Medicaid Services for Pregnant Women, including:
  - First prenatal visit and evaluation
  - Follow-up prenatal visits, including midwife care
  - Health education
  - Asthma and diabetes self-care training
  - Mental health counseling (in some clinics)
  - Counseling on quitting smoking
  - Delivery/childbirth
  - Postpartum care – includes one postpartum visit up to two months after birth
  - Health care for the baby up to the age of one year
  - Family planning
  - Referrals to the Women, Infants & Children (WIC) program
  - Case management for first-time mothers and their babies up to two years old.
  - Languages: English, Spanish, Cambodian, Vietnamese

**Montefiore Medical Center – Wakefield Hospital**

600 E. 233rd St.

Bronx, NY 10466

718- 920-9000

And

**Montefiore Medical Center – Montefiore Hospital**

111 E. 210th St.

Bronx, NY 10467

718- 920-4321

- Medicaid Services for Pregnant Women, including:
  - First prenatal visit and evaluation
  - Follow-up prenatal visits, including midwife care
  - Health education
  - Asthma and diabetes self-care training
  - Mental health counseling (in some clinics)
  - Counseling on quitting smoking
  - Delivery/childbirth
  - Postpartum care – includes one postpartum visit up to two months after birth
  - Health care for the baby up to the age of one year
  - Family planning
  - Referrals to the Women, Infants & Children (WIC) program
  - Case management for first-time mothers and their babies up to two years old.
  - Languages: English, Spanish

**Morrisania Diagnostic and Treatment Center**

1225 Gerard Ave.

Bronx, NY 10452

718-960-2777

- Medicaid Services for Pregnant Women, including:
  - First prenatal visit and evaluation
  - Follow-up prenatal visits, including midwife care
  - Health education
  - Asthma and diabetes self-care training
  - Mental health counseling (in some clinics)
  - Counseling on quitting smoking
  - Delivery/childbirth
  - Postpartum care – includes one postpartum visit up to two months after birth
  - Health care for the baby up to the age of one year
  - Family planning
  - Referrals to the Women, Infants & Children (WIC) program
  - Case management for first-time mothers and their babies up to two years old.

- Languages: English, Spanish, Creole, Filipino, French

**CPCC at Bronx-Lebanon Hospital Center**

1650 Selwyn Ave., Suite 5C,  
Bronx, NY 10457  
(718) 960-4515  
Mon.-Fri., 9 am – 5 pm

- Prenatal care
- Medical insurance
- Domestic violence support
- Detox, rehabilitation, and harm reduction and other services.
- Languages: English, Spanish, and several African languages

**Healthcare & Medicine, School, Youth & Family Services, Wellness & Prevention**

**American College of Nurse-Midwives**

[ourmomentoftruth.midwife.org](http://ourmomentoftruth.midwife.org)

- Offers detailed information about the services provided by midwives and doulas. Information about topics such as labor pain relief is also available. Provides listings of hospitals, clinics and individuals offering midwifery
- Language: English

**Bronx-Lebanon Hospital – Women's Health Center**

1650 Grand Concourse  
Bronx, NY 10457  
718-518-5085 or 718-518-5290

Mon., Fri., 9 am – 3:30 pm, Tues., Wed., Thurs., 8 am – 8 pm

- This hospital has one or more midwives on staff to care for pregnant women
- Languages: English, Spanish, French

**Midwives Alliance of North America**

[www.manan.org](http://www.manan.org)

- Women can request a list of up to four midwives in their area.
- Language: English

**St. Barnabas Hospital – OB-GYN**

4451 Third Ave.

Bronx, NY 10457

Information: 718- 960-9415

Appointments: 718- 960-6430

Mon.-Fri., 9 am – 5 pm

- This hospital has one or more midwives on staff to care for pregnant women
- Languages: English, Spanish, French

**NYC Dept. of Health/Visiting Nurse Service of NY - Nurse-Family Partnership - Bronx**

1200 Waters Place

Bronx, NY 10461

718-536-3789

Mon-Fri, 8:30am-5pm

[www.nyc.gov/html/doh/html/ms/ms-nfp.shtml](http://www.nyc.gov/html/doh/html/ms/ms-nfp.shtml)

- Public program providing low-income first-time mothers with regular home visits and case management prior to birth and until the child is 2 years old.
- Serves low-income, first-time mothers living in specific zip codes within the South Bronx area. Please call to determine eligibility.
- Participation in the program begins when the mother is up to 28 weeks pregnant and continues until the child is 2 years old.
- Nurse-Family Partnership is a nationwide program with sites throughout the US. For more information, please visit [www.nursefamilypartnership.org/index.cfm?fuseaction=home](http://www.nursefamilypartnership.org/index.cfm?fuseaction=home) . This site is also part of the Department of Health and Mental Hygiene's Bureau of Maternal, Infant, and Reproductive Health.
- The administrative office is located at 2 Lafayette Street, 18th Floor, New York, NY 10007, and can be reached at (212-) 442-1740. For more information on BMIRH, please visit [www.nyc.gov/html/doh/html/ms/ms.shtml](http://www.nyc.gov/html/doh/html/ms/ms.shtml) .
- Offers FREE services
- English, French, Interpreter services available, Spanish

**Health Care & Medicine, Social Services**

**Bronx-Lebanon Hospital - Autism Treatment and Advocacy Center**

2432 Grand Concourse

Bronx, NY 10468

718-579-7337

Mon-Fri, 9am-5pm

<http://blhcpediatrics.org/node/27>

- Hospital-based center providing autistic children (up to age 21) with general and specialized medical care, case management, legal advocacy, family support and referrals.

- Depending on insurance, patient may require a referral.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Please call for information on accepted managed care plans.
- English, Interpreter services available, Spanish

**Gay Men's Health Crisis (GMHC)**

446 West 33<sup>rd</sup> St.

New York, NY 10001

Hotline: 212- 807-6655

Mon. & Fri., 2 pm – 6 pm; Wed., 10 am – 2 pm

Client intake (walk-in): 212-367-1500

Mon., 11 am - 3:30 pm; Tues, 10 am – 1 pm; Wed., 4 pm - 5:30 pm; Thurs., 10 am - 12pm

[www.gmhc.org](http://www.gmhc.org)

- Legal counseling, case management, healthcare, housing, financial advocacy, mental health and substance abuse services, support groups, nutrition services, vocational counseling, job training, and complementary therapies.
- Languages: English, Spanish, French

**HIV Law Project**

15 Maiden Lane, 18th floor, Manhattan 10038

(212) 577-3001

Mon.-Fri., 9:30 am – 5:30 pm

[www.hivlawproject.org](http://www.hivlawproject.org)

- Provides free legal services to people with HIV and AIDS in areas of immigration, housing, benefits, family and credit law
- Languages: English, Spanish, French

**Iris House**

2348 Adam C. Powell Jr. Blvd., Harlem 10030

(646) 548-0100

Mon.-Fri., 9 am – 5 pm

[www.irishouse.org](http://www.irishouse.org)

- Provides services for women, men and their families who are infected and affected by HIV or AIDS.
- Offers free, rapid HIV/AIDS testing, housing, case management, harm reduction, exercise programs, support groups, referrals, and other services.
- Languages: English, Spanish, Creole, French.

**Latino Commission on AIDS**

24 W. 25th St., 9th floor, Manhattan 10010

(212) 675-3288

Mon.-Fri., 9 am – 6 pm

[www.latinoaids.org](http://www.latinoaids.org)

- Offers HIV testing and counseling, training on HIV/AIDS treatments, and information on getting medical services and treatments.
- Languages: English, Spanish

**New York State AIDS Hotline**

English: (800) 541-2437

Mon. – Fri., 8 am – 8 pm

[www.nyaidsline.org](http://www.nyaidsline.org)

- Gives referrals for HIV testing and other HIV/AIDS services. Recorded messages available 24 hours per day on HIV prevention, diagnosis, treatment of HIV/AIDS and general information on STDs.
- Language: English.

**New York State HIV Counseling Hotline**

English: 800-872-2777

Spanish: 800-233-7432

Mon.-Fri., 2 pm – 8 pm; Sat.-Sun., 10 am – 6 pm

- Counselors can answer questions about HIV/AIDS/STDs and provide referrals to services.

**Health Care & Medicine, Social Services, Transportation****AHRC Home Care Services**

83 Maiden Lane

New York, NY 10003

212-780-2520

24 hours a day

<http://www.homehealthcareagencies.com/directory/ny/new-york/ahrc-home-care-services-53851/>

- Non-profit home health care agency providing home health services to individuals in need, particularly those with severe developmental disabilities.
- Eligibility: Any individual residing at home (i.e., not in a community/special residence) that has a medical, personal care, or support need.
- Home health care services are available in all 5 boroughs.
- Accepts Medicaid, Accepts Medicare

- Medicaid enrollment assistance or Medicaid waiver options may be available. Please call AHRC Central Intake Unit for more information: 212-780-4491 / 4493.
- Creole, English, French, Hindi, Russian, Spanish
- Other languages may be available upon request.

### **Alternatives in Motion**

201 Matilda NE  
 Grand Rapids, MI 49503  
 616-493-2620  
 877-468-9335  
 Mon-Fri, 9am-5pm

<http://www.alternativesinmotion.org/about>

- Non-profit organization providing those in need with donated manual wheelchairs, power wheelchairs, and power scooters.
  - Eligibility requirements to participate in the program:
  - A completed application for service:  
[http://www.alternativesinmotion.org/pdf/Application04\\_2007.pdf](http://www.alternativesinmotion.org/pdf/Application04_2007.pdf)
  - Proof of medical need
  - Proof of financial need
  - Denial letter from insurance (if applicable)
  - Seating evaluation (if applicable)
- Please note that due to funding cutbacks, wheelchair donations outside of Michigan may be limited. Donates are approved on a case-by-case basis and it is advised that you call the organization for more information.
- Offers FREE services
- Donations from recipients and/or their friends and family welcomed.
- English

### **Ask Medicare Caregiver Information**

[www.medicare.gov/caregivers/index.asp](http://www.medicare.gov/caregivers/index.asp)

- Public Web site sponsored by the US Department of Health and Human Services providing caregivers with information, support, and help with Medicare questions and concerns.
- Offers FREE services
- English

**Bestcare, Inc - Bronx**

4119 White Plains Road

Bronx, NY 10466

718-324-1400

718-324-1584

Office: Mon-Fri, 8am-6pm Sat & Sun, 8:30am-4:30pm After-hours available via answering service.

[www.bestcare.com/services.html](http://www.bestcare.com/services.html)

- For-profit home health agency providing homebound individuals of all ages with home health, personal care, and housekeeping services; also provides a free 3-week training and placement program for home health aides.
- Serves individuals residing in the Bronx. Admittance to the home health aide program requires an entrance exam, application, and full-time training sessions. Home health aides receive job placement after completion of training and meeting hiring standards. For more information, please call the above-listed number.
- Offers FREE services, Sliding fee scale/assistance based on need
- Home health aide: private pay rate starts at \$7.25/hour Minimum of 4 hours per day/12 hours per week. The home health aide training program is free.
- English, Spanish

**Bronxwood Home for the Aged**

799 East Gun Hill Road

Bronx, NY 10467

718-881-9100

Office hours: Mon-Fri 9am-5pm

Facility is open 24 hours

<http://bronxwood.com/>

- Not-for-profit 320-bed nursing home and assisted living facility.
- If interested, please fax your information or call to receive a tour and interview.
- Sliding fee scale/assistance based on need
- Sliding fee/scale is available for private rooms only. Individuals with an income under approximately \$1500/month are eligible for sliding fee scale.
- If the individual is recipient of SSI (Supplemental Security Income) or cannot afford the full amount, s/he may be eligible for governmental financial assistance. Call facility for more details. Please call for more information on fees.
- English, Hebrew, Russian, Spanish, Yiddish

**Child Advocacy Center - Montefiore Medical Center**

3314 Steuben Avenue

Bronx, NY 10467

718-920-5833

Mon-Fri: 8:30am-5pm

<http://www.montekids.org/programs/butler/>

- Non-profit child advocacy center providing sexually or physically assaulted youth (infants-age 18) with free evaluations, medical exams, forensic interviews, and follow-up counseling.
- Please call and ask for the intake coordinator to begin admissions procedures and to set up an appointment. No walk-ins accepted. Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Accepts Child Health Plus, Accepts Medicaid, Offers FREE services, Sliding fee scale/assistance based on need.
- No one is turned away due to inability to pay.
- English, Interpreter services available, Spanish

**ElderServe Medical Adult Services - The Hebrew Home for the Aged at Riverdale**

5901 Palisade Avenue

Riverdale, NY 10471

718-581-1613

Day program: 8am-3pm, 7 days a week

Night program: 7pm-7am, 7 days a week

<http://www.hebrewhome.org/day-night-programs.asp>

- Not-for-profit medical adult day and evening program serving older adults ages 65+ who are in need of medical monitoring and adults under the age of 65 with a geriatric diagnosis of Alzheimer's or related dementia. Services include nursing; physical, occupational, and speech therapy; recreational and educational activities; daily congregate meals; health monitoring and education; diabetes management; personal care assistance; and round-trip door-to-door transportation.
- Program participants must live in the Bronx, Manhattan, or lower Westchester County. Most clients are ages 65+, but older adults under 65 will be considered if they have been diagnosed with Alzheimer's or a related dementia.
- The overnight program is entitled ElderServe at Night. Individuals living in Brooklyn and Queens within a reasonable distance from center may also be eligible for this program. For more information, please visit: <http://elderserve.org/details.asp?ID=5> .
- Accepts Medicaid
- Accepts Managed Medicaid
- Private pay is also accepted.
- English, Russian, Spanish

**Fedcap Home Care**

211 West 14th Street

New York, NY 10011

212-727-4300

Office: Mon-Fri, 8:30am-6pm

Home health aide training: Mon-Fri, 9am-5pm (ongoing, three weeks at a time)

Individual home visits vary, and someone is always on-call to answer questions outside of office hours.

<http://www.fedcap.org/fedcap-home-care/fedcap-home-care>

- Non-profit home care agency offering New York residents in-home personal care, home health services, and a job training and placement program for home health aides.
- Patients must call to schedule an appointment. They service homebound adults living in the Bronx, Brooklyn, Manhattan, or Queens. They do not provide nursing or therapy services, but can refer to other agencies for such services. Aides are offered positions with the agency after completing the program.
- Accepts Medicare and Medicaid in partnership with other home health agencies.
- Accepts private insurance plans for personal care and other services. Clients can also choose to pay out of pocket.
- The home health aide training program is free with the exception of training manual, which costs \$40. Please call for more detailed fee information.
- Creole, English, French, Russian, Spanish

**First Care of New York**

2488 Grand Concourse, Suite 332

Bronx, NY 10458

718-364-7251

Office Hours: Mon-Fri, 9am-5pm

<http://www.1st-care.org>

- For-profit home health care agency providing patients ages 18+ with nursing care, personal care aides, home health aides, homemakers, and live-in care; also offers a free training and placement program for home health aides and personal care aides.
- Serves residents of Manhattan, Brooklyn, Queens, and the Bronx. May serve residents of Westchester County on a case-by-case basis. Those interested in free home health aide and personal care aide training may walk in to the office to register for the next training (first-come, first-served). Applicants should provide an ID, social security card, resume, professional reference, and proof of physical. Training may last one to two weeks. Trainees may be placed to work with First Care clients, depending on availability of openings.
- Accepts Medicaid
- Accepts long-term care insurance
- Self-pay rates: For 8 hours/week: \$20.50/hour (minimum service) Above 8 hours/week: \$18.50/hour 24-hour live-in care: \$220/day Staff members provide health insurance

enrollment assistance. Please call for more information on options for uninsured individuals.

- English, Spanish
- Please call for availability of staff members who speak additional languages.

#### **HELP/PSI - Bronx Adult Day Health Care Program**

1545 Inwood Avenue

Bronx, NY 10452

718-681-8700

Mon-Thurs, 7:30am-4pm Sat and Sun, 8am-1pm

[http://www.projectsamaritan.org/programs/helpsi\\_adult\\_day\\_health\\_care.html](http://www.projectsamaritan.org/programs/helpsi_adult_day_health_care.html)

- Non-profit adult day health care program providing HIV/AIDS+ individuals (ages 18+) with medication monitoring, substance abuse counseling, case management, harm reduction, psycho-social assessment and counseling, nutrition services and two daily meals, a tutoring program, a full-scale gymnasium, holistic therapies, and socialization activities.
- Eligibility requirements: -Proof of positive HIV/AIDS diagnosis -Medicaid eligibility or access to private funds -Recent TB test -Age 18+
- Accepts Medicaid
- English, Spanish

#### **HRA Personal Care Services - Community Alternative Systems Agency (CASA)**

109 East 16th Street, 5th Floor

Main Administrative Office

New York, NY 10003

212-896-5675

Mon-Fri, 9am-5pm

[http://www.nyc.gov/html/hra/html/directory/personal\\_care.shtml](http://www.nyc.gov/html/hra/html/directory/personal_care.shtml)

- Public program providing Medicaid-eligible aged, disabled, or infirm individuals with housekeeping and home attendant services, including bathing, dressing, toileting, cleaning, shopping, laundry, meal preparation, and other light housework.
- CASA services are provided throughout the five boroughs. To reach to your closest office, please call the main number above, or see individual office information here: [http://www.nyc.gov/html/hra/downloads/pdf/list\\_casa.pdf](http://www.nyc.gov/html/hra/downloads/pdf/list_casa.pdf) .
- The patient's doctor must fill out and sign a Medical Request for Home Care Services Form (M-11q), which will be reviewed by CASA staff to determine eligibility. For detailed application instructions and eligibility information, please visit the above-listed Web link.
- Must be eligible for Medicaid to receive services. If needed, CASA staff will assist with enrollment.
- English, Interpreter services available
- Please call for language information specific to each borough office.

**Independence Care System (ICS)**

257 Park Avenue South, 2nd Floor  
New York, NY 10010  
877-427-2525

<http://www.icsny.org/>

- Non-profit agency offering seniors and adults with disabilities and chronic conditions with Medicaid long-term care, including home care, personal care, and social supports.
- Those eligible for Medicaid managed long-term care are eligible for services.
- English

**Jewish Home Lifecare - Bronx Division**

100 West Kingsbridge Road  
Harry and Jeanette Weinberg Campus  
Bronx, NY 10468  
718-410-1330  
718-410-1366  
Mon.-Fri, 8am-6pm

<http://www.jewishhome.org/our-services/our-campuses/bronx>

- Non-profit organization serving adults ages 18+ with an 816-bed nursing home; sub-acute rehabilitation; an adult day social program; adult day health care for patients with visual impairments or Alzheimer's/Dementia; long-term home health care; Lifecare Plus Coordinated Care Program; transportation; education and recreation programs; and senior housing.
- Please call to schedule an appointment.
- Transportation services available for clients and visitors.
- Accepts Family HealthPlus, Accepts Medicaid, Accepts Medicare
- Please call regarding payment policies for each program.
- English, Interpreter services available, Russian, Spanish
- Speak to administration about language bank.

**LifeNets - The Wheelchair Project**

3707 Turfway Court  
Indianapolis, IN 46228  
Mon-Fri, 9am-5pm  
<http://www.lifenets.org/wheelchair/>

- Non-profit organization providing donated wheelchairs to individuals in need throughout the United States.
- To request a wheelchair, please visit  
<http://www.lifenetswheelchairproject.org/pls/htmldb/f?p=224:22:3474530735483784::NO>
- Please note that wheelchairs are provided on a first-come, first-served basis. E-mail: info@lifenets.org

- Offers FREE services
- English

### **Medline Plus**

[www.medlineplus.gov/](http://www.medlineplus.gov/)

- Public Web site providing information on diseases and medical conditions, prescription and over-the-counter drugs, links to clinical trials, and a medical encyclopedia and dictionary.
- A service of the National Library of Medicine and the National Institutes of Health. For Medline's directory of health professionals, services and facilities, please visit <http://www.nlm.nih.gov/medlineplus/directories.html>
- Offers FREE services
- English, Spanish
- For Medline Plus in Spanish, please visit [medlineplus.gov/Spanish](http://www.medlineplus.gov/Spanish)

### **Morris Heights Health Center - Health Connections**

2042 Grand Avenue

Bronx, NY 10453

718-483-1259

Mon-Fri, 8:30am-5pm

<http://www.mhhc.org/locations/health-connections>

- Non-profit community-based services department providing individuals in need with health insurance enrollment, home visiting services for expectant and new parents, and a mobile medical unit.
- Walk-ins accepted. Please call for more information on documentation needed to apply for public health insurance. Referrals for medical and mental health care can be made to other Morris Heights Health Center locations/providers.
- Offers FREE services
- English, Spanish

### **Partnership for Prescription Assistance**

New York, NY 10001

888-477-2669

Web site: available 24/7

Hotline: Mon-Fri, 9am-5pm

<http://www.pparx.org/>

- Web site and hotline providing consumers with information on public and private programs for free and low-cost prescription drugs.
- The Partnership for Prescription Assistance is a national coalition of pharmaceutical companies, health care providers, pharmacists, patient advocates, and community groups.
- Offers FREE services
- Web site is free, but discounted fees may apply to obtain prescription medication.

- English, Interpreter services available, Spanish
- Also offers Web site in Spanish: <http://www.pparx.org/es> . The hotline offers assistance in over 100 languages.

### **Providence Rest Adult Day Health Care**

3304 Waterbury Avenue

Bronx, NY 10465

718-931-3000

Open 7 days a week, 8am-4pm

<https://www.providencerest.org/care-services/adult-day-health-care>

- Non-profit adult day care program providing elderly individuals who are physically disabled, chronically ill, frail, or in need of assistance with daily living activities with physical, occupational, and speech therapy; nursing services; recreational programs; and hot breakfast and lunch.
- Eligibility is determined on a case-by-case basis, based on medical assessment and need. One of several programs provided by Providence Rest, a non-profit facility offering long and short term care to the elderly. For more information on their services and programs, visit: [www.providencerest.org](http://www.providencerest.org)
- Accepts Medicaid, Accepts Medicare
- Self-pay flat rate of \$215 per day for patients without Medicaid.
- English, Italian, Spanish

### **PSCH - Developmental Disabilities Services**

142-02 20th Ave, 3rd floor

Flushing, NY 11351

347-834-1298

Program hours vary. Please call for specific hours.

[http://www.psch.org/programs\\_services/empowering\\_developmental](http://www.psch.org/programs_services/empowering_developmental)

- Non-profit organization providing individuals with developmental disabilities (all ages) with day treatment, day habilitation, and residential services at locations in New York City.
- Please note that to be admitted to any program, individuals must request an intake packet from the intake department at the number listed above. After intake packet is submitted, an intake coordinator will review the case and assign the appropriate program to each individual. For more information on day treatment, visit: [http://www.psch.org/programs\\_services/empowering\\_developmental/day\\_treatment](http://www.psch.org/programs_services/empowering_developmental/day_treatment)
- For more information on residential services, visit: [http://www.psch.org/programs\\_services/empowering\\_developmental/residential\\_programs](http://www.psch.org/programs_services/empowering_developmental/residential_programs)
- For more information on day habilitation services, visit: [http://www.psch.org/programs\\_services/empowering\\_developmental/day\\_habilitation](http://www.psch.org/programs_services/empowering_developmental/day_habilitation) E-mail: DDIntake@PSCH.org
- Accepts Medicaid

- English, Spanish
- Please inquire about languages during intake, as they may vary according to location.

**SEBNC - Best of Me Day Habilitation Program**

751 East 161st Street

Bronx, NY 10456

718-589-5553

Program hours: Mon-Fri, 8:30am-2:30pm

Office Hours: 8:30 AM - 5 PM

<http://www.sebnc.org/program3.aspx>

- Not-for-profit day program offering developmentally disabled adults ages 18+ life skills training, case management, recreational activities, computer skills classes, community service, and outings.
- Please call to set up an intake appointment. All participants must have current psychological, psychosocial, and medical exam records available.
- Door-to-door transportation is available for participants to and from the center.
- Accepts Medicaid
- English, Spanish

**Selfhelp Bronx Holocaust Survivor Program**

990 Pelham Parkway South

Bronx, NY 10461

718-239-3177

Mon-Fri, 9am-5pm

<http://www.selfhelp.net/community-services>

- Non-profit program providing Holocaust survivors only with case management services in the community, referrals, help with entitlements and benefits, subsidized home care, housekeeping, financial management assistance, and social programming.
- Please call to begin intake process.
- Offers FREE services, Sliding fee scale/assistance based on need
- Offers a sliding scale for home health care services Social services are free Provides assistance with public insurance applications and Holocaust related reparations
- English, Hebrew

**Selfhelp Home Care Services - Manhattan Home Care Services Office**

520 Eighth Avenue  
New York, NY 10018  
212-971-5490  
Mon-Fri, 9am-5pm  
[www.selfhelp.net](http://www.selfhelp.net)

- Non-profit home health agency providing the frail elderly or chronically ill with certified home health care services and licensed home care services; also provides a training program for aspiring home health aides.
- This agency services Manhattan, Brooklyn, the Bronx and most of Queens. Accepts both hospital referrals and private intake.
- Accepts Medicaid, Accepts Medicare
- Only some managed care plans are accepted. Please call for more information. Certified home care accepts Medicaid, Medicare, and ADAP.
- Licensed home care services accept self-pay only. As of September 2010, private care flat rate is \$18/hour. All clients must receive a minimum of 12 hours of care per week.
- English, Spanish

**The Center for Family Support - Bronx Office**

981 Morris Park Avenue &  
2811 Zoulette Ave  
Bronx, NY 10461  
718-518-1500  
Office: Mon-Fri: 9am-5pm  
[www.cfsny.org](http://www.cfsny.org)

- Non-profit agency providing in-home, residential, and day habilitation services to individuals with developmental disabilities and traumatic brain injuries.
- Please call for intake information and procedures. Clients must be Medicaid eligible.
- Accepts Medicaid
- English, Spanish

**The Hebrew Home For the Aged at Riverdale - Main Campus**

5901 Palisade Avenue  
Riverdale, NY 10471  
800-567-3646  
24-hour geriatric care facility  
Office: Mon-Fri, 9am-7pm; Sat-Sun, 9am-5pm  
[www.hebrewhome.org/nursinghome.asp](http://www.hebrewhome.org/nursinghome.asp)

- Not-for-profit, non-sectarian nursing home providing older adults ages 65+ in need of medical monitoring with short-term rehabilitation, palliative care, Alzheimer's and

dementia care (55+), residential respite, managed long-term care, Weinberg Center for Elder Abuse, and long-term supportive apartments.

- Hebrew Home for the Aged at Riverdale (HHAR) is also known as the Palisade Nursing Home Company.
- Short-term rehabilitation: Medicare, HIP, Healthfirst, Oxfirst, Signa, Blue Cross/Blue Shield, Magnacare, or private pay Long-term care: Medicaid or private pay
- English, Interpreter services available

**United Cerebral Palsy of NYC - Overnight Respite Program**

1822 Stillwell Avenue

Bronx, NY 10469

877-827-2666

Office: Mon-Fri: 9am-5pm Year-round, 24-hour residential facility

<http://www.ucpny.org>

- Non-profit overnight respite program providing children and adults who are developmentally disabled with temporary overnight care.
- Any child or adult who is a New York City resident and is developmentally as well as physically disabled is eligible for respite care. Individuals with severe behavioral problems cannot be accommodated. Guests may stay at the residence for varying lengths of time for a maximum of 30 days per year. Three months' notice is typically required for reservations.
- Please call to request an application. Applications must be approved by the New York City borough office in which the applicant resides. For further details, please speak to the Program Director, who will guide clients through the intake procedures. Individuals are either waiver enrolled or waiver eligible.
- Services are provided at no cost to families and are funded by the New York State Office for People With Developmental Disabilities (OPWDD).Medicaid waiver
- English, Spanish

**VillageCare Home Care**

112 Charles Street

New York, NY 10014

887-976-8773

212-337-5681

7 days a week

<http://villagecare.org/homecare>

- This program provides a range of home care services for adults, including AIDS-specific certified home health care, licensed home care and Long-Term Home Health Care.
- To be eligible for services you must have a need for skilled nursing care authorized by a physician.
- Accepts Medicaid, Accepts Medicare
- Accepts ADAP
- Chinese, Creole, English, Spanish

## **Health Care & Medicine, Social Services, Wellness & Prevention**

### **Mid-Bronx Senior Citizens Council**

900 Grand Concourse (at 161st Street)  
Bronx, NY 10451  
718-588-8200  
Mon-Fri, 8am-6pm  
Transportation is available Mon-Sat  
<http://midbronx.org/>

- Non-profit community center providing seniors with home health care, home-delivered meals, and transportation; also offers a supportive housing program for individuals of all ages.
- Please call for more information on accessing services for the homebound elderly.
- Transportation program is available for community districts 1 through 6; to be eligible, individuals must be ages 60+ and have Medicare.
- Supportive housing program costs are based on income and family size. All other programs are free of charge.
- If eligible for the Meals on Wheels program, seniors are expected to make a small contribution for the service.
- English, Japanese, Korean, Spanish

## **Health Care & Medicine, Wellness & Prevention**

### **American-Italian Cancer Foundation - Mobile Mammography Program**

112 East 71st Street  
New York, NY 10021  
800-453-8378  
212-628-9090

- Non-profit program providing economically disadvantaged and medically underserved women in New York City (ages 40+) with no-cost breast cancer screening services.
- Please call for an appointment.
- A program of the American-Italian Cancer Foundation, a non-profit organization that funds cancer research. E-mail: [AICF@aicfonline.org](mailto:AICF@aicfonline.org)
- Offers FREE services
- Individuals with health insurance will be charged without co-pay. Individuals without health insurance receive services at no cost.
- English, Italian, Spanish

**Bronx AIDS Services - Prevention and Service Center**

953 Southern Boulevard

Bronx, NY 10459

718-295-5690

Mon-Fri: 9am-5pm. Rapid HIV testing hours: Mon-Fri: 9am-4pm.

[www.basnyc.org/counstest.htm](http://www.basnyc.org/counstest.htm)

- Non-profit HIV/AIDS center offering individuals of all ages prevention & COBRA case management; support groups, including YMSM (Young Men Sleeping with Men) and a Spanish-speaking group for healthy relationships; street outreach/mobile vans; prevention education courses; harm reduction; HIV testing and medical care.
- Please call to schedule an assessment interview. Walk-ins are accepted. Medical care is provided to HIV+ individuals enrolled in the program.
- Offers FREE services
- English, Interpreter services available, Spanish

**Calvary Hospital Hospice**

1740 Eastchester Road

Bronx, NY 10461

866-888-6680

718-518-2465

Intake: Mon-Fri, 8:30am-5:30pm

[www.calvaryhospital.org/site/pp.asp?c=dfIKITMGG&b=132568](http://www.calvaryhospital.org/site/pp.asp?c=dfIKITMGG&b=132568)

- Non-profit Medicare-certified hospice program providing patients in the last stages of illness with pain management, medication, and counseling, bereavement support for the families of patients.
- Individuals must have a prognosis of 6 months or less.
- Accepts Medicaid, Accepts Medicare
- Patients will not be turned away because of inability to pay. Calvary will provide patients with assistance in applying for insurance.
- English, Interpreter services available, Spanish

**Children's Hospital at Montefiore - Adolescent AIDS Program**

3514 Wayne Avenue

Bronx, NY 10467

718-882-0232

Office hours: Mon-Fri, 8:30am-5pm

Walk-in testing/counseling: Thurs, 1pm-5pm

24 hour on-call in case of emergencies

[www.adolescentaids.org](http://www.adolescentaids.org)

- Non-profit clinic providing youth ages 13-24 who may be at risk for, or are living with, HIV/AIDS with STD education, treatment, and testing; general medical care; case

management; support groups for positive patients; sexuality and risk reduction workshops; ongoing care for lesbian, gay, bisexual, transgender and questioning youth; and consultancy in psychiatry, gynecology, and bioethics.

- Please call for an appointment. Referrals for additional services may be provided, as needed. The maximum age for free STD testing is 21; for all other services, the maximum age is 24. The weekly walk-in clinic takes place at Montefiore Medical Center's main site, located at 3414 Bainbridge Avenue. Other services may be offered at the main site, depending on the patient's needs. Please call the above-listed number for more information.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Offers FREE services, Sliding fee scale/assistance based on need
- For uninsured patients, the first HIV/AIDS and STD testing and follow-up visit is free of charge; subsequent fees are determined on a case-by-case basis. Also accepts ADAP.
- English, Interpreter services available, Spanish

#### **Eldercare Locator**

800-677-1116

Phone line open Mon-Fri, 9am-8pm

[www.eldercare.gov](http://www.eldercare.gov)

- Public service website connecting individuals throughout the United States to senior services provided by state and local area agencies on aging and community-based organizations.
- Part of the Department of Health and Human Services
- Offers FREE services
- English, Spanish

#### **Gunhill Health Center - Jacobi Medical Center**

1012 East Gunhill Road

Bronx, NY 10469

718-918-8850

Mon-Fri, 8:30am-4:30pm

<http://www.nyc.gov/html/hhc/html/community/childhealth.shtml>

- Public health center offering individuals of all ages primary and preventive medical services.
- Walk-ins accepted.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available

**HIICAP (Health Insurance Information, Counseling & Assistance Program)**

2 Empire State Plaza

Albany, NY 12223

800-701-0501

212-341-3978

Local hotline hours vary by location.

<http://www.aging.ny.gov/ResourceGuide/HealthInsurance.cfm>

- State-sponsored hotline providing seniors and their caregivers with general information and application assistance for Medicare and related programs for seniors.
- Callers to the main statewide hotline enter their zip codes and are routed to the HIICAP hotline at their local Office for the Aging.
- Offers FREE services
- English, Russian, Spanish
- The NYC HIICAP Hotline offers translation in the above languages. For callers outside of New York City, please call for availability of staff members who speak other languages.

**Jacobi Medical Center - Adult Comprehensive Services Clinic**

1400 Pelham Parkway South

Building #1, 1st Floor, Room 146

Bronx, NY 10461

718-918-4333

Mon-Fri, 9am-5pm

<http://www.nyc.gov/html/hhc/jacobi/html/services/adult.shtml>

- Public HIV/AIDS health clinic for adults (ages 18+) offering HIV and Hepatitis C testing, counseling, and treatment; social services/entitlement enrollment; mental health services; prevention and education services; nutrition counseling; vaccinations as needed; dental services; and OB/GYN services.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP
- Accepts ADAP Provides public insurance enrollment assistance
- English, French, Interpreter services available, Sign Language, Spanish

**James J. Peters VA Medical Center**  
130 West Kingsbridge Road  
Bronx, NY 10468  
718-584-9000  
Administrative office hours are 8am-4:30pm  
Center is open for emergencies 24/7.  
Hotline available 24/7  
Call for more information on hours for health, wellness, and support programs.  
[www.bronx.va.gov](http://www.bronx.va.gov)

- Federal veterans' hospital with 311 inpatient beds, 120-bed nursing home unit, women's health clinic, a crisis line, wellness and support services.
- Accepts VA benefits. Please call for detailed fee and payment policy information.
- English

**La Leche League**  
Schaumburg, IL 60173  
800-525-3243  
847-969-0460  
Hotline is available Mon-Fri, 9am-5pm  
<http://www.llli.org/webus.html>

- Non-profit Web site offering mothers breastfeeding information, resources, and guides, and linkages to local breastfeeding support.
- Users may visit the Web site to find their local chapter. When contacting a La Leche League leader, callers usually should leave a message and wait for a response.
- Offers FREE services
- English, Interpreter services available
- Information on the Web site appears in many languages for users all over world. The Web site also links users to local La Leche League leaders; languages spoken vary by city, state, and country. Please visit the Web site for more info.
- Services at the helpline above are in English and Spanish only.

**Lincoln Hospital - Immunotherapy Clinic**

234 East 149th Street

2A5 Clinic-2nd Floor

Bronx, NY 10451

718-579-4815

General: Mon-Fri, 8:30am-4:30pm

Pediatrics: Wed, 1pm-4pm

OB/GYN: Wed, 9am-12pm

- Public HIV/AIDS clinic offering patients of all ages primary and specialty medical care, case management, OB/GYN services, prenatal care, TB testing, rapid HIV testing and counseling, and pediatric care.
- New patients must make a registration appointment for New Patient Orientation (NPO), during which he/she will speak to a nurse and give a blood sample. If the patient has tested positive for HIV, he/she will then have an appointment with the doctor, at which point regular visits will be scheduled.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Accepts ADAP
- English, Interpreter services available, Spanish

**Lincoln Hospital - Teen Center**

234 East 149th Street

1st Floor, Room 1C2

Bronx, NY 10451

866-947-8336

718-579-6133

Mon-Fri, 9am-4:30pm Walk in hours are usually on Tuesdays. Please call for more information.

Scheduled appointments preferred.

<http://www.nyc.gov/html/hhc/lincoln/html/services/teen.shtml>

- Public health center providing youth ages 11-21 with primary care services, family planning, and sexual health education.
- Please bring a photo ID to your appointment. Male and female physicians are available depending on the individual's preference. Patients under the age of 18 receiving primary health care (e.g. routine physical) must be escorted by a parent or guardian. Patients do not need permission from a parent or guardian for reproductive health care (birth control, pregnancy testing, etc.). However, parental involvement and support is encouraged.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts PCAP, Offers FREE services
- English, French, Interpreter services available, Spanish

**LIVESTRONG Cancer Navigation Services**

2201 E. 6th Street

Austin, TX 78702

855-220-7777

512-220-7777

Mon-Fri, 9am-5pm CST

[www.livestrong.org/gethelp](http://www.livestrong.org/gethelp)

- Non-profit organization providing anyone affected by cancer (including a patient, a loved one, friend or caregiver) with free, confidential, and one-on-one support; also serves health professionals requesting assistance on behalf of a client or patient.
- LIVESTRONG Cancer Navigation Services can be accessed nationally by phone and online or locally in person at the LIVESTRONG Cancer Navigation center located in Austin, TX. LIVESTRONG Cancer Navigation Services is a collaborative effort between LIVESTRONG, Patient Advocate Foundation, EmergingMed, Imerman Angels and Navigate Cancer Foundation
- Offers FREE services
- English, Spanish
- Both hotlines are available in English and Spanish.

**Montefiore Medical Center - Family Care Center**

3444 Kossuth Avenue

DTC Bldg, 3rd Floor

Bronx, NY 10467

718-920-8542

Mon, Tues, Wed: 8:30am-5pm (last appointment at 3:30pm)

Thurs: 8:30am-6:30pm Fri: 8:30am-12pm (no clinic Friday afternoon)

[http://www.montefiore.org/services/infectious\\_diseases/](http://www.montefiore.org/services/infectious_diseases/)

- Non-profit infectious diseases clinic offering adults case management, HIV/Hepatitis/ID testing and treatment, primary and specialty medical care, support groups and psychiatric care, and medication adherence program.
- Located inside the Montefiore Medical Center - West Campus.
- Please bring photo identification, insurance information or proof of income, and proof of residence to first appointment.
- Accepts Medicaid, Accepts Medicare
- Accepts ADAP If not eligible for ADAP or any other insurance plan, patients can be assessed by the Financial Office at 111 E. 210th St. to obtain medical care. Please call for more information. New self-pay patients speak with a social worker during the intake process to determine eligibility for public insurance or the clinic's sliding fee scale.
- English, Interpreter services available, Spanish

**Montefiore Medical Center - STD Center**

3230 Bainbridge Avenue

Bronx, NY 10467

718-882-5482

Mon/Tues/Wed, 1pm-4:30pm

New patients must be seen before 4pm.

- Non-profit reproductive health center providing individuals of all ages with confidential testing and treatment for HIV and other STDs.
- By appointment only.
- Accepts Medicaid, Accepts Medicare
- Flat fee of \$30 per appointment for those who are not insured by Medicaid or Medicare. Rapid testing for Herpes is \$20 per test.
- English, Spanish

**Montefiore Medical Center - University Avenue Family Practice**

105 W 188th Street

Bronx, NY 10468

718-563-0757

Mon & Thurs, 8am-7pm; Tues & Wed, 8am-6pm; Fri: 8am-5pm; 1st & 3rd Sat of each month, 9am-1pm

<http://www.montefiore.org/services/mmg/universityave/>

- Non-profit health center providing primary, OB/GYN, and pediatric medical services for individuals of all ages.
- Accepting new patients.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Sliding fee scale based on income
- English, Interpreter services available, Spanish

**Montefiore Medical Group - Family Care Center**

3444 Kossuth Avenue

Bronx, NY 10467

718-920-2273

Mon, Thurs, Fri, 8:30am-5pm; Tues, Wed, 8:30am-7pm

[www.montefiore.org/services/mmg/fcc/](http://www.montefiore.org/services/mmg/fcc/)

- Non-profit health center providing patients of all ages with primary and specialty medical services.
- Please call to schedule an appointment. New patients must bring photo identification with name and birth date, insurance card, or proof of income for the sliding fee scale. Revisiting patients must bring their blue clinic card.

- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- For sliding fee scale and financial questions, please contact the Montefiore Medical Center Financial Aid Program at 718-944-3800- (Mon-Fri, 9am-5pm), or visit their website <http://www.montefiore.org/guide/financialaid/> .
- English, Interpreter services available, Spanish

**Muscular Dystrophy Association (MDA)**

3300 E. Sunrise Drive  
 Tucson, AZ 85718  
 800-571717  
 Mon-Fri, 9am-5pm  
<http://www.mda.org/contact.html>

- National headquarters of a non-profit health agency providing individuals with muscular dystrophy, Amyotrophic Lateral Sclerosis (ALS), and related diseases with health information and assistance navigating the MDA network of health care and support services.
- Residents of Long Island, Bronx, Brooklyn, and Queens.
- To find additional MDA offices or registered clinics, visit: <http://www.mda.org/locate/> .
- Offers FREE services
- English, Spanish

**National Cancer Institute**

6116 Executive Boulevard - Suite 300  
 Bethesda, MD 20892  
 800-422-6237  
 800-332-8615  
 Hotline: Mon-Fri, 8am-8pm  
 Pre-recorded messages available 24/7  
 Instant messaging on the Web site: Mon-Fri, 8am-11pm  
[www.cancer.gov](http://www.cancer.gov)

- Public agency for cancer research and training providing health information, counseling, and clinical trials information through a Web site, an information phone line, and the local office.
- For additional information on the National Cancer Institute, you may visit the local NYC office, call the toll-free number, or visit their Web site. Read more about the CIS online. The National Cancer Institute's main office is located at: 31 Center Drive Bethesda, MD 20812
- Offers FREE services
- English, Spanish

**New York State Cancer Services Program**  
150 Broadway  
Menands, NY 12204  
866-442-2262  
[www.nyhealth.gov/cancerservicesprogram](http://www.nyhealth.gov/cancerservicesprogram)

- Public program providing uninsured or underinsured men and women from New York State with breast, cervical and colorectal cancer screening services, and prostate cancer education to underserved populations at local service sites throughout the state.
- To find a provider near you, please visit  
<http://www.health.state.ny.us/nysdoh/cancer/center/partnerships.htm> .
- Offers FREE services
- Eligibility based on income, family size, and age. Please call for more information.
- English, Spanish

**North Central Bronx Hospital - Special Care Unit**  
3424 Kossuth Avenue, 10-A  
Bronx, NY 10467  
718-519-4804  
Mon, Tues, Thurs, Fri 9am-5pm  
Wed 1pm-5pm  
Walk-ins available for new patients.  
<http://www.nyc.gov/html/hhc/ncbh/html/services/surgical.shtml>

- Public clinic offering HIV+ adults ages 18+ medical care and case management.
- Please call to make an appointment.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare
- Accepts ADAP Provides public insurance enrollment assistance for uninsured patients.
- English, Interpreter services available, Spanish

**NY Connects**  
2 Empire State Plaza  
Albany, NY 12223  
<http://www.nyconnects.org/index.shtml>

- Public, statewide, locally based program that provides one stop access to free, objective and comprehensive Information and Assistance on long term services and supports.
- Trained NY Connects Information and Assistance Specialists provide individualized information and assistance and will assist in linking individuals of all ages, as well as their caregivers, to long term services and supports needed to maintain independence to the extent possible, regardless of payment source.
- Information and referral services are provided free of charge; costs may be associated with long-term care and related services to which NY Connects provides referrals.
- English

**Planned Parenthood of New York City - Project Street Beat Bronx**

349 East 149th Street, 3rd floor

Bronx, NY 10451

212-965-4850

Please call (212) 965-4850 for hours.

<http://www.plannedparenthood.org/nyc/project-street-beat-15223.htm>

- Non-profit HIV prevention and access-to-care program serving individuals at high risk of contracting HIV, including substance users, sex workers, and homeless individuals.
- Offers FREE services
- English, Spanish

**RESOLVE: The National Infertility Association - Northeast Region**

Mailing Address:

McLean, VA 22102

888-765-2810

703-506-3266

<http://resolve.org/Regions/northeast/>

- Non-profit organization providing women and families who are infertile with health information, referrals to local resources, and access to support communities.
- Questions may also be e-mailed to [Helpline@northeast.resolve.org](mailto:Helpline@northeast.resolve.org)
- Offers FREE services
- English

**The Access Project**

WEB SITE & HOTLINE

611 Broadway

New York, NY 10012

800-734-7104

212-260-8869

Hotline is usually open Mon-Fri, 9am-5pm.

[www.atdn.org/access/index.html](http://www.atdn.org/access/index.html)

- Non-profit, national telephone- and Web-based program offering individuals living with HIV and Hepatitis free counseling, case management, referrals, education, and advocacy services.
- Individuals seeking services may call the above-listed telephone number, although it is recommended to use this on-line form for a faster needs assessment and response. The Access Project is a program of the AIDS Treatment Data Network. For more information about the Network, please visit [www.atdn.org](http://www.atdn.org).
- Offers FREE services
- English, Spanish

**Urban Health Plan - Plaza del Castillo Health Center**

1515 Southern Boulevard

Bronx, NY 10460

718-589-1600

Mon-Fri, 8am-6pm Sat, 9am-1pm

<http://www.urbanhealthplan.org/node/24>

- Non-profit health center providing individuals of all ages with primary and specialty medical services, case management and counseling, and health education.
- Call center directly for an appointment; walk-ins are also accepted.
- Provides services to all individuals, regardless of ability to pay.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Spanish

**Health Care & Medicine, Wellness & Prevention****BronxCare - Pediatric Clinic at 1650**

1650 Grand Concourse, 3rd floor

Bronx, NY 10457

718-518-5131

Mon-Thurs, 8am-8pm

Fri & Sat, 9am-5pm

- Non-profit pediatric health center providing children and young adults (up to age 21) with primary and specialty medical care.
- Walk-ins accepted during early morning hours if the child is a current patient of Bronx-Lebanon Hospital Center. Please call for more information.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Sliding fee scale/assistance based on need
- English, Interpreter services available

**BronxCare - Women's Health Center at 1770**

1770 Grand Concourse, 1st floor

Bronx, NY 10457

718-294-7100

Mon-Fri, 9am-5pm

Last appointment at 3pm

- Non-profit clinic offering women's health care for patients of all ages.
- Walk-ins not accepted; please call for an appointment.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid
- English, Interpreter services available, Sign Language

**BronxCare Women's Health Center**

1650 Grand Concourse, 14th Floor

Bronx, NY 10457

718-518-5085

Mon-Fri: 8am-5pm

Extended hours on Tues. and Thurs, last appointment at 7pm

<http://www.bronx-leb.org/BronxCareNetwork.html>

- Non-profit health center providing female patients ages 13+ with medical care.
- Walk-ins are accepted until 3pm.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- English, French, Interpreter services available, Spanish

**Jacobi Medical Center - Women's Health Center**

1400 Pelham Parkway

Building 8, 3rd Floor

Bronx, NY 10461

718-918-5700

Mon-Fri: 8am-4:30pm

<http://www.nyc.gov/html/hhc/jacobi/html/services/women.shtml>

- Public health center offering women ages 13+ maternity services/prenatal care, physical exams, pap tests, family planning, birth control, and osteoporosis prevention and treatment.
- Walk-ins and appointments both welcome.
- Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- Assistance with applying for PCAP is available.
- English, Interpreter services available

**Lincoln Medical and Mental Health Center**

234 East 149th Street

Bronx, NY 10451

718-579-5000

Emergency services 24 hours.

<http://www.nyc.gov/html/hhc/lincoln/html/home/home.shtml>

- Full-service public hospital.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available

**Montefiore Medical Center - Greene Medical Arts Pavilion**

3400 Bainbridge Avenue, Eighth Floor

Bronx, NY 10467

718-920-8888

Internal Medicine: Mon, Thurs: 7am-7pm

Tues, Wed, Fri: 7am-5pm

Sat: 7am-2pm

Pediatrics: Mon, Thurs: 8am-8pm

Wed: 8:30am-5pm

Tues, Fri: 8am-5pm

Sat: 8am-1pm

[www.montefiore.org/services/mmg/map/](http://www.montefiore.org/services/mmg/map/)

- Non-profit hospital-based outpatient health center providing individuals of all ages with primary and specialty medical care and a pediatrics unit.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Payment plan for medical services determined upon first visit. Please call for details about self-pay options.
- English, Interpreter services available, Spanish

**Montefiore Medical Center – Montefiore Hospital**

111 East 210th Street

Bronx, NY 10467

718-920-4321

Daily Visiting Hours: 12pm-8:30pm

For more information on visiting hours, please visit

<http://www.montefiore.org/guide/familyinfo/visitinghours/>

[www.montefiore.org](http://www.montefiore.org)

- Non-profit full-service hospital (no maternity ward), whose campus also includes Montefiore Children's Hospital.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**Montefiore Medical Center Wakefield - Women's Health**

4170 Bronx Boulevard

Bronx, NY 10466

718-920-9823

Clinic hours: Mon-Fri 9am-4pm

Please call for more information

- Non-profit health center providing teens and women ages 16+ with medical care.

- Patients who are under age 18 must be accompanied by an adult.
- Please call directly to schedule an appointment. Certain insurance plans require referrals; please inquire as to whether referral is needed when scheduling appointment.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- Uninsured patients must first apply for Medicaid before applying for the health center's sliding fee scale.
- English, Interpreter services available, Spanish

**Montefiore Medical Group - Astor Avenue Pediatrics**

1500 Astor Avenue

Bronx, NY 10469

718-881-0100

Mon & Tues 8:30am-7pm

Wed, 8am-6pm

Thurs, 8:30am-6pm

Fri, 8:30am-5pm

Sat 9:30am-1pm (urgent care only)

[www.montefiore.org/services/mmg/astor/](http://www.montefiore.org/services/mmg/astor/)

- Non-profit pediatric clinic providing primary and preventive medical care for children.
- Please call for an appointment.
- Accepts Child Health Plus, Accepts Medicaid
- Accepts Medicaid managed care plans only.
- English, Interpreter services available, Spanish

**Montefiore Medical Group - Castle Hill Family Practice**

2175 Westchester Avenue

Bronx, NY 10462

718-829-6770

Mon-Wed: 8:30am-7pm

Thurs, Fri: 8:30am-5pm

[www.montefiore.org/services/mmg/castlehill/](http://www.montefiore.org/services/mmg/castlehill/)

- Non-profit health center providing primary and preventive medical care for individuals of all ages.
- 24 hour answering service.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- For more information on payment policies, please call the Montefiore Medical Center Financial Aid Program at 718-944-3800- (Mon-Fri 9am-5pm), or visit their website: <http://www.montefiore.org/guide/financialaid/>
- English, Interpreter services available, Spanish

**Montefiore Medical Group - Family Health Center**

360 East 193rd Street

Bronx, NY 10458

718-933-2400

Mon-Thurs: 8am-8pm

Fri: 8am-4pm

Sat: 8am-12pm

\*Office is closed every last Saturday of the month.

[www.montefiore.org/services/mmg/fhc/](http://www.montefiore.org/services/mmg/fhc/)

- Non-profit health center providing patients of all ages with primary and specialty health services.
- Please call to schedule an appointment. Patients must bring their insurance information, photo identification, and past medical records to the first appointment. Self-pay (uninsured) patients who want to access the sliding fee scale should bring proof of income.
- Emergency same-day appointments are available. Call for information.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- For sliding fee scale and financial questions, please contact the Montefiore Medical Center Financial Aid Program at 718-944-3800- (Mon-Fri 9am-5pm), or visit their website:  
<http://www.montefiore.org/guide/financialaid/>
- English, Interpreter services available, Spanish

**Montefiore Medical Group - Grand Concourse**

2532 Grand Concourse

Bronx, NY 10458

718-960-1500

Mon, Wed, Fri: 8:30am-5pm

Tues & Thurs: 8:30am-6pm

Saturday: 9am-12pm (Emergency only)

<http://www.montefiore.org/mmg-grand-concourse>

- Non-profit health center providing patients of all ages with primary and specialty health services.
- Please call for pre-registration and to schedule an appointment. Full registration will take place when patients come in for appointment, and patients must bring insurance card. Please call for dates/times of Diabetes Prevention Program.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Offers FREE services
- Flat self-pay rate starts at \$135 For other financial questions, please contact the Montefiore Medical Center Financial Aid Program at 718-944-3800- (Mon-Fri 9am-5pm), or visit their website: <http://www.montefiore.org/guide/financialaid/>
- English, French, Interpreter services available, Spanish

**Montefiore Medical Group - Marble Hill Family Practice**

5525 Broadway

Bronx, NY 10463

718-884-0279

Mon & Thurs, 8:30am-7pm

Tues, Wed, & Fri, 8:30am-6pm

Sat, 9am-1pm \* First and third Saturday of every month

[www.montefiore.org/services/mmg/mhfp/](http://www.montefiore.org/services/mmg/mhfp/)

- Non-profit health center providing primary and specialty medical services for individuals of all ages.
- Appointments are preferred; same-day appointments are available.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- For sliding fee scale or financial questions, please contact the Montefiore Medical Center Financial Aid Program at 718-944-3800- (Mon-Fri 9am-5pm), or visit their website:  
<http://www.montefiore.org/guide/financialaid/>
- English, Interpreter services available, Spanish

**Montefiore Medical Group - West Farms Family Practice**

1055 East Tremont Avenue

Bronx, NY 10460

718-842-8040

Mon-Thurs, 8am-7pm

Fri, 8am-5pm

Available the 1st and 3rd Saturday of the month from 8am-12pm First time patients will only be scheduled for appointments between the hours of 8am-3pm.

[www.montefiore.org/services/mmg/westfarms/](http://www.montefiore.org/services/mmg/westfarms/)

- Non-profit health center providing patients of all ages with primary and specialty medical services.
- Please call directly to schedule an appointment. Patients will need to bring social security card, insurance card, proof of address, and photo identification to first appointment.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- For sliding fee scale and financial questions, please contact the Montefiore Medical Center Financial Aid Program at 718-944-3800- (Mon-Fri 9am-5pm), or visit their website:  
<http://www.montefiore.org/guide/financialaid/>
- English, Interpreter services available, Spanish

**Montefiore Medical Group - Williamsbridge Family Practice**

3448 Boston Road

Bronx, NY 10469

718-547-6111

Mon & Wed, 8am-8pm Tues & Thurs, 8am-5pm Fri, 9am-5pm Sat, 9am-1pm

[www.montefiore.org/services/mmg/williamsbridge/](http://www.montefiore.org/services/mmg/williamsbridge/)

- Non-profit health clinic providing patients of all ages with primary and preventive medical services.
- Please call directly to schedule an appointment. Patients will need to bring insurance card, proof of address, picture identification, and proof of income.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- For sliding fee scale and financial questions, please contact the Montefiore Medical Center Financial Aid Program at 718-944-3800- (Mon-Fri 9am-5pm), or visit their website:  
<http://www.montefiore.org/guide/financialaid/>
- English, French, Hindi, Interpreter services available, Italian, Spanish

**Narco Freedom - Neighborhood & Family Community Health Center (Bronx)**

324 East 149th Street

Bronx, NY 10451

718-665-4300

Mon-Fri: 8am-4pm

Sat: 8am-1pm

No walk-ins after 4pm

[http://www.narcofreedom.com/family\\_healthcenter\\_clinics.html](http://www.narcofreedom.com/family_healthcenter_clinics.html)

- Non-profit health clinic providing patients of all ages' primary and specialty medical services, and social services.
- Please bring photo id, proof of address, insurance card or proof of income, and social security card to the first appointment.
- Podiatrist is only available once a week. Clinic is one of four Neighborhood & Family Health Center clinics located in the Bronx, Brooklyn and Queens. See Web site for other locations and information."
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- For those without insurance and without proof of income there is a set rate of \$85.00 per visit. For those without insurance and with proof of income the fee is based on their earnings. Provides public insurance enrollment assistance.
- English, Spanish

**NEOPEDS**

800 Grand Concourse, Office # 5

Bronx, NY 10451

718-401-8943

Office hours: Mon-Fri 11am-7pm; every other Sat 11am-3pm

Appointment hours: Mon-Fri 3:30-6:30; every other Sat 11am-2:30pm

- Non-profit pediatric health center providing primary care for newborns and patients ages 22 and younger.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Sliding fee scale/assistance based on need
- Patient must bring proof of income for sliding fee scale eligibility.
- Creole, English, French, Portuguese, Spanish

**Montefiore Medical Center - Westchester Square**

2475 St. Raymond Avenue

Bronx, NY 10461

718-430-7300

Emergency services 24 hours.

[www.montefiore.org](http://www.montefiore.org)

- Non-profit hospital-based freestanding emergency department.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available

**North Central Bronx Hospital - Pediatric Clinic**

3424 Kossuth Avenue, 4th Floor

Bronx, NY 10467

718-519-3355

Mon-Fri: 8:30am-5pm

<http://www.nyc.gov/html/hhc/ncbh/html/services/children.shtml>

- Public pediatric clinic providing adolescents and children ages 18 and younger with primary medical care.
- Walk-ins are welcome after the first visit. Initial visits must be scheduled over the telephone. Please have insurance information or proof of income when making first appointment. Proof of income will be used in determining sliding fee scale. Located within North Central Bronx Hospital.
- Accepts Medicaid, Accepts PCAP, Sliding fee scale/assistance based on need
- English, Interpreter services available, Sign Language

**NYC Hepatitis Services Online Site Locator**

125 Worth Street  
New York, NY 10013  
212-639-9675

<http://a816-healthpsi.nyc.gov/DispensingSiteLocator/mainView.do>

- New York City-operated program offering individuals affected by hepatitis B (HBV) or hepatitis C (HBC) an online locator for testing and treatment, as well as case management, substance abuse treatment, harm reduction, counseling and support groups, social services, benefits enrollment, health information, and many other related services.
- To locate services by phone, please dial 311. General information on hepatitis - NYC Dept. of Health: <http://www.nyc.gov/html/doh/html/cd/cd-hepatitisabc.shtml> NYC Hepatitis B Coalition & NYC Hepatitis C Task Force: [www.nychebpc.org](http://www.nychebpc.org) . NYC Hepatitis ABC Facebook Community Page:  
<http://m.facebook.com/profile.php?id=235038903197422&view=feed&refid=17>
- Some services are free and others are covered by health insurance. Uninsured individuals may receive assistance obtaining insurance at a local service site.
- English, Interpreter services are available when calling 311. Web site is only available in English

**Park Avenue Family Health Center - Acacia Network, Inc.**

4196 Park Avenue  
Bronx, NY 10457  
718-466-1573  
Monday-Friday, 8:30am-4:30pm  
Last patient is taken at 3pm.

[http://www.acacianetwork.org/community\\_health\\_centers](http://www.acacianetwork.org/community_health_centers)

- Non-profit health center providing primary and preventive medical services to patients of all ages.
- Individuals are asked to call and schedule appointment prior to coming in. First-time patients will be scheduled for morning appointments. Formerly known as Promesa.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need.
- This organization only accepts Family Health Plus and Child Health Plus if the plan is affiliated with Affinity.
- English, Spanish

**St. Barnabas Hospital - Outpatient Department**

4487 Third Avenue

Bronx, NY 10457

718-960-9000

Mon-Fri, 8:30am-5pm

<http://www.stbarnabashospital.org/>

- Non-profit health center providing patients of all ages with primary and specialty medical services.
- Please call Appointment Desk number to schedule an appointment. Patients will need insurance card and a referral if requesting specialty services.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- African languages/dialects, Albanian, English, French, Hindi, Interpreter services available, Spanish, Algerian

**The Children's Hospital at Montefiore - Endocrinology**

3415 Bainbridge Avenue

Bronx, NY 10467

718-741-2450

Mon-Fri, 8:30am-6pm Support group meets monthly on Saturdays.

<http://www.montekids.org/services/endocrinology/>

- Non-profit pediatric medical center providing children with endocrine disorders including diabetes with clinical and support services.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Accepts PCAP, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**Urban Health Plan - Bella Vista Health Center**

890 Hunts Point Boulevard

Bronx, NY 10474

718-589-2141

24hr on-call services are available once registered at the clinic.

Regular clinic hours: Mon, Wed, Fri, 8am-6pm; Tues, Thurs, 7am-7pm; Sat, 9am-1pm

<http://www.urbanhealthplan.org/node/26>

- Non-profit health center providing individuals of all ages with primary and specialty medical care.
- Walk-ins are welcome. New patients must call to register with the center. For sliding fee scale, patients must bring proof of income and photo ID to first appointment. For newborns, newborn screening results and birth certificate are also needed. Provides services to all individuals, regardless of ability to pay.

- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Spanish

### **Immigrant Support**

#### **American Civil Liberties Union (ACLU) - Immigrants' Rights Project**

125 Broad Street

New York, NY 10004

212-549-2660

Mon-Fri 9am-5pm

[www.aclu.org/immigrants/index.html](http://www.aclu.org/immigrants/index.html)

- Non-profit legal project offering immigrants who have been victims of unconstitutional restrictions with information and referrals to legal assistance and a Web site providing extensive educational materials on immigrants' rights.
- The Immigrants' Rights Project currently targets several priority areas: unconstitutional restrictions on the right to judicial review; the expedited removal process; new indefinite and mandatory detention rules; and workers' rights.
- Offers FREE services
- English, Spanish

#### **Emerald Isle Immigration Center of New York - Bronx Office**

4275 Katonah Avenue

Bronx, NY 10470

718-324-3039

Mon-Wed: 9am-5pm

Thurs: 9am-8pm

Fri: 9am-5pm

2nd Saturday of each month: 9am-3pm by appointment

[www.eiic.org](http://www.eiic.org)

- Non-profit immigration services center providing immigrants with counseling, job referrals, senior services, and assistance in filing for citizenship, re-entry permits, visas, and replacement green cards.
- The center serves immigrants from around the world, but has special expertise in assisting natives of Ireland. EIIC Services also operates an office in Queens, which provides computer classes, employment assistance, and college information in addition to immigration services. Call (718) 478-5502 or visit the EIIC website for more information.
- Offers FREE services
- There is a suggested donation for filing services. Please call for details.
- English

**EthnoMed**

Seattle, WA 98104

Website available 24/7

[www.ethnomed.org](http://www.ethnomed.org)

- Non-profit educational website medical information specific to the following immigrant and refugee populations: Bhutanese (Nepali-speaking), Cambodian, Chin, Chinese, Eritrean, Ethiopian, Hispanic, Hmong, Karen, Iraqi, Oromo, Somali, Somali Bantu, Tigrean and Vietnamese.
- A joint project of the University of Washington Health Sciences Library and the Community House Calls Program of the public hospital, Harborview Medical Center.
- Offers FREE services
- African languages/dialects, Arabic, Chinese, English, Hebrew, Hindi, Korean, Russian, Spanish, Tagalog, Thai, Urdu, Vietnamese, Cambodian, Tigrigna, Oromo, Somali, Tigrean, Oromiffa, Nepalese
- The majority of the website is in English but patient education materials are translated. Links to websites with other language translations are provided.

**Hostos Community College Immigration Center**

427 Walton Avenue, T-501

Bronx, NY 10451

718-518-4395

Mon-Fri, 9:00am-12:30pm & 1:30pm-4:30pm

<http://www.cuny.edu/about/resources/citizenship/about-us.html>

- Non-profit organization providing immigrants with legal guidance, family reunification processing, citizenship application assistance, and counseling for all immigration issues with the exception of deportation and asylum issues.
- Must have an appointment in order to receive services. NO walk-ins accepted.
- Offers FREE services
- English, Spanish

**Immigrant Defense Project**

28 W. 39th Street, Suite 501

New York, NY 10018

212-725-6422

Hotline hours are Tues and Thurs, 1:30pm-4:30pm.

- You may leave a voicemail at any time, and someone will get back to you as soon as possible."
- [www.immigrantdefenseproject.org](http://www.immigrantdefenseproject.org)
- Non-profit hotline providing immigrants that have contact with the criminal justice system and New York defense lawyers representing them with immigration law consultation and counseling.

- For individuals in need of interpreter services, please leave a voicemail indicating which language and they will try to accommodate your request. Walk-in and in-office appointments are not accepted.
- Offers FREE services
- Chinese, English, French, Interpreter services available, Italian, Spanish

**Muslim Women's Institute for Research and Development**

1363 Ogden Avenue

Bronx, NY 10452

718-960-2262

917-529-5242

Mon-Fri, 9am-5pm

<http://mwird.org/>

- Non-profit organization providing the public (with a focus on the Muslim community) with emergency food assistance, public benefits pre-screening and outreach, ESL classes, HIV/AIDS education and outreach, fitness programs, free blood pressure testing, public benefits pre-screening, and referrals for housing, immigration and domestic violence.
- Anyone in New York City is eligible. Please call for more information about specific programs and services.
- For more info on ESL classes, please call.
- Offers FREE services
- English, Spanish

**New York Immigration Coalition**

137-139 West 25th Street

New York, NY 10001

800-566-7636

212-627-2227

Mon-Fri, 9am-5pm

[www.thenyic.org](http://www.thenyic.org)

- Non-profit organization providing immigrants and refugees in NY with a Web site (available in many languages) with information on a variety of immigrant-related matters; policy analysis and advocacy; and publications and workshops for organizations serving immigrants.
- This organization comprises 200+ groups in New York State that work with immigrants and refugees. Note: The helpline is run by a separate organization.
- Offers FREE services
- For more information on fees and requirements for workshops, please visit the website listed above
- Albanian, Arabic, Chinese, Creole, English, French, Hindi, Interpreter services available, Italian, Korean, Polish, Russian, Spanish, Urdu
- Turkish, Punjabi, Macedonian, Serb, Croatian

**New York State Immigration Hotline**

New York, NY 10001

800-566-7636

212-419-3737

Mon-Fri, 8am-6pm

- Non-profit hotline providing assistance and referrals with immigration-related questions and concerns.
- Offers FREE services
- Albanian, Arabic, Chinese, Creole, English, French, Hindi, Italian, Korean, Polish, Russian, Spanish, Urdu
- Turkish Punjabi Macedonian Serbo-Croatian Macedonian

**NYS Department of Labor - Division of Immigrant Policies and Affairs**

75 Varick Street

New York, NY 10013

877-466-9757

888-4NY-SDOL

Mon-Fri, 9am-5pm

<http://www.labor.ny.gov>

- Statewide hotline that provides immigrant workers with assistance receiving owed wages and claiming unemployment insurance benefits; information on workers' rights and labor laws; and referrals to job assistance, training resources, and other related services.
- Walk-ins welcomed. Offers assistance to migrant and seasonal farm workers as well as all other immigrant workers.
- Offers FREE services
- English, Interpreter services available

**Office of Special Counsel for Immigration Related Unfair Employment Practices**

950 Pennsylvania Ave. North West

Washington, DC 20530

800-255-7688

800-255-8155

Mon-Fri: 9am-5pm EST After-hours recorded information is also available.

<http://www.justice.gov/crt/about/osc/>

- National hotline providing legal assistance for employers as well as U.S. citizens and documented immigrants facing employment discrimination.
- Available to work-authorized persons facing issues with document abuse, national origin discrimination, immigration status, and exploitation during hiring, firing, and employment eligibility processes. Part of the U.S. Department of Justice
- Offers FREE services

- English, Interpreter services available, Spanish

**U.S. Citizenship & Immigration Services**

26 Federal Plaza

3rd Floor, Room 3-120

NY, NY 10278

[www.uscis.gov/portal/site/uscis](http://www.uscis.gov/portal/site/uscis)

- On-line government resource site providing immigration forms, instructions, and fee information; information about immigration assistance, benefits programs, citizenship, immigration laws, statuses, and regulations; immigrant employment programs; services field office addresses; adoption information; and links to other useful sites.
- Formerly known as the INS
- Offers FREE services
- English

**Web Site - American Immigration Council**

1331 G Street, NW

Washington, DC20005

202-507-7500

202-742-5619

<http://www.americanimmigrationcouncil.org/>

- Non-profit immigrant advocacy website offering information on immigration matters, including obtaining citizenship, permanent residence, and legal representation; immigration law; and educational opportunities for immigrants.
- English

**Immigrant Support, Mental Health & Substance Abuse, School, Youth & Family Services**

**Continuing Care Clinic - Fordham-Tremont CMHC**

260 East 188th Street, 4th Floor

Bronx, NY 10458

718-960-0429

718-933-8208

Monday-Friday, 9am-5pm

<http://fordhamtremont.org/en/index.php/adult>

- Not-for-profit mental health clinic providing severely and persistently mentally ill adults with clinical psychological and psychiatric care and case management.
- Client must have a Severe and Persistent Mental Illness (SPMI) diagnosis for which he/she has previously received treatment.
- A program of St. Barnabas Hospital, a not-for-profit community hospital. For more information, please visit <http://stbarnabashospital.org/>. Referrals from emergency rooms and/or social services agencies preferred. However walk-ins are accepted.

- Please provide zip code for referrals. Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Flat self-pay rate per visit may apply for the uninsured. Please call for more information. Assistance may be provided for those unable to pay. No one will be denied services.
- English, Interpreter services available, Spanish

**Fordham-Tremont CMHC - Latin American Immigrant Services (Program Ayuda)**

2021 Grand Concourse, 7th Floor

Bronx, NY 10453

718-960-0200

Mon, Tues, Thurs, Fri, 9am-5pm Wed, 9am-7pm

<http://fordhamtremont.org/en/index.php/adult>

- Non-profit mental health program providing Spanish-speaking immigrants with individual and group counseling; psychiatric treatment; consultation and education on mental retardation and alcohol abuse; case management; and referrals.
- Please call and speak to an intake coordinator to begin enrollment.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- No one will be turned away. Undocumented immigrants adhere to the sliding fee scale.
- English, Spanish

**Puerto Rican Family Institute - Care Coordination Services**

145 West 15th Street, 6th Floor

New York, NY 10011

212-229-6976

Office hours: Mon-Fri, 9am-5pm 24-hour on-call

<http://www.prfi.org/Services/BlendedCase/tabcid/86/Default.aspx>

- Non-profit program providing adults (ages 18+) who are mentally ill with community-based care coordination services and assistance accessing mental health treatment, medications, medical needs, benefits and entitlements, housing, and other needs.
- Please call the above-listed number for more information. The Care Coordination Services accepts clients of all backgrounds who must have a mental illness, substance abuse problems, homelessness, or two chronic conditions. Undocumented individuals welcome.
- Accepts Medicaid
- Provides services regardless of ability to pay.
- Creole, English, Spanish

**Immigrant Support, Mental Health & Substance Abuse, School, Youth & Family Services,  
Social Services**

**Jacobi Medical Center - Comprehensive Psychiatric Emergency Program (CPEP)**

1400 Pelham Parkway South

Building 1, 1st Floor - 1NE5

Bronx, NY 10461

718-918-4850

Office: Mon-Sat 9am-7pm 24 hours a day, 7 days a week

<http://www.nyc.gov/html/hhc/jacobi/html/home/home.shtml>

- Public emergency psychiatric treatment facility providing patients of all ages with evaluation, treatment, and referral services; extended observation beds; crisis residence (up to 5 days); mobile crisis team services; and long-term inpatient services for adults, including special needs programs such as the Latino-American Cross-Cultural Unit for Spanish speaking patients and their families and the Acute Crisis Intervention Unit for patients needing brief, focused short-term individual and family therapy.
- Walk-ins accepted. Mobile crisis team serves Bronx Community Districts 9, 10, and 11. Upon community-based assessment, interdisciplinary team will make appropriate referrals for needed services.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Call to inquire about other insurance restrictions and accepted managed care plans as payment policies often change.
- English, Interpreter services available

**Puerto Rican Family Institute - Bronx Mental Health Clinic**

4123 Third Avenue

Bronx, NY 10457

718-299-3045

Mon, Wed & Thurs, 9am-7pm Tues, Fri & Sat, 9am-5pm

<http://www.prfi.org/theservices.html>

- Non-profit outpatient mental health center providing individuals ages 5-65, with a focus on the Latino community, with psychiatric assessment and treatment, individual and group psychotherapy, crisis intervention, and case management.
- Center is wheelchair accessible.
- For intake, call the center for a list of referral documents, or call one of the numbers listed above; under "Fees and Payment Policies" (number to call varies depending on the type of insurance).
- Referrals from psychiatric facilities, schools, hospitals, health care professionals, community agencies are preferred, but self-referrals are accepted.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need

- Intake procedures vary depending on the individuals insurance/payment method:
  - Individuals that have straight Medicaid should call the Bronx center directly for intake.
  - Self-pay individuals or individuals enrolled in a Medicaid Managed Care plan should call the Manhattan Mental Health Triage Unit (212-229-6904) first to get a referral to the Bronx site.
- English, Spanish

### **Immigrant Support, School, Youth & Family Services, Social Services**

#### **Comunilife - "Life is Precious" Program - Bronx Location**

4419 Third Avenue, 2nd Floor

Bronx, NY 10457

718-364-7700

914-304-3645

Bronx: Mon-Fri: 3:30pm-7:30pm; Sat: 10am-2pm

Brooklyn: Mon & Weds: 3:30pm-7:30pm; Sat: 10am-2pm

<http://www.comunilife.org/LIFEISPRECIOUS.htm>

- Non-profit mental health and youth development drop-in center providing high-risk Latina adolescent girls with case management, clinical intervention, suicide prevention, group discussions, education enrichment, homework help, vocational training, and recreation; information sessions and ESL for parents.
- Brooklyn Location: 113 Throop Avenue Brooklyn, NY 11206. Transportation is available to and from the program. No appointment is necessary.
- Eligibility requirements: All participants are required to receive psychiatric care at Comunilife's VIDA Guidance Center (Bronx) or Woodhull Hospital (Brooklyn) or another licensed outpatient mental health clinic, be diagnosed with a serious mood disorder, and be in school full-time.
- Offers FREE services
- English, Spanish

#### **Family Crisis Services/Crime Victims Assistance-Fordham-Tremont CMHC**

2021 Grand Concourse, 6th Floor

Bronx, NY 10453

718-960-3311

Family Crisis Services: Mon-Fri, 9am-5pm

Crime Victims Assistance Program: Mon-Fri, 9am-5pm

<http://www.fordhamtremont.org/>

- For-profit mental health center that provides trauma survivors and crime victims ages 6+ with counseling, case management, crisis intervention, and psychiatric care.
- Trauma survivors must have experienced trauma within the past year to be eligible for services. The center welcomes undocumented immigrants. Provides services to all

individuals, regardless of immigration status. A program of St. Barnabas Hospital, a not-for-profit community hospital. For more information, please visit  
<http://stbarnabashospital.org/>.

- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Sliding fee scale/assistance based on need
- Acceptance of Child Health Plus and Family Health Plus is dependent upon individual insurance plan.
- If the individual is uninsured and filed a police report and order of protection, they may be eligible for a crime victim's financial assistance program.
- English, Spanish

### **Immigrant Support, School, Youth & Family Services, Social Services, Wellness & Prevention**

#### **Abraham House**

340 Willis Avenue

Bronx, NY 10454

718-292-9321

Office hours: Mon-Fri, 10am-6pm

Counseling: Call for weekday appointments.

Food pantry: Saturday, 6:30am-7:30am

After-school: Available Monday-Thursday, 3pm-6pm

- Non-profit multi-service agency providing formerly incarcerated individuals and their families with transitional and supportive services, including a residential program for men (Alternative to Incarceration). The agency also serves the general public with a weekly food pantry; after-school program for youth ages 5-17; ESL courses; and community center offering free counseling, and literacy courses.
- Alternative to Incarceration program eligibility requirements: ages 21+; first-time offenders; no arson, violent crime, sex crime offenders. A small number of women are accepted in the program and allowed to live in their homes. They must go to Abraham House daily and meet the same requirements. Food pantry: For more information on the pantry and food donations, call 718-292-9321. Bring two forms of ID to pick up food. Please call for availability of ESL classes and tutoring sessions.
- Offers FREE services
- English, Spanish

**BronxWorks - Southern Boulevard**

630 Southern Boulevard

Bronx, NY 10455

718-585-4619

Mon-Fri, 9am-5pm

[www.bronxworks.org](http://www.bronxworks.org)

- Non-profit organization providing those in need with information and referrals, housing assistance, information and assistance on Medicaid and Medicare, Medicaid enrollment facilitators, a childcare network referral program, help completing public assistance applications.
- Offers FREE services
- English, Spanish

**Council of Belmont Organizations (COBO)**

630 East 187th Street

Bronx, NY 10458

718-364-4788

Mon-Fri, 9am-5pm

- Non-profit organization providing the community with case management, aid in applying for public assistance and information and referrals for health services.
- Walk-ins are accepted. Also sponsors a senior center, Mount Carmel Center for Senior Citizens, located nearby at 2405 Southern Boulevard.
- Offers FREE services
- Albanian, English, Italian, Spanish, Serbian

**East Side House Settlement - Pre-K/Head Start (Mill Brook Center)**

201 St. Ann's Avenue

Bronx, NY 10454

718-993-4854

Early childhood program: Mon-Fri: 8am-4pm

Day Care: Mon-Fri: 8am-6pm

<http://www.eastsidehouse.org/pmwiki/Main/EarlyChildhood>

- Non-profit center providing universal pre-kindergarten and a Head Start program for children ages 3-4 (including those with special needs), as well as psychological and social services; referrals; health and dental screenings; and a WEP and BEGIN program.
- In order to determine eligibility, please bring proof of income, child's birth certificate, and immunization records to initial visit. For more information please contact 718-292-5335/6570.
- Offers FREE services
- English, Spanish

**East Side House Settlement - Pre-K/Head Start (Children's Pride Center)**

414 Morris Avenue

Bronx, NY 10451

718-401-4242

Mon-Fri: 9am-5pm. Please call for hours of operations for other programs.

<http://www.eastsidehouse.org/pmwiki/Main/EarlyChildhood>

- Non-profit center providing universal pre-Kindergarten and a Head Start program for children ages 3-4 (including those with special needs), as well as psychological and social services; referrals; health and dental screenings; and a WEP and BEGIN program.
- In order to determine eligibility, please bring proof of income, child's birth certificate, and immunization records to initial visit. For more information please contact 718-292-5335/6570.
- Offers FREE services
- English, Spanish

**East Side House Settlement - Pre-K/Head Start (Mott Haven Center)**

375 East 143rd Street

Bronx, NY 10454

718-292-5335

Mon-Fri: 8:30am-3:30pm

<http://www.eastsidehouse.org/pmwiki/Main/EarlyChildhood>

- Non-profit center providing universal pre-Kindergarten and a Head Start program for children ages 3.5-5 (including those with special needs), as well as psychological and social services; referrals; health and dental screenings; and a WEP and BEGIN program.
- In order to determine eligibility, please bring proof of income, child's birth certificate, and immunization records to initial visit. For more information please contact 718-292-5335/6570.
- Offers FREE services
- English, Spanish

**East Side House Settlement - Pre-K/Head Start (Winifred Wheeler Center)**

200 Alexander Avenue

Bronx NY 10454

718-993-3692

Mon-Fri: 8am-5:45pm

<http://www.eastsidehouse.org/pmwiki/Main/EarlyChildhood>

- Non-profit center providing universal pre-Kindergarten and a Head Start program for children ages 2-5 (including those with special needs), as well as psychological and social services; referrals; health and dental screenings; and a WEP and BEGIN program.
- In order to determine eligibility, please bring proof of income, child's birth certificate, and immunization records number to initial visit.

- For more information please contact 718-292-5335/6570.
- Offers FREE services
- English, Spanish

**Fordham Bedford Community Services**

2715 Bainbridge Avenue

Bronx, NY 10458

718-733-2557

Office hours are Mon-Fri 9am-5pm

For available daycare sites, computer class schedules, and other program times, please visit

<http://www.fbcnets.org/>

[www.fbcnets.org](http://www.fbcnets.org)

- Non-profit organization providing Mid- and Northwest Bronx children and their families with day care, summer camp and after-school programs, ESL and citizenship classes, immigration support, tax preparation, and a computer lab.
- Students must apply in the summer for S.A.T. Program, which starts in the Fall.
- Some programs are free and others have a small fee. Please call for more information.
- English

**Moshulu Montefiore Community Center - Main Office**

3450 DeKalb Avenue

Bronx, NY 10467

718-882-4000

Mon-Fri, 8am-7pm

Some programs run outside these hours. Please call for more information about program schedule.

[www.mmcc.org](http://www.mmcc.org)

- Non-profit community recreation center offering North Bronx residents recreation and education programs, including day care and after-school programs, ESL classes, immigrant education, senior centers, summer camps, youth employment programs, and weekend classes.
- Offers FREE services
- Fees vary depending on program. Please call for more information.
- English, Spanish
- Hindi and Russian are available upon request.

**New York Metropolitan Martin Luther King, Jr. Center for Nonviolence**

576 East 165th Street

Bronx, NY 10456

718-589-7858

Mon-Fri, 10am-5pm

<http://www.nymlkcenterfornonviolence.org/>

- Non-profit organization providing individuals in the community with computer-based classes in employability and adult education.
- Please call or walk in to sign up for a course. Martin Luther King, Jr. Center for Nonviolence also offers nonviolence and social justice events for the community. For more information, please call the above-listed number.
- Offers FREE services
- English

**New York Public Library - Centers for Reading and Writing**

135 East 46th Street

New York, NY 10017

212-340-0918

Office of Community Outreach Services: Mon-Fri, 9am-5pm. Please call for class schedules.

<http://www.nypl.org/branch/local/crw/>

- Public learning centers providing out-of-school individuals ages 16+ with a literacy program, including small-group reading and writing tutoring sessions at NYPL centers throughout the Bronx, Manhattan, and Staten Island.
- Student application can be found at <http://www.nypl.org/branch/local/crw/exp.html>
- Offers FREE services
- English

**South Bronx Job Corps Academy**

1771 Andrews Avenue

Bronx, NY 10453

718-731-7700

Mon-Fri, 8am-5pm

[www.southbronx.jobcorps.gov](http://www.southbronx.jobcorps.gov)

- Public program offering individuals ages 16-24 free job training and job placement in either a residential or commuter setting.
- Please call for an appointment. This program is open to all residents of New York State and may be either residential or non-residential. 100 men and 100 women can live at the center at a time, and 75 people commute. Programs are self-paced and individualized, so enrollment times and length of stay in program vary. Maximum length of program is 2 years. There is a satellite office in Brooklyn. For more information, please call (718) 623-4000.

- Offers FREE services
- Applicants must meet income requirements; please call for detailed information.
- English, Spanish

**St. Rita's Center for Immigrant and Refugee Services**

2342 Andrews Avenue

Bronx, NY 10468

718-365-4390

General hours: Tue-Fri, 8:30-4:30PM

ESL Classes: Tue-Fri, 9-11AM and 12-2PM

Citizenship Classes: Tuesdays and Fridays 9-11AM, and 12-2PM

After-School Program: Tue-Fri 2:45-4:30 PM

- Non-profit organization offering immigrants of all ages ESL and citizenship classes, citizenship assistance, after-school program for youth, legal services, referrals, and advocacy.
- Please call to set up an appointment. St. Rita's center has linkages to services and information available through Catholic Charities.
- Offers FREE services
- \$25 fee to register for the year of ESL classes (includes book fee)
- Albanian, English, Spanish, Vietnamese, Cambodian

**WHEDCO - Head Start & Early Childhood Discovery Center**

50 East 168th Street

Bronx, NY 10452

718-839-1120

Head Start: Mon-Fri, 8am-4:45pm

Literacy program: Mon-Thurs, 8:30am-12:00pm & 12:30 to 3:30

ESL: Mon-Thurs, 12:30pm-3:30pm

<http://www.whedco.org/education/earlychildhood>

- Non-profit, city-sponsored Head Start program offering children (ages 3-5) from low-income families pre-school educational activities; also offering the Family Literacy Program, providing literacy and ESL classes to Head Start parents or any community member in need.
- The Head Start program usually has a long waiting list. High-need applicants, such as children with special needs, may have priority. The Family Literacy Program has a waiting list as well and can generally accept people within a few months of sign-up. Please call to get application and waiting list information.
- Offers FREE services
- Head Start requires families to meet income eligibility guidelines. Please call for more information. Family Literacy Program classes are open to all and free of charge.
- English, Spanish

**YMPJ - Center for Education for Liberation**

1384 Stratford Avenue

Bronx, NY 10472

718-328-5622

Mon-Fri, 9am-7pm

<http://www.ympj.org/centers/education.html>

- Non-profit education center providing youth ages 13-18 with daily tutoring and after-school services, academic counseling, college planning and post-graduation guidance, and weekly educational workshops.
- Offers FREE services
- English, Spanish

**Immigrant Support, Social Services**

**African Services Committee**

429 W. 127th St., 2d floor,

Harlem, NY 10027

212-222-3882

Mon.-Fri., 9 am – 5 pm

[www.africanservices.org](http://www.africanservices.org)

- Provides medical, legal, and social services to African immigrants and refugees, including: health screening and tests, hospital escorts, medical interpreters, help getting medical services, HIV/AIDS support, food pantry, immigration assistance, legal aid, English classes, and other services.
- Languages: English, Spanish, French, and various African dialects.

**BronxWorks – Immigration Services Program**

2070 Grand Concourse, Suite 1

Bronx, NY 10457

718-731-3114 x 311

Social Services: Mon.-Fri., 9 am – 5 pm

Immigration Services: Wed., 11 am – 7 pm

[www.bronxworks.org](http://www.bronxworks.org)

- Services provided: Help with paperwork related to immigration and citizenship.
- Languages: English, Spanish.

**Mercy Center**

377 East 145th Street

Bronx, NY 10454

718-993-2789

Mon, Fri, 8am-6pm

Tues, Wed, Thurs, 8am-8pm Sat, 8am-3pm

To view an online event calendar, please visit

[http://www.mercycenterbronx.org/winter\\_spring\\_2013\\_brochure.pdf](http://www.mercycenterbronx.org/winter_spring_2013_brochure.pdf)

[www.mercycenterbronx.org](http://www.mercycenterbronx.org)

- Non-profit organization offering women, youth, and families' educational services, including classes in parenting, job skills, ESL, citizenship, yoga, dance, business, internet, spirituality, and keyboarding.
- Schedules for classes vary, and participants are accepted on a first come-first served basis. Please call for more information on class openings and registration. For GED Classes information, please call 718-328-0580
- All programs are free of charge, though some of the classes have fees for books and supplementary materials. \$50 book fee for ESL classes
- English, Spanish

**Sauti Yetu Center for African Women**

718-665-2486

Mon.-Fri., 9 am – 5 pm

[www.sautiyetu.org](http://www.sautiyetu.org)

- Provides information, referrals and advocacy on concerns of African immigrant women, including legal issues, family violence, immigration, and health.
- Languages: English, French, Wolof, Mandigo, Fulanti, Manjago, Swahili, plus 16 other West African languages.

**Immigrant Support, Social Services, Wellness & Prevention****Adult Education Annex - Highbridge Community Life Center**

1438 Ogden Avenue

Bronx, NY 10452

646-393-9533

Mon-Fri, 9am-5pm (Please call for class times)

[www.highbridgelife.org/ourservices/classes.asp](http://www.highbridgelife.org/ourservices/classes.asp)

- Non-profit adult education program offering individuals ages 17+ basic education, ESL, and GED classes.
- Please call to ask about registration for classes. Applicants will be provided with information on placement test dates and locations, as well as which documents to bring for registration.

- The GED classes at this site are only offered in English. GED classes in Spanish are offered several blocks away at the Highbridge location at 979 Ogden Avenue.
- Offers FREE services
- English, Spanish

**Asian American Health Web Site**

8600 Rockville Pike

Bethesda, MD 20894

Website available 24/7

[www.asianamericanhealth.nlm.nih.gov](http://www.asianamericanhealth.nlm.nih.gov)

- Non-profit Web site providing Asian Americans in the US with extensive information on health issues along with links to informational documents, Web sites, and databases.(Offers materials in Asian Languages)
- Sponsored by the National Library of Medicine
- Offers FREE services
- English
- Some resources in Chinese, Vietnamese, Korean

**Bronx Adult Learning Center (BxALC)**

3450 East Tremont Avenue

Bronx, NY 10465

718-863-4057

Please call for the hours of specific classes and registration times.

<http://amoyemaat.org/BxALC.html>

- Public learning center offering individuals ages 21+ free day, evening, and Saturday courses, including pre-GED education, GED, Spanish GED, ESL, computer literacy, and career education classes.
- Class sessions run from Sept-Jan and Feb-June, but interested individuals may join classes at any time. Classes are held at 38 sites throughout the Bronx. Please call for locations and schedules.
- Offers FREE services
- English, Spanish

**Bronx Defenders**

860 Courtlandt Avenue  
Bronx, NY 10451  
718-838-7878  
800-597-7980  
Office Hours: Mon-Fri, 9am-5pm  
[www.bronxdefenders.org](http://www.bronxdefenders.org)

- Non-profit legal organization providing South Bronx residents in need with legal representation, advocacy, and referrals; and offering SingleStop social services, including benefits and entitlements screening and enrollment.
- Walk-ins are accepted, but appointments are preferred. Please bring documents pertaining to your case. The Bronx Defenders staff includes attorneys, social workers, parent advocates, investigators, administrative support, and community organizers.
- Single Stop social services are also offered at several other locations throughout NYC and nationwide. For more information, please visit [www.singlestopusa.org](http://www.singlestopusa.org)
- Offers FREE services
- English, Spanish

**Bronx District Attorney - Crime Victims Assistance Unit**

198 East 161st Street, 5th floor  
Bronx, NY 10451  
718-590-2115  
Mon-Fri, 8:30am-5:30pm  
[www.bronxda.nyc.gov/office/cvau.htm](http://www.bronxda.nyc.gov/office/cvau.htm)

- Public program of the D.A.'s office providing crime victims (including victims of attempted homicide, domestic violence, sexual abuse, rape, or assault) who live or were victimized in the Bronx with free individual and group therapy; relocation assistance; advocacy and referrals to legal and social services; information about the court system and victim rights and entitlements; court escorts; an elder abuse initiative; and community outreach education.
- No appointment necessary. Services at this office only available to individuals who live or were victimized in the Bronx.
- Individuals under 18 need parent's permission.
- Undocumented immigrants, self-referrals and walk-ins are welcome.
- Offers FREE services
- English, Interpreter services available, Spanish

**BronxWorks - Immigration Services Program**

2070 Grand Concourse

Bronx, NY 10457

718-731-3114

Office: Mon-Fri, 9am-5pm

ESL Classes Hours (4 weekly sessions): Mon-Thursdays, 9-12 pm and 1-4 pm

Days and times are subject to change; please call for specific schedule.

<http://www.bronxworks.org/programs/immigration-services>

- Non-profit program providing immigrants 18+ with support services, including free legal counseling and representation; beginner-level ESL classes; and referrals to local housing and health care services.
- Offers FREE services
- ESL classes are free of charge. Other services may have a fee, please call for more information.
- English, Spanish

**Casa Betsaida - Scatter Site Housing ("Scatter Site C")**

267 Hewes Street

Brooklyn, NY 11211

718-218-7890

Program Office Hours: Mon-Fri, 9am-5pm

24/7 Support at the Housing Facility

<http://wwwccbq.org/what-we-do/behavioral-health-services/casa-betsaida>

- Non-profit program providing immigrants who are HIV+ asymptomatic and ineligible for public benefits with scattered-site housing and supportive services.
- Clients must be HIV+ and ineligible for government benefits. Eligibility may also depend on CD4 count, conditions relating to opportunistic infections, and housing situation. Clients may be referred by a hospital or an agency that provides HIV-related services. Please call for more information about intake.
- Clients are expected to contribute 30% of income for rent. All other services are free.
- English, Spanish

**Crime Victims and Witnesses Program**

389 East 150th Street  
(at Immaculate Conception Church)  
Bronx, NY 10455  
718-292-5601  
Office: Mon-Fri, 9am-5pm  
Citizenship classes: Thu, 6pm-8pm  
[www.iprhe.org/directory.php](http://www.iprhe.org/directory.php)

- Non-profit program providing the general public with a crime victims and witnesses support program, case management, benefit/entitlements services, citizenship classes, referrals and information.
- Walk-ins are accepted
- Offers FREE services
- English, Spanish

**Displaced Homemaker Center - Bronx Community College**

2155 University Ave., Bronx, NY 10453  
718-289-5828  
Summer: Mon-Thurs, 9am-4pm  
Fall-Spring: Mon-Fri, 9am-5pm  
Only computer classes are offered during the summer; all other classes are offered during the fall-spring months. For specific class times, please call the main office.  
[www.labor.state.ny.us/workforcenypartners/dhpcenters.shtm](http://www.labor.state.ny.us/workforcenypartners/dhpcenters.shtm)

- Non-profit program providing displaced homemakers (those returning to work after an extended period of time at home) with counseling, educational, and employment services, including job readiness training and placement; self-esteem training; reading, math, computer, pre-GED, GED, and ESL classes; and referrals for additional services.
- The program is five weeks long, with the goal of placing participants in jobs by the end of the program. Please call in advance to register for the program, as there is often a wait list.
- Offers FREE services
- English, Spanish

**FEGS - Begin Program**

412 East 147th Street, 5th floor  
Bronx, NY 10455  
718-742-4071  
Mon-Fri: 9am-5pm  
[www.fegs.org](http://www.fegs.org)

- Non-profit organization providing individuals ages 18+ receiving public assistance with education courses including adult basic education (ABE), GED, English as a second language (ESL), basic education in native language (BENL), and English for special purposes (ESP).

- A referral from a caseworker is required; please call for more information. Participants have access to technological assistance through - The IBM adult literacy initiative, where they can read books on screen and get immediate feedback on their skill level - The IBM automatic translation project, where they have access to English-to-Spanish automatic translation software.
- Offers FREE services
- Participants must be on public assistance (PA) to qualify.
- English, Interpreter services available, Spanish

**HANAC - Senior Social Services - Bronx**

3573 Bruckner Blvd., Bronx, NY 10461  
718-409-9876

Senior center and social services hours: Mon-Fri, 10am-2pm; Thursdays, 1pm-4pm

- Non-profit senior social services center providing older adults ages 60+ with information and referrals; entitlements assistance; assistance with green card and citizenship applications; and a weekly senior recreation program offering lunch, and recreational activities.
- The center primarily serves seniors, but no one in need of assistance will be turned away.
- Offers FREE services
- English, Greek

**Highbridge Community Life Center - Main Office**

979 Ogden Avenue  
Bronx, NY 10452  
718-681-2222  
Mon-Fri, 9am-5pm  
[www.highbridgelife.org/ourservices/classes.asp](http://www.highbridgelife.org/ourservices/classes.asp)

- Non-profit organization providing adults ages 17+ with GED, ESL, citizenship, basic education courses, and Certified Nurse's Aide Training.
- Please call for information and an appointment. To register, call 646-393-9533 and ask for education department.
- Offers FREE services
- English, Spanish

**J.E. and Z.B. Butler Child Advocacy Center at the Children's Hospital of Montefiore**

260 East 188th Street, 5th floor

Bronx, NY 10458

718-618-8915

Office: Mon-Fri, 9am to 5pm

Facility is open 24 hours.

<http://www.montekids.org/programs/butler/about/>

- Non-profit hospital-based facility providing children who are suspected of having experienced sexual/physical abuse or neglect with psychosocial assessments, medical exams, and advocacy.
- The Center is a division of St. Barnabas Hospital's Department of Pediatrics. Undocumented immigrants welcome. Provides services to all individuals, regardless of immigration status.
- Offers FREE services
- English, Interpreter services available, Spanish

**Lawhelp.org/NY**

New York, NY 10001

LiveHelp is available Mon-Fri, 9am-5pm in both English and Spanish.

[www.lawhelp.org/ny](http://www.lawhelp.org/ny)

- Non-profit website providing a searchable database of legal resources, self-help guides, list of hotlines and referrals to assist low- and moderate-income New Yorkers with legal issues in areas of housing, internet fraud, health, patients' rights, public benefits, family, and immigration; also provides LiveHelp, a live chat program providing users with assistance finding resources.
- LiveHelp program is staffed by trained law students and attorneys.
- Web site is free to the public, and most services listed are free or low-cost.
- African languages/dialects, Albanian, Arabic, Bengali, Chinese, Creole, English, French, German, Hebrew, Hindi, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, Urdu, Vietnamese, Amharic, Cambodian, Farsi Hmong Laotian, Polish, Soomaali, Yiddish
- Spanish mirror Web site available here: [www.AyudaLegalNY.org](http://www.AyudaLegalNY.org)

**Legal Momentum**

395 Hudson Street, New York, NY 10014

212-925-6635

Mon-Fri, 9:30am-5:30pm

<http://www.legalmomentum.org/>

- Non-profit legal services center providing information and referrals on legal aid and support for female immigrants and survivors of abuse, sexual harassment, and workplace violence.
- Call center directly for assistance.
- Note that this center does not provide any direct services-only information and referrals.

- Offers FREE services
- English, Spanish

**Legal Services NYC - Bronx**

579 Courtlandt Avenue

Bronx, NY 10451

718-928-3700

Mon-Fri: 9am-5pm

[www.legalservicesnyc.org/index.php?option=com\\_content&task=view&id=87&Itemid=128](http://www.legalservicesnyc.org/index.php?option=com_content&task=view&id=87&Itemid=128)

- Non-profit law office providing low-income residents of the Bronx with free legal consultation and representation for civil cases in matters such as disabilities, housing, immigration, welfare and public benefits, education, health, tax, and family court.
- Please call first to find out if you qualify and schedule an appointment; no walk-ins. For services provided by LSNYC in additional NYC communities, please visit [http://www.legalservicesnyc.org/index.php?option=com\\_content&task=view&id=46&Itemid=75](http://www.legalservicesnyc.org/index.php?option=com_content&task=view&id=46&Itemid=75).
- The unit for housing issues is located around the corner at 329 East 149th Street, 3rd Floor. It can be reached at the above-listed telephone number, ext. 3.
- Offers FREE services
- Eligibility for this free service is based on income guidelines.
- English, Interpreter services available, Spanish

**Neighborhood Self-Help by Older Persons Project (SHOPP)**

953 Southern Boulevard, Suite 203

Bronx, NY 10459

718-542-0006

Mon-Fri: 9am-5pm

- Non-profit organization providing older Bronx residents ages 60+ with a senior center, case management (including home-based visits for the homebound), a wellness program, benefits/entitlements assistance, and domestic violence/elder abuse crisis intervention and counseling.
- Please call for specific catchment information or to make an appointment.
- Offers FREE services
- English, Spanish

**New York Asian Women's Center**

32 Broadway, 10th Floor

New York, NY 10004

888-888-7702

212-732-0054

24-hour multilingual hotline assistance

Administrative office: Mon-Fri: 9am-5pm

[www.nyawc.org](http://www.nyawc.org)

- Non-profit women's advocacy organization providing Asian women and their children who are survivors of physical abuse, domestic violence, trafficking, and/or sexual assault with a multilingual hotline, emergency shelter, individual and group counseling, crisis intervention, advocacy, translation services, ESL instruction, education and trafficking program, entitlements assistance, and a children's program.
- Services are free as long as client is a survivor of trafficking or domestic violence. To speak to someone about domestic violence or to request assistance, please call the 24-hour hotline.
- The center also provides cultural sensitivity training and information about domestic violence and human trafficking to community groups, medical professionals, police, social service providers, and schools. For scheduling and booking information, please call the agency.
- Offers FREE services
- Bengali, English, Hindi, Japanese, Korean, Tagalog, Urdu, Vietnamese, Punjabi, Gujarati, Cantonese Taiwanese, Shangainese, Fujianese, Mandarin

**New York City Commission on Human Rights - Bronx**

1932 Arthur Avenue, Room 203A

Bronx, NY 10457

718-579-6900

Mon-Fri, 9am-5pm

[home.nyc.gov/html/cchr/home.html](http://home.nyc.gov/html/cchr/home.html)

- NYC public office that enforces the City's human rights laws, which protects individuals against unlawful discrimination in employment, housing, and public accommodations; provides community residents with mortgage counseling and housing information; workshops and support on legal issues in the areas of sexual harassment, racial and gender discrimination, and immigration and employment rights; and offers educational presentations and workshops in NYC schools covering conflict resolution, sexual harassment, diversity, the human rights law, peer mediation, and cyber bullying.
- Walk-ins are welcome.
- Offers FREE services
- All services are free of charge. Valid complaints will be transferred to the Manhattan office, through which legal representation is available.
- English, Interpreter services available, Spanish

- Please call with specific language inquiries.

**New York City Commission on Human Rights-Website**

40 Rector Street

New York, NY 10006

[www.nyc.gov/html/cchr/home.html](http://www.nyc.gov/html/cchr/home.html)

- Public commission providing an online source of information on human rights law, filing a complaint, and contact information for local resources.
- Offers FREE services
- English

**New York Legal Assistance Group - LegalHealth**

7 Hanover Square, 18th Floor

New York, NY 10004

[www.legalhealth.org/about/ourServices.htm](http://www.legalhealth.org/about/ourServices.htm)

- Non-profit legal services program administered in health and community-based health organizations throughout NYC and providing free legal consultation services in areas of immigration, insurance coverage, debt and credit issues, government benefits, housing, special education, workplace accommodations for disabled individuals, health care proxy, power of attorney, living will, and more.
- Services are by appointment at healthcare facilities. For locations and times of legal clinics, please visit <http://legalhealth.org/access/monthlySchedule.htm>
- Free legal services
- English, Interpreter services available
- Interpreter services available through healthcare facility

**New York Public Library - Computer Classes**

135 East 46th St., New York, NY 10017

Please visit NYPL's website or call your local NYPL branch for class schedule.

<http://www.nypl.org/events/classes/computer-classes>

- Public program offering adults (ages 18+) free computer classes at NYPL branches in the Bronx, Manhattan, and Staten Island.
- Online registration is available for some classes; for others, registration is done in-person only. For detailed registration information, please visit: <http://www.nypl.org/events/classes>
- Detailed contact information for individual NYPL branches can be found at <http://www.nypl.org/locations>. For information on class schedules, please visit: <http://www.nypl.org/events/calendar>
- Offers FREE services
- English, Spanish

**New York Public Library - English Classes for Speakers of Other Languages (ESOL)**

135 East 46th Street

New York, NY 10017

212-340-0918

The Office of Community Outreach Services:

Mon-Fri, 9am-5pm. Please call or visit website for class schedules.

<http://www.nypl.org/events/classes/esol>

- Public program offering adults (16+) free English classes for speakers of other languages at NYPL sites in the Bronx, Manhattan, and Staten Island.
- Please visit website for detailed class schedules and registration information.
- Classes are held year-round in 10-week cycles and are for beginner and intermediate levels only.
- Registration is in person at the branch where the class is held.
- Space is limited.
- Classes are open to adults (age 16 or over).
- Placement testing follows registration.
- Documentation is not required.
- Offers FREE services
- English, Spanish

**NYC Department of Homeless Services**

33 Beaver Street, 17th Floor

New York, NY 10004

212-361-8000

800-994-6494

Main office: Mon-Fri, 8am-6pm

Toll-free helpline (800) 994-6494 and 311 are available 24/7.

[www.nyc.gov/html/dhs/html/home/home.shtml](http://www.nyc.gov/html/dhs/html/home/home.shtml)

- Public agency providing homeless individuals and families with safe shelter, advocacy, outreach services, and a toll-free hotline providing referrals to emergency shelter.
- Dial 311 for the 24-hour mobile street outreach and emergency shelter hotline.
- Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status. For more information on emergency shelter services for families, please visit: [www.nyc.gov/html/dhs/html/homeless/famserv.shtml](http://www.nyc.gov/html/dhs/html/homeless/famserv.shtml)
- For more information on emergency shelter services for single adults, please visit: [www.nyc.gov/html/dhs/html/homeless/adultserv.shtml](http://www.nyc.gov/html/dhs/html/homeless/adultserv.shtml)
- For more information on the office of client advocacy, please visit: [www.nyc.gov/html/dhs/html/homeless/advocacy.shtml](http://www.nyc.gov/html/dhs/html/homeless/advocacy.shtml)
- Offers FREE services
- English, Spanish

**Phipps Community Development Corp. - Phipps Community Education Center**

1030 East 178th Street

Bronx, NY 10460

917-243-7050

Mon-Fri: 9am-5pm

Extended hours for certain programs. Call for more information.

[www.phippswestfarms.org](http://www.phippswestfarms.org)

- Not-for-profit multi-service community center offering early childhood and youth development programs; basic education and technology, including computer, literacy, GED, ESL and college preparation programs; social services; counseling; and employment services.
- Individuals can walk-in for services, no appointment necessary.
- Offers FREE services
- English, Spanish

**Riverdale Senior Services, Inc.**

2600 Netherland Avenue

Bronx, NY 10463

718-884-5900

Mon-Fri, 9:30am-4pm

<http://www.riverdalesenior.org/>

- Non-profit senior center providing the elderly (ages 60+) with recreational activities, lunch, and adult day activities.
- Seniors may call to arrange for transportation; eligibility requirements apply depending on area of residence. Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Offers FREE services
- There is a suggested donation of \$2.25 for lunch.
- English, Spanish

**Sakhi for South Asian Women**

New York, NY 10001

212-714-9153

Mon-Fri, 10am-6pm

[www.sakhi.org](http://www.sakhi.org)

- Non-profit anti-domestic violence organization providing South Asian women in the New York metropolitan area with case management including emotional support, safety planning, monthly legal clinics for pro-bono immigration and family law assistance, accompaniments to court and public support agencies, ESL courses, financial and computer literacy workshops, credit repair, career counseling, and referrals to free or low-cost medical care.

- Computer classes offered as needed. Call the main number for more information on this program.
- For assistance or to speak to someone about domestic violence, please call the helpline.
- Offers FREE services
- Bengali, English, Hindi, Urdu

### **SoBRO - Education & Career Development**

555 Bergen Avenue

Bronx, NY 10455

718-732-7628

Office hours: Mon-Fri, 9am-5pm

Classes are held during the morning, afternoon, and evening. Please call for additional information.

<http://www.sobro.org/services/adult-education-career-development>

- Not-for-profit organization providing adults, ages 18+, with Adult Basic Education (GED prep), ESOL, and civics classes, job readiness training, industry-specific training programs, and job placement services.
- Please bring proof of address, proof of residence, photo ID, birth certificate, and/or social security card to enroll in programs.
- Offers FREE services
- English, Spanish

### **Workforce1 Career Center**

Bronx, NY 10455

400 East Fordham Road

Entrance on Webster Ave

718-960-7901

800-662-1220

Office: Mon-Fri, 8:30am-5pm

Orientation schedule: 8:45 am, 10:30 am (English) Tue and Wed, 1:30pm (Spanish)

<http://www.nyc.gov/html/sbs/wf1/html/home.shtml>

- Public career center providing job seekers (ages 18+) with employment services, including job placement, career advisement, job search counseling, and access to skills training; as well as an initiative to assist veterans and their families with accessing public benefits, veteran's benefits, jobs, housing, mental health, education, and other social services
- Participants are asked to bring a resume, a form of ID, and a pen to orientation. Please visit the Web site for detailed workshop information, including workshop topics and scheduling. Vouchers are available for off-site vocational training programs that require payment of tuition and other costs. Please call for more information.
- Offers FREE services
- English, Interpreter services available, Spanish
- Auxiliary aids and services are available upon request.

**YMPJ Center for Community Justice (CCJ)**

Bronx, NY 10462

1384 Stratford Avenue

718-328-5622

Mon-Fri, 9am-5pm

<http://www.ympi.org/centers/justice.html>

- Non-profit community center providing individuals with immigration services, health care information, assistance finding housing, vocational services, transportation, court assistance, and information and linkages to public benefits programs.
- The CCJ is a confidential advocacy center. Please call in advance for an appointment.
- Offers FREE services
- English, Spanish

**Mental Health & Substance Abuse, School, Youth & Family Services**

**Acacia Network, Inc. - Main Office**

1776 Clay Avenue

Bronx, NY 10457

718-299-1100

Mon-Fri, 9am-5pm

<http://www.acacianetwork.org>

- Non-profit integrated care organization offering adults primary care, substance abuse treatment, mental health counseling, long term skilled nursing home for HIV & supportive housing.
- Walk-ins and appointments both welcome. Acacia Network, Inc. offers a 5-7 day Detox program and a 21-day Rehab program.
- The majority of the program sites are located in the Bronx, but some satellite locations are in Queens and Manhattan. Formerly known as Promesa.
- Accepts Medicaid
- Accepts Medicare and some HMOs on a case-by-case basis. Please call for more information.
- English, Spanish

**Acacia Network, Inc. - Residential Youth Treatment**

311 East 175th Street

Bronx, NY 10457

718-960-7500

Walk-ins seen Mon-Fri, 9am-5pm, at 1776 Clay Avenue for intake assessment. Please call for more details.

[http://www.promesa.org/behavioral\\_health](http://www.promesa.org/behavioral_health)

- Non-profit multi-service organization offering males ages 16-21 who are chemically addicted residential rehabilitation, mental health assessments, health education, dual-diagnosis treatment, vocational assistance.
- Clients interested in services should call or walk in for more information. Eligible clients should bring their Medicaid or other insurance card or pending Medicaid application letter with them to intake. Formerly known as Promesa.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Provides assistance with public insurance applications
- English, Spanish

**Adult Outpatient Clinic (AOC) - Fordham-Tremont CMHC**

2021 Grand Concourse

Bronx, NY 10453

8th Floor-Adult Outpatient Clinic & Choices

718-960-0324

Adult Outpatient Hours: Mon, Tues & Thurs, 9:00am-7:00pm; Wed & Fri, 9:00am-5:00pm

Choices and Employee Assistance Program Hours: Monday, Tuesday & Thursday, 9:00am to 7:00pm Other hours may be available by appointment.

<http://fordhamtremont.org/en/index.php/adult>

- Not-for-profit outpatient clinic providing individuals ages 18+ with individual, family and group psychotherapy and medication management; Choices Program for people who are physically, sexually, and/or emotionally abusive with their intimate partner; and Employee Assistance Program for individuals who experience problems at the workplace.
- A program of St. Barnabas Hospital, a not-for-profit community hospital. For more information, please visit <http://stbarnabashospital.org/>.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, French, Spanish

**Albert Einstein College of Medicine - Division of Substance Abuse/Methadone Maintenance**

1510 Waters Place

Bronx, NY 10461

718-993-3397

Mon-Fri 6:30am-2:30pm

<http://www.einstein.yu.edu/psychiatry/dosa.html>

- Non-profit outpatient methadone treatment centers providing individuals ages 19+ with methadone pharmacotherapy, psychosocial support, relapse prevention, and behavioral therapy.
- For admissions/intake go to the central intake office at 260 East 161st Street, T level (basement level), in the Bronx. No appointment is necessary; self-referral is accepted.
- These Methadone maintenance centers provide the same services, (in different trailers). The only difference is hours of operation.
- Admission Criteria: -Must be 18+ -Must reside or work in The Bronx -Must be chemically addicted \*Please bring photo identification to first visit
- Please call for additional clinic locations or visit  
<http://www.aecom.yu.edu/home/Psychiatry/dosa/brochure/10-facility.htm>
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- For sliding fee scale options bring proof of income (recent pay stubs) to the intake office. Center may first assist client with filing for Medicaid before determining sliding fee scale options.
- English, Spanish

**Albert Einstein College of Medicine - The Wellness Center at Port Morris**

804 East 138th Street

Bronx, NY 10454

718-665-7500

Mon-Fri: 6:30am-5:30pm

<http://www.einstein.yu.edu/psychiatry/dosa.html>

- Non-profit outpatient methadone treatment program providing individuals ages 18+ with methadone pharmacotherapy, psychosocial support, relapse prevention, and behavioral therapy, HIV and Hepatitis C testing and treatment; also provides psychiatric evaluations and referrals for non-users.
- No appointment is necessary; self-referral is accepted.
- Admission Criteria: -Must be 18+ -Must reside or work in The Bronx -Must be chemically addicted \*Please bring photo identification to first visit
- Please call for additional clinic locations or visit  
<http://www.aecom.yu.edu/home/Psychiatry/dosa/brochure/10-facility.htm> . Formerly known as the Division of Substance Abuse - Hubs I, II, & III.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need

- For sliding fee scale options, please bring proof of income (recent pay stubs) to the intake office. Center may first assist client with filing for Medicaid before determining sliding fee scale options.
- English, Spanish

**Alcoholics Anonymous - New York City Inter-Group Association**

307 Seventh Avenue

New York, NY 10001

212-647-1680

Daily: 9am-10pm (live operator) Daily: 10pm-2am (calls forwarded to an answering service)

<http://www.nyintergroup.org/>

- Non-profit organization helping alcoholics stop drinking through A.A. meetings and its Twelve Step Program of Recovery.
- Please call the above-listed number to find the location of the closest New York City AA meeting.
- There are no dues or fees for A.A. membership.
- English, French, Polish, Russian, Spanish
- Spanish-speaking groups available throughout NYC Polish and Russian-speaking groups are available in Brooklyn.

**Alcoholism Council of New York**

2 Washington Street, 7th Floor

New York, NY 10004

212-252-7001

800-56-SOBER

Office hours: Mon-Thurs, 9am-8:30pm; Fri 9am-4pm; Sat, 9:30am-12:30pm

Program hours and locations vary.

[www.alcoholism.org](http://www.alcoholism.org)

- Not-for-profit substance abuse treatment organization providing outreach, a program for convicted DUI/DWI violators, workplace assistance, individual and family counseling and intervention, and relapse therapy.
- Serves residents of all five boroughs of New York City
- Sliding fee scale/assistance based on need
- Flat rate for DUI program: \$225, with a referral from the DMV Fees for other services based on sliding scale
- English, Spanish

**Argus Community - Argus IV**

760 East 160th Street

Bronx, NY 10456

718-401-5765

Intake hours: Mon-Fri: 9pm-5pm

[www.arguscommunity.org/program/argusIV.html](http://www.arguscommunity.org/program/argusIV.html)

- Non-profit residential substance abuse treatment facility offering chemically addicted men ages 18+ drug rehabilitation counseling, pre-employment training, and case management.
- Program length varies depending on individual needs, but generally lasts 18 months, followed by 6 months of after-care. Self-referral is accepted. Intake materials include psychosocial history, and a physical (including a recent TB test).
- Accepts Medicaid
- Assists with Medicaid application
- English, Spanish

**Arms Acres - Bronx Outpatient Clinic**

3584 Jerome Avenue

Bronx, NY 10453

718-653-1537

Office hours: Mon-Fri, 9am-6pm; Sat-Sun, 9am-3pm

Intake hours: Mon-Fri, 9am-4pm

On-site psychotherapy available every Thursday during regular office hours.

Group meetings occur at varied times and often run later than regular office hours; please call for information on specific meeting times.

<http://www.armsacres.com/outpatient.html>

- For-profit outpatient substance abuse treatment facility offering individuals ages 14+ support groups; intensive counseling; gender-specific treatment; and specialized programs for dual-diagnosis, mentally ill and chemically addicted (MICA) clients, former prisoners, Spanish-speaking individuals, HIV+ individuals, and adolescents.
- Please call to schedule an intake appointment. Bring any supporting documents (i.e., referral if you have one, proof of income if you are self-pay) to first appointment.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Provides assistance with Medicaid enrollment for formerly incarcerated individuals in the program
- English, Spanish

**BASICS - Adolescent and Adult Outpatient Program**

488 East 164th Street, Bronx, NY 10456

347-963-9559

Office: Mon-Fri, 9am-8pm

Adult Programs: One hour a day during the following times: Mon-Fri, 11am-12pm or 7pm-8pm

Mon-Fri, 6pm-7pm (Spanish)

Adolescent Programs: Mon-Fri, 4pm-6pm (for those in school)

[www.basicsinc.org/adolescent.html](http://www.basicsinc.org/adolescent.html)

- Non-profit outpatient substance abuse treatment center providing adults and adolescent males (ages 13-17) with separate, age-specific counseling and treatment.
- Please call the above-listed intake number first to schedule an intake appointment. Although not required, the program prefers that minors are accompanied by a parent or guardian. Self-referrals are accepted.
- Metrocards provided for Medicaid clients.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Fees may be waived under certain circumstances. Please call for more information.
- Client must have a verifiable income to be eligible for NY/ NY III housing
- English, Spanish

**BASICS, Inc - Residential Program**

1064 Franklin Avenue

Bronx, NY 10456

718-861-5650

Intake: Mon-Fri, 9am-5pm

Residence: 24/7

[www.basicsinc.org](http://www.basicsinc.org)

- Non-profit substance abuse treatment center providing men ages 18+ with long-term residential treatment, including case management, individual and group counseling, vocational training, and a program for Spanish-speaking individuals.
- To be admitted, clients must call the above-listed intake number for an initial phone screening/interview, which is followed by a medical assessment done at the center. Self-referrals are accepted. Average program length is 12-24 months.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Assists with Medicaid applications
- English, Spanish

**Bronx Psychiatric Center**

1500 Waters Place

Bronx, NY 10461

718-931-0600

Please call for program hours.

<http://www.omh.ny.gov/omhweb/facilities/brpc/facility.htm>

- State-run 360 bed psychiatric center offering inpatient and outpatient services to individuals with mental disabilities and to individuals with co-occurring mental illness and substance abuse disorders.
- Patients must be referred; please call for more information.
- Accepts Medicaid, Accepts Medicare
- English, Spanish

**BronxCare Chemical Dependency Halfway House at Kelly**

742-44 Kelly Street

Bronx, NY 10456

718-861-4400

Facility is open 24/7.

- Non-profit halfway house providing adults ages 18+ with short-term (4-6 months) residential treatment for alcohol and drug abuse.
- Must be referred by a counselor and have been in a treatment center (rehab, detox or an inpatient setting) prior to intake.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**BronxCare Dr. Martin Luther King, Jr. Health Center - Addictive Disease Services**

321 East Tremont Avenue

Bronx, NY 10457

718-518-3700

Mon-Wed; Fri: 9am-2:30pm

Evening Support Groups: Tues & Thurs: 6pm-7:30pm

Screenings and walk-ins accepted Mon-Fri, 8:30am-12pm

- Non-profit outpatient substance abuse treatment program providing patients ages 18+ with group and individual therapy, vocational training, and recreational programs.
- Self-referrals welcomed.
- Accepts Medicaid, Accepts Medicare
- Assists patients with Medicaid applications
- English, Spanish

**Bronx-Lebanon Methadone Maintenance Treatment Program**

1276 Fulton Avenue

Ground Floor

Bronx, NY 10456

718-503-7750

Treatment hours: Mon-Fri, 7am-11am and 1pm-3pm; Sat 7:45am-11:30am

- Non-profit outpatient clinic offering adults ages 18+ methadone maintenance, counseling, and medical care.
- Clients interested in services should either call to schedule an appointment or walk in to register.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Self-pay clients who do not qualify for Medicaid must be receiving Social Security benefits, Social Security Disability, and/or Social Security Income, and/or legally employed. Sliding fee scale applies at a rate of \$30/week.
- English, Spanish

**Daytop Village - Bronx Outreach Center**

2614 Halperin Avenue

Bronx, NY 10461

718-822-1217

Mon-Thurs: 9am-9pm; Fri: 9am-8pm; Sat: 9am-2pm

<http://www.daytop.org/locations.html>

- Non-profit outpatient substance abuse treatment facility providing chemically addicted individuals ages 14+ with drug rehabilitation, support services, and an alternative education program for high school students in 8th grade and above.
- Individuals must make an appointment for intake before they can receive services.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Sliding scale begins at \$50 and varies according to income.
- English, Spanish

**FEDCAP - Behavioral Health Services**

1011 Washington Avenue

Bronx, NY 10456

718-585-4205

Mon-Fri, 9am-7pm; Sat, 9am-5pm

<http://www.fedcap.org/content/behavioral-health-service> s

- Non-profit outpatient clinic providing adults ages 18+ with mental health services.
- Walk-ins accepted.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Call for more payment information.
- English, Interpreter services available, Spanish

**FEGS - Personalized Recovery Oriented Services (PROS) Possibilities - Bronx**

The Harry & Jeanette Weinberg Mental Health Center

3600 Jerome Avenue

Bronx, NY 10467

718-881-7600

Mon-Fri 9am-4pm

[http://www.fegs.org/index.html#/behavioral\\_health/pros/](http://www.fegs.org/index.html#/behavioral_health/pros/)

- Non-profit mental health rehabilitation program providing mentally ill adolescents and adults (ages 18+) with rehabilitative readiness assessment, goal setting, functional and resource assessment skills, and resource development.
- Eligibility Requirements: Axis I Diagnosis, 18 yrs and older. Please call and speak to an intake coordinator to begin admissions procedures. Note that typical time until intake is usually 1 month. Please bring a recent physical and insurance card to initial intake appointment. Formerly known as the Intensive Psychiatric Rehabilitation Treatment (IPRT) Program.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- English, Spanish

**HOMEE Clinic, Inc. - 170th Street Clubhouse**

695 East 170th Street

Bronx, NY 10456

718-991-0071

24-hour residential facility

Office: Mon-Fri: 9am-5pm

- Non-profit residential psychiatric facility providing mentally ill adults ages 21+ with 24-hour supervised residential rehabilitation and treatment.
- Intake requirements: -Must be age 21+ -Must have documented Axis I mental health diagnosis -Must be referred through a health or social service provider in New York City - Must have up-to-date psychosocial evaluation and physical exam -Clients with a history of substance abuse must be drug-free for at least 6 months "HOMEE" stands for Harmony Opportunity Mobility Elevation Equality.
- Clients must be enrolled in SSI, SSD, or PA. Please contact the center to determine eligibility.
- English, Spanish

**Hunts Point Multi-Service Center - Carmen Iris Capeles (CIC) Drug Treatment Program**

785 Westchester Avenue

Bronx, NY 10455

718-589-5500

Office Hours: Mon-Fri, 6am-4pm Mon-Fri, 6:15am-11am, 12:30pm-3pm Sat, 7am-11am, 12:30-2:15pm

[www.hpmsc.org/cic.htm](http://www.hpmsc.org/cic.htm)

- Non-profit methadone clinic offering opioid-addicted individuals ages 18+ methadone maintenance, assessment and treatment planning, counseling services, routine drug testing, medical care, and case management.
- Must provide referral from detox program; please call center for more details.
- Accepts Medicaid
- Provides benefits/entitlements assistance for uninsured individuals
- English, Spanish

**Hunts Point Multi-Service Center - Chemical Dependency Program**

630 Jackson Avenue, 2nd Floor

Bronx, NY 10455

718-993-3010

Office: Mon-Fri, 8am-8pm; Sat, 8am-4pm

[www.hpmsc.org/ChemicalDependence.htm](http://www.hpmsc.org/ChemicalDependence.htm)

- Non-profit outpatient drug rehabilitation program providing adults ages 18+ with a history of substance abuse with individual, group, and family counseling; vocational training; case management; crisis intervention; methadone treatment; and referral services.
- Walk-ins accepted. Please call to schedule initial intake appointment and bring photo identification, proof of address, social security card, and Medicaid card. Please also bring referral. Methadone treatment is in another building. Please call for more information.
- Accepts Medicaid
- All patients must have active or pending Medicaid or a Medicaid managed care plan to receive services.
- English, Spanish

**Lincoln Recovery Center**

545 East 142nd Street

Bronx, NY 10454

718-579-4004

Mon, Thurs, 7:30am-8pm; Tues, Weds, Fri, 7:30am-5pm

Registration hours are 7:30am-12pm

<http://bronxreentry.org/lincoln-recovery-center/>

- Public chemical dependency outpatient clinic providing adults ages 18+ with group and individual counseling, a 12-step program, support groups, acupuncture, and a vocational rehabilitation and job training program.
- Also operates an acupuncture training program for substance abuse professionals.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**Marijuana Anonymous - District 8**

250 W 57th St

New York, NY 10107

212-459-4423

Meetings are offered at various times 7 days a week. Please call (212) 459-4423 for the meeting schedule.

[www.ma-newyork.org](http://www.ma-newyork.org)

- Non-profit organization offering individuals with a desire to stop using marijuana recovery support groups and a 24-hour hotline. Marijuana Anonymous uses the 12 Step Recovery Program.
- Website offers health information and important links to support those with a desire to stop using marijuana. E-mail inquiries can be sent to publicinfo@ma-newyork.org.
- Offers FREE services
- English
- Spanish Pamphlets

**Montefiore Medical Center – Montefiore Behavioral Health Center - Turnbull Avenue**

1967 Turnbull Avenue, Suite 26

Bronx, NY 10473

718-842-1400

Mon-Fri, 8:30am-6:30pm

<http://www.montefiore.org>

- Non-profit outpatient mental health center providing individuals ages 6+ with psychiatric counseling and psychotherapy.
- Walk-ins are accepted. Same-day appointments are available.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need

- Please ask for Intake Coordinator for detailed information on new patient enrollment and documents needed for sliding fee scale.
- English, Spanish

**Montefiore Medical Center - Substance Abuse Treatment Program Unit I**

3550 Jerome Avenue, Bronx, NY 10467

718-920-4067

Mon-Fri, 7am-1pm

<http://www.montefiore.org/services/psychiatry/satp/>

- Non-profit outpatient facility providing adults ages 18+ who are opiate-dependent with methadone maintenance, substance abuse counseling and HIV/Hepatitis counseling
- Walk-ins are welcome. All new patients must fill out an intake application at the clinic. Please call to schedule an appointment and bring photo id to first visit.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Accepts uninsured (self-pay) patients; fees/public insurance eligibility will be determined at intake appointment.
- English, Spanish

**Montefiore Medical Center - Substance Abuse Treatment Program Unit III**

2005 Jerome Avenue

Bronx, NY 10453

718-583-0600

Mon-Fri, 7am-6:30pm; Sat, 8am-1pm

- Non-profit outpatient facility providing adults ages 18+ who are opiate-dependent with methadone maintenance, substance abuse counseling, and HIV/Hepatitis counseling and testing.
- All new patients must fill out an intake application at the clinic. Please call to schedule an appointment and bring photo ID to first visit.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Accepts uninsured (self-pay) patients; fees/public insurance eligibility will be determined at intake appointment.
- English, Interpreter services available, Sign Language, Spanish

**Narco Freedom - Alternatives Program**

528 Morris Avenue

Bronx, NY 10451

718-402-9068

Mon-Fri, 9am-9pm; Sat & Sun, 8am-4pm

[http://www.narcofreedom.com/alternatives\\_adult\\_adolescent\\_drug\\_treatment.html](http://www.narcofreedom.com/alternatives_adult_adolescent_drug_treatment.html)

- Non-profit organization providing adults with outpatient substance abuse treatment and ancillary services, including support groups, counseling, parenting classes, nutritional groups, anger management classes, and meals.
- Self-referrals are accepted. Please call the intake office (located at 477-479 Willis Avenue) for more information on enrollment and payment procedures.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Spanish

**Narco Freedom - Independence Alcohol Treatment Program at Willis Ave.**

477-479 Willis Avenue

Bronx, NY 10455

718-292-4640

Office hours: Mon-Fri, 10am-6pm

Program Hours: 7 days a week, 8am-6pm

[http://www.narcofreedom.com/outpatient\\_treatment\\_programs.html](http://www.narcofreedom.com/outpatient_treatment_programs.html)

- Non-profit alcohol treatment program offering adults ages 18+ case management; medical services; individual, family, and group counseling (including gender-specific groups); detox referrals; housing referrals; and meals.
- Call ahead to schedule an appointment. Walk-ins accepted but appointments are recommended to guarantee same-day services.
- Accepts Medicaid
- English, Spanish

**Narco Freedom - Methadone Maintenance Treatment Program at Grand Concourse**

250 Grand Concourse, 1st Floor

Bronx, NY 10451

718-292-4455

Mon-Fri: 7am-2pm Sat: 7am-11:30am

[http://www.narcofreedom.com/methadone\\_maintenance\\_treatment\\_center\\_programs\\_newyorkcity\\_nyc.html](http://www.narcofreedom.com/methadone_maintenance_treatment_center_programs_newyorkcity_nyc.html)

- Non-profit methadone maintenance treatment program offering opiate-dependent adults ages 21+ bio-psychosocial assessment; individualized treatment planning; physical examinations and medical services; individual and group counseling; psychiatric services;

- toxicology testing; vocational services; and case management services, including assistance with entitlements, linkages and referrals, and discharge planning/aftercare services.
- Patients must call ahead to schedule an appointment with intake. Grand Concourse Primary Care Clinic is located in the same building and serves clients of this program.  
Eligibility requirements:
  - Must be a US citizen
  - Must be 21 years of age or older
  - Must be opiate-dependent
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Spanish

**Narco Freedom - Methadone Treatment Program at Willis Ave.**

477-485 Willis Avenue

Bronx, NY 10455

718-292-4640

Program hours: Mon-Fri, 6:30am-2pm; Sat, 7am-11am

Office hours: Mon-Fri, 6am-4:30pm

[http://www.narcofreedom.com/methadone\\_maintenance\\_treatment\\_center\\_programs\\_newyorkcity\\_nyc.html](http://www.narcofreedom.com/methadone_maintenance_treatment_center_programs_newyorkcity_nyc.html)

- Non-profit methadone maintenance treatment program offering opiate-addicted adults (ages 21+) bio-psychosocial assessment; individualized treatment planning; physical examinations; medical services; individual and group counseling; psychiatric services; toxicology testing; vocational services; and case management services, including assistance with entitlements, linkages and referrals, and discharge planning/aftercare services.
- Accepts walk-ins. Please bring Medicaid card, Social Security card, and New York State ID.  
Eligibility requirements: -United States Citizen -21 years of age or older -Opiate-dependent
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Accepts self-pay. Please call for more information.
- English, Spanish

**Narcotics Anonymous - New York City**

154 Christopher Street, Suite 1A

New York, NY 10014

212-929-7117

Phone service available 24/7

Office Hours: Tuesday, Wednesday, Thursday 12-6pm; Friday 1-7pm; Saturday 10 am - 5 pm

[www.newyorkna.net](http://www.newyorkna.net)

- Non-profit support group for chemically addicted individuals.
- Membership is open to all drug addicts, regardless of the particular drug or combination of drugs used. Call to find a meeting in your area. Literature is sold at 154 Christopher Street, NY 10013 Basement Level, open during office hours.

- Offers FREE services
- English, Spanish

**New York Crystal Meth Anonymous Intergroup**

P.O. Box 1517  
 New York, NY 10113  
 212-642-5029

To view the meeting schedule at locations throughout NYC, please visit:

[www.nycma.org/meetinglist.html](http://www.nycma.org/meetinglist.html)  
[www.nycma.org/whoweare.html](http://www.nycma.org/whoweare.html)

- Non-profit recovery organization offering former crystal meth users support meetings, sponsorship, and 12-step programming.
- Please leave a message on the main number and a staff member will respond shortly.
- Offers FREE services
- English

**Next Steps Chemical Dependency Services**

1510 Waters Place  
 Bronx, NY 10461  
 718-597-3888  
 Mon-Thurs, 9am-7pm; Fri, 9am-5pm; Sat, 9am-11am

- Non-profit outpatient substance abuse treatment facility offering adults ages 18+ drug rehabilitation and group counseling on health issues, women's issues, parenting skills, anger management, and dual diagnosis.
- Please call to schedule an intake appointment.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare
- English, Spanish
- Bilingual and monolingual group therapy offered.

**North Central Bronx Hospital - Partial Hospitalization Program**

3424 Kossuth Ave, Unit 11A  
 Bronx, NY 10467  
 718-519-2439  
 Mon-Fri, 9am-5pm

[http://newyorkcity.ny.networkofcare.org/mh/services/agency.aspx?pid=NorthCentralBronxHospitalPartialHospitalizationProgram\\_754\\_2\\_0](http://newyorkcity.ny.networkofcare.org/mh/services/agency.aspx?pid=NorthCentralBronxHospitalPartialHospitalizationProgram_754_2_0)

- Public mental health program offering adults (ages 18+) with short-term, acute and intensive day services as an alternative to psychiatric hospitalization for an average of 4-6 weeks.
- Mental health professionals provide evaluation; medication; individual, family, and group therapies; vocational rehabilitation assessment; crisis intervention.

- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Please call for more information regarding accepted insurance.
- English

**NuHealth - Chemical Dependency Detoxification (DETOX) Unit**

2201 Hempstead Turnpike, 10th Floor  
 East Meadow, NY 11554  
 516-572-6394

24-hour facility Intake coordinators work 8am-9pm, although after-hours intake may be available.

<http://www.nuhealth.net/our-services/primary-care/mental-health.asp>

- Non-profit, hospital-based unit providing patients ages 18+ with inpatient detoxification for alcohol, opiates and other addictive substances, as well as psychological, counseling, medical, and referral services.
- Intake is through the hospital emergency room 24-hours a day. Unit is not a methadone clinic but accepts patients who are on methadone maintenance.
- Accepts Medicaid, Accepts Medicare
- Provides referrals to assistance in applying for Emergency Medicaid.
- English, Interpreter services available

**NY State Office of Mental Health - Mental Health Program Locator**

44 Holland Avenue  
 Albany, NY 12229  
 800-273-8255

<http://bi.omh.ny.gov/bridges/index>

- State-run Web site providing users with an online locator for mental health programs throughout New York State, including inpatient, outpatient, residential, supportive, and emergency mental health services.
- Offers FREE services
- English

**OASAS (NY State Office of Alcoholism and Substance Abuse Services)**

1450 Western Avenue  
 Albany, NY 12203  
 518-473-3460  
 Office: Mon-Fri, 8:30am-5pm Hotline: Operators available 24/7  
<http://www.oasas.ny.gov>

- Government-sponsored substance abuse treatment organization providing a website and hotline with information and referrals for state-sponsored treatment for drug abuse, alcoholism, and problem gambling throughout New York State.

- For more detailed contact information organized by program area, please visit <http://www.oasas.state.ny.us/pio/contact.cfm>.
- Offers FREE services
- Information and referrals are free. Treatment program costs vary depending on individual needs; however, the organization's mission is to provide cost-effective services to New York State residents, regardless of ability to pay.
- English, Spanish

**Palladia - Starhill Facility Residential Drug Treatment**

1600 Macombs Avenue

Bronx, NY 10453

718-294-4184

Office Hours: 9am to 5pm Mon-Fri. Screenings: 9am to 2pm Mon-Fri.

<http://www.palladiainc.org/Public/Default.aspx?Housing=42>

- Non-profit 6- to 12-month residential treatment center providing adults with disabilities 18+ with mental health care, medical services, and GED and vocational preparation.
- All residents must first go through admissions screening at 16-47 Macombs Road and provide two forms of identification and proof of New York City residency to determine eligibility. Please call for more admissions and intake information.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- English, Spanish

**Palladia, Inc. - Comprehensive Treatment Institute - Bronx**

1366 Inwood Avenue

Bronx, NY 10452

646-401-9700

Mon-Fri, 9am-8pmWalk-ins Welcome

<http://www.palladiainc.org/Public/Default.aspx?Housing=150>

- Non-profit outpatient day treatment program providing chemically dependent adults ages 18+ with assessments, counseling, case management, vocational assistance, and family support.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Provides Medicaid application assistance
- English, Spanish

**PSCH - Bronx Assertive Community Treatment (ACT) Team**

987 Prospect Avenue

Bronx, NY 10459

718-542-5805

Mon-Fri, 9am-5pm

[http://psch.org/programs\\_services/empowering\\_mental\\_health/community\\_treatment](http://psch.org/programs_services/empowering_mental_health/community_treatment)

- Non-profit ACT Team providing adults with a diagnosis of mental illness or co-occurring substance abuse issues with social work, rehabilitation, counseling, nursing and psychiatric services, employment and housing assistance, family support, and substance abuse treatment.
- Referrals from Adult Single Point of Access (SPOA) required. Call 212-801-3343 for more information and to obtain a referral. Services are provided in the home for clients who are unable to travel.
- Accepts Medicaid
- No one will be turned away due to lack of insurance or inability to cover services; please call SPOA for more information.
- English, Spanish

**Samaritan Village - Highbridge Residential Drug Free Program**

1381 University Avenue

Bronx, NY 10452

718-681-9300

Intake hours: Mon-Fri, 8am-5pm

Facility is open 24 hours a day, 7 days a week.

- Non-profit residential substance abuse treatment facility offering adults addiction rehabilitation, mental health services, employment skills training, basic education, and medical services.
- "Patients must be age 21+, have a birth certificate, and have a social security card for intake to determine eligibility. No referral is necessary.
- Intake for all three of Samaritan Village's residential treatment facilities is located at the Van Wyck facility.
- Length of stay is generally 12-18 months.
- Eligible clients are placed on public assistance while participating in the program.
- English, Spanish

**SAMHSA (Substance Abuse and Mental Health Services Administration) - Facility Locator**

Albany, NY 12229

800-662-4357

<http://findtreatment.samhsa.gov/TreatmentLocator/faces/quickSearch.jspx>

- State-run Web site providing users with an online locator for drug and alcohol abuse treatment facilities throughout New York State.

- For additional advice, you may call the Referral Helpline. You may get information in spanish.
- Offers FREE services
- English, Spanish

**SCAN - Family Renewal Center**

1377 Jerome Avenue

Bronx, NY 10452

718-29-32230

Mon-Fri 9am-5pm

[www.scanny.org/](http://www.scanny.org/)

- Non-profit outpatient drug treatment facility providing parents who have history of drug abuse or who are currently using drugs with relapse prevention, support groups, individual and group therapy, and recreational activities; also offering similar services for individuals without children through the "Making Choices" program.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- English, Spanish

**St. Barnabas Hospital - Chemical Dependence Outpatient Services**

4451 3rd Avenue, 2nd Floor

Bronx, NY 10457

718-960-6170

Office/intake: Mon, Wed Fri: 8am-4pm Tues, Thurs 11am-7pm. Some evening hours are available for counseling on Tuesdays and Thursdays. Please call for more information about evening hours.

[www.stbarnabashospital.org/Services/chemdep.htm](http://www.stbarnabashospital.org/Services/chemdep.htm)

- Non-profit clinic providing adults ages 18+ with outpatient substance abuse treatment, including individual and group counseling, medical care, acupuncture, and HIV testing and counseling.
- Please call for an appointment first. Self-referrals are accepted.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Please call for more information regarding sliding scale options.
- English, Spanish

**St. Barnabas Hospital - Methadone Treatment**

4535 Third Avenue

Bronx, NY 10457

718-960-6214

Monday-Saturday 6:30am-11:30am; 12:30pm-1:30pm. Please call for more information on group meeting times.

[www.stbarnabashospital.org](http://www.stbarnabashospital.org)

- Non-profit substance abuse treatment program providing adults with methadone treatment, individual and group counseling, medical and psychiatric referrals, acupuncture, and a preventive educational program.
- Referrals are accepted from community agencies, employee assistance programs, city and state agencies, and healthcare providers.
- Accepts Medicaid, Accepts Medicare
- English, Spanish

**The C. G. Jung Referral Service**

28 East 39th Street

New York, NY 10016

212-867-8461

Mon-Fri, 9am-5pm

[www.junginstitute.org/index.php/PagelId/8/ParentPagelD/0](http://www.junginstitute.org/index.php/PagelId/8/ParentPagelD/0)

- Non-profit educational institute providing individuals 18+ with confidential low-fee referrals to Jungian psychotherapy and analysis in the NYC metropolitan area based on clients' psychological needs and financial circumstances.
- Please call the above-listed number and leave a message; the referral coordinator will return your call as soon as possible. Sponsored by the C. G. Jung Institute of New York and the New York Association for Analytical Psychology. For more information, please visit <http://www.junginstitute.org/> or call 212-986-5458. Please note that individuals with certain disorders (i.e. schizophrenia and chemical dependence) are not eligible for this service. Please call for more details on eligibility. Email: [referrals@junginstitute.org](mailto:referrals@junginstitute.org)
- Sliding fee scale/assistance based on need
- There is a \$75 non-refundable application fee to participate. After this flat fee, there is a sliding fee scale based on income to receive services; generally ranges from \$35-\$75.
- English, Russian, Hungarian, and Croatian

**The Honorable Caroline K. Simon Counseling Center - Bronx - FEGS**

The Harry & Jeanette Weinberg Mental Health Center

3600 Jerome Avenue

Bronx, NY 10467

718-881-7600

Mon-Thurs, 8:30am-9pm

Fri, 8:30am-5pm; Sat, 9am-5pm. Sunday - Closed

- Non-profit mental health center providing adolescents, adults, and children with screenings, evaluations, and verbal and medication therapies for the treatment of emotional problems, psychiatric disabilities and/or adjustment difficulties in conjunction with developmental disabilities.
- Please call the above-listed number and ask to speak to the admissions counselor for more detailed information on intake and payment policies.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Spanish

**Tri Center - Bronx**

2488 Grand Concourse

(b/w 188th Street and Fordham Road)

Bronx, NY 10458

718-584-7204

Monday, Wednesday, Friday - 9am - 8:30pm

Tuesday, Thursday - 9am - 7pm

- Private outpatient substance abuse treatment center for adults (18+) providing rehabilitation and counseling.
- Clients interested in services should call the above number to schedule an intake appointment. Tri Center also operates clinics in Brooklyn and Manhattan. Please call for more information.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- English

**United Bronx Parents, Inc. - Mrs. A's Place**

966 Prospect Avenue

Bronx, NY 10459

718-617-6060

Mon-Fri, 9am-5pm

[http://019cdc7.netsolhost.com/ubpwp/?page\\_id=77](http://019cdc7.netsolhost.com/ubpwp/?page_id=77)

- Non-profit substance abuse treatment facility offering individuals ages 18+ outpatient addiction treatment services, including group and individual counseling, food pantry, meals,

case management, HIV preventive services, vocational and educational programs, and daycare for children of patients.

- "Referrals are not required. However, they are appreciated.
- This site also houses the central intake office for La Casita, providing residential drug rehabilitation for mothers' ages 18+ with up to 3 children under the age of 7. La Casita inpatient programs for mothers and children are located at various sites throughout the Bronx."
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Sliding fee scale/assistance based on need
- Provides assistance determining eligibility and applying for public insurance.
- English, Spanish

#### **Mental Health & Substance Abuse, School, Youth & Family Services, Social Services**

##### **Astor Child Guidance Services - Highbridge Clinic**

1419 Shakespeare Avenue

Bronx, NY 10452

718-732-7080

Mon-Thurs, 8am-8pm Fri, 9am-5pm

[www.astorservices.org](http://www.astorservices.org)

- Non-profit outpatient mental health clinic providing emotionally disturbed and/or mentally ill children and their families with mental health treatment, parenting guidance, family support services, crisis intervention, and educational referrals.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Sliding fee scale/assistance based on need
- Accepts most managed care plans; please call for more information.
- English, French, Spanish

##### **Bronx Children's Psychiatric Center**

1000 Waters Place

Bronx, NY 10461

718-239-3639

Inpatient services and intensive case management services are provided 24/7.

<http://www.omh.ny.gov/omhweb/facilities/bcpc/facility.htm>

- Public mental health facility providing children and adolescents (ages 18 and under) with severe and persistent mental illness with access to inpatient treatment and intensive case management, and a community day treatment program.
- Clients can receive crisis intervention services and referrals to the inpatient program at the Jacobi Medical Center Emergency Room. Walk-ins are welcome.
- Center serves residents of all the five boroughs. Affiliated with the Albert Einstein College of Medicine and Jacobi Medical Center.
- Accepts Medicaid, Accepts Medicare

- Please call and ask to speak to the director or intake coordinator for more information on insurance accepted and policies for uninsured patients and their families.
- Creole, English, French, Sign Language, Spanish
- Please call to inquire availability of different languages in particular programs.

**BronxCare - Comprehensive Psychiatric Emergency Program (CPEP) & Mobile Crisis Team**

1276 Fulton Avenue, 1st floor

Bronx, NY 10456

718-901-8222

Services available 24 hours a day, 7 days a week.

<http://www.bronx-leb.org/COE/Psychiatry.html>

- Non-profit psychiatric emergency program and mobile crisis unit providing individuals of all ages with emergency psychiatric and substance abuse services.
- Psychiatric emergency visits are immediately followed by admittance to inpatient or outpatient treatment. Follow-up home visits may also be provided. The mobile crisis team of BronxCare provides services for Community Districts 3, 5 and 6.
- For different locations, please contact the appropriate area mobile crisis team. More information can be found here.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**Bronx-Lebanon Adolescent Day Treatment Program**

406 East 176th Street

Bronx, NY 10457

718-901-6888

- Non-profit hospital-based day treatment program providing emotionally disturbed adolescents referred from Department of Education with mental health care and educational support.
- Program is for children referred through Department of Education due to emotional and behavioral difficulties in classrooms. Referrals can also be recommended by other mental health service providers. Documentation required at initial intake appointment includes recent immunization physical, school report, insurance card, birth certificate, and proof of address.
- Accepts Medicaid
- Accepts Medicaid managed care plans
- English, Interpreter services available

**Bronx-Lebanon Child and Adolescent Inpatient Service**

1276 Fulton Avenue, 5th floor

Bronx NY 10456

718-466-7202

The inpatient program is 24/7. Intake is 24/7 through the emergency room.

<http://www.bronx-leb.org/COE/Psychiatry.html>

- Hospital-based mental health clinic providing children and adolescents with acute and persistent mental illness and emotional issues with inpatient services, medication management and intensive case management.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare
- Please call for payment policies for uninsured.
- English, Interpreter services available, Spanish

**Comunilife - Vida Guidance Center**

4419 Third Avenue, 1st Floor

Bronx, NY 10457

718-364-7700

Mon-Thurs, 9am-8pm; Fri, 9am-5pm Sat, 9am-2pm

[www.comunilife.org/mental\\_health.html](http://www.comunilife.org/mental_health.html)

- Non-profit mental health clinic providing children, adolescents, adults, and families with outpatient mental health services including individual, group, and family psychotherapy, medication management, psycho-education, wellness and comprehensive care management.
- Self-referrals are welcomed. Recently integrated with Comunilife's Oasis Guidance Center and moved to the new location listed above.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Please bring a copy of W-2 form and paystubs to determine sliding fee. Only Medicaid without a managed care plan is accepted.
- English, French, Spanish

**Fordham-Tremont CMHC - Child, Adolescent, and Family Services**

2021 Grand Concourse, 9th Floor

Bronx, NY 10453

718-960-0389

Mon-Fri: 9am-5pm

[http://fordhamtremont.org/en/index.php/child\\_family](http://fordhamtremont.org/en/index.php/child_family)

- Non-profit mental health center providing children and youth ages 5-17 with psychiatric and psychological care and case management.
- Please call in advance; waiting list may apply for mental health and other services.
- Affiliated St. Barnabas Hospital, a full-service community hospital in the Bronx.

- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Sliding fee scale/assistance based on need
- Individuals with managed care plans should call (718) 960-0244 for more information.
- English, Interpreter services available, Spanish

**Lincoln Medical and Mental Health Center - Child/Adolescent Outpatient Mental Health Clinic**

234 East 149th Street

4th Floor, Unit 4A

Bronx, NY 10451

718-579-5156

Mon-Fri, 8:30am-5:30pm 24hr crisis services available through Pediatric Emergency Department

[http://www.nyc.gov/html/hhc/lincoln/html/services/pediatric\\_adolescent.shtml](http://www.nyc.gov/html/hhc/lincoln/html/services/pediatric_adolescent.shtml)

- Public outpatient mental health clinic providing children ages 5-17 with individual, group, and family therapy.
- Patients must live near the facility; please call for specific catchment information. To apply for services, a parent or guardian must come to fill out an application form. He or she must also pick up a form to be filled out by the child's teacher and returned to the clinic.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Please call for list of accepted managed care plans.
- English, Spanish

**Lincoln Medical and Mental Health Center - Mobile Crisis Team**

234 East 149th Street, Suite 10C

Bronx, NY 10451

718-579-4627

Mon-Fri: 9am-5pm

[http://home2.nyc.gov/html/doh/html/cis/cis\\_mct.shtml](http://home2.nyc.gov/html/doh/html/cis/cis_mct.shtml)

- Hospital-based mobile crisis team providing South Bronx residents of all ages who are experiencing, or at risk of, a psychological crisis with crisis intervention, follow-up support, accompaniment during involuntary removal, supportive counseling, information and referrals, and linkages with other mental health services.
- The mobile crisis team of Lincoln Medical and Mental Health Center provides services to residents of the South Bronx (Community Districts 1-6).
- For different locations, please contact the appropriate area mobile crisis team. More information can be found here.
- Offers FREE services
- English, Spanish

**Lutheran Social Services of New York - Family Treatment/Rehabilitation Program**

212-5 Watson Avenue

Bronx, NY 10472

718-942-0580

Mon-Fri, 9am-5pm

- Non-profit organization providing children (ages 21 and under) from homes in which there is substance abuse or a mental health disorder with intensive prevention services, foster care services, family treatment and rehabilitation, psychological testing, counseling, in-home care, follow-ups upon discharge, referrals and linkages to mental health and substance abuse services.
- The program is located within the New LIFE Center. Most clients are referred by ACS or CPS, though self-referrals are accepted. Serves only Bronx Community Districts 5, 7 and 9.
- Offers FREE services
- English, Spanish

**Montefiore Medical Center - Department of Child Outpatient Psychiatry**

340 Bainbridge Avenue

Bronx, NY 10467

718-920-4653

Office hours: Mon-Thurs, 8:30am-7:30pm; Fri, 8:30am-6pm

Intake hours: Mon, 10am-1pm; Thurs, 12pm-3pm

- Non-profit outpatient psychiatry clinic offering children (ages 3-18) individual, family, and group counseling.
- Intake is done over the phone; please call during indicated intake hours. No referrals necessary. Please be advised that there is generally a waiting list to begin treatment.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Accepts Child Health Plus through Affinity managed care plan only.
- English, Interpreter services available, Spanish

**Montefiore Medical Center – Montefiore Behavioral Health Center Westchester Square**

2527 Glebe Avenue

Bronx, NY 10461

718-904-4400

Mon-Fri, 8:30am-5pm

<http://www.montefiore.org>

- Non-profit outpatient mental health center providing individuals ages 6+ with outpatient psychiatric care, including monthly visits with a social worker and a psychiatrist.
- Please call for an appointment.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Accepts certain managed care plans Sliding fee scale based on proof of income. Please call intake number above for more information on payment policies.

English, Spanish

**North Central Bronx Hospital - Psychiatric Emergency Services**

3424 Kossuth Avenue, Room 1D-01

Bronx, NY 10467

718-519-3030

Open 24 hours a day, 7 days a week.

[http://building.nychhc.org/Default.aspx?page\\_id=20&item\\_id=149](http://building.nychhc.org/Default.aspx?page_id=20&item_id=149)

- Public emergency psychiatric treatment facility providing individuals of all ages with triage and screening; comprehensive evaluation, including psychiatric, psychosocial and medical assessment; crisis intervention, including evaluation, individual and family treatment and follow-up; and referrals for additional services.
- Accepts Child Health Plus, Family Health Plus, Medicaid, Medicare
- Please call for more information on fees for non-emergency services.
- English, Interpreter services available, Sign Language, Spanish

**NYC Dept. of Mental Health and Hygiene - Bronx Mobile Crisis Unit**

1200 Waters Place, Bronx, NY 10461

718-536-3198

Mon-Fri: 9am-9pm; Sat: 9am-5pm

- Mobile crisis team providing East Bronx residents of all ages who are experiencing or at risk of a psychological crisis with crisis intervention services, including home-based evaluations, subsequent linkages to appropriate mental health or related services, and follow-up support.
- This mobile crisis unit serves East Bronx Community Districts 7-12.
- For different locations, please contact the appropriate area mobile crisis team. More information can be found [here](#).
- Referrals are taken over the phone with a social worker.
- Offers FREE services
- English, Interpreter services available, Spanish

**Odyssey House - Lafayette Avenue Teen Girls Program**

1264 Lafayette Avenue

Bronx, NY 10474

212-987-5100

<http://www.odysseyhouseinc.org/index.php>

- Facility is open 24/7 Intake: Mon-Fri, 9am-2pm (please call)
- Non-profit long-term residential substance abuse treatment program providing young women (ages 18-24) with individual, group, and family therapy; on-site primary health care and mental health services; an on-site high school, GED classes, and educational workshops.

- Please call the intake line in advance for an appointment. Intake office is located at: 219 East 121st Street New York, NY 10035. Self-referrals are accepted.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- English, Spanish

**Odyssey House - Outpatient Services**

953 Southern Boulevard, Suite 301

Bronx, NY 10459

212-987-5100

Mon-Fri, 9am-7pm Intake is from 10:30am-1pm

[http://www.odysseyhouseinc.org/index.php?page=progrs\\_outpatient](http://www.odysseyhouseinc.org/index.php?page=progrs_outpatient)

- Non-profit outpatient substance abuse treatment facility providing individuals ages 12+ with group, individual and family counseling; parenting skills workshops; relapse prevention; anger management; health education seminars; vocational and educational evaluations; and adolescent programs (ages 13-18)
- To make an appointment for Outpatient services, please contact Ms. Jackson: Odyssey House Bronx outpatient Services 953 Southern Blvd Bronx, NY 10459 Suite 301 Main (718)860-2994 Fax (718)-860-4479
- Individuals interested in services should call for an appointment. Please bring photo ID, proof of income OR Medicaid card to first appointment.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- This organization will not deny patients because of inability to pay
- English

**PSCH - Westchester Square Mental Health Clinic**

2510 Westchester Avenue

Bronx, NY 10461

718-824-2792

Mon-Thurs, 9am-9pm Fri, Sat, 9am-5pm

[http://www.psch.org/programs\\_services/clinical\\_services/astrocare](http://www.psch.org/programs_services/clinical_services/astrocare)

- Non-profit outpatient mental health clinic offering Axis I-diagnosed children and adults (ages 5+) with individual therapy, medication management and education, and referrals.
- No walk-ins. Please call for intake information.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Spanish

**Steinway Child and Family Services - Courtlandt Avenue Clinic**

522 Courtlandt Avenue

Bronx, NY 10451

718-585-2153

Mon -Thurs, 9am-7pm Fri, 9am-5pm

- Non-profit outpatient mental health clinic providing individuals ages 5-adult with individual, family, and group therapy; crisis intervention; case management; medication therapy; and referrals to other services and entitlements.
- Please call for an intake appointment.
- In order to be accepted, clients must have an Axis 1 diagnosis. Accepts self-referrals and referrals from hospitals/social service agencies, schools, and community based organizations.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Accepts most major managed care health insurances. Tricare (must have referral from PCP)
- Albanian, English, Spanish

**VIP Community Services - Women's Program**

1910 Arthur Avenue

Bronx, NY 10457

718-583-5150

Mon-Fri: 8:30am-2pm

[www.vipservices.org/services\\_finess.html](http://www.vipservices.org/services_finess.html)

- Non-profit program providing women ages 18+ with substance abuse counseling, support groups, and stress management, anger management and parenting classes.
- This is a satellite program of the VIP Community Services Day Treatment Outpatient Program, which is located at 770 East 176th Street, Bronx, NY 10460.
- VIP Community Services offers behavioral and physical health services, including a comprehensive day treatment outpatient program, and an HIV clinic and prevention unit at a separate location. Please call (718) 583-5150 for more information, or visit the main website at: [www.vipservices.org](http://www.vipservices.org).
- Accepts Medicaid, Sliding fee scale/assistance based on need
- English, Spanish

**Visiting Nurse Service of New York - Mobile Crisis Team**

New York, NY 10001

212-609-7799

Please call for more information regarding program hours and appointments.

<http://www.vnsny.org/>

- Non-profit program providing rapid assessment and short-term, in-home mental health services to individuals ages 12+ who are experiencing, or are at risk of experiencing, a

psychiatric or psychosocial crisis and are unable or unwilling to secure mental health services.

- Patients must be 12 years of age or older, require an outreach approach for psychiatric assessment and engagement, and be able to wait 24 hours for initiation of services. A psychiatric diagnosis is not required.
- Offers FREE services
- English

**Women In Need Women's Center for Substance Abuse and Wellness at Casa Rita**

391 East 149th Street, Suite 615

Bronx, NY 10455

718-402-0066

Mon-Thurs, 9am-7pm; Fri, 9am-5pm; Flexible scheduling available

<http://www.women-in-need.org/>

- Non-profit outpatient facility providing chemically-dependent women with holistic, family-focused outpatient treatment, evening clinic services, job placement assistance, and on-site child care services.
- Intake appointments available. Walk-ins permitted.
- Medicaid and fee-for-service
- English, Spanish

**Mental Health & Substance Abuse, School, Youth & Family Services, Social Services, Wellness & Prevention**

**ACS - Bridges to Health (B2H)**

150 William Street

New York, NY 10019

212-676-6406

<http://www.nyc.gov/html/acs/html/staff/bridges2health.shtml>

- Available City-sponsored program that arranges for home- and community-based Medicaid Waiver services for children and youth in foster care who have special needs; services include supportive, wraparound, and aftercare services and support for birth, foster, and adoptive parents and siblings.
- Services are provided through local organizations throughout New York City. Please visit here for application forms. For more information on Medicaid waivers, please visit here. Forms must be mailed to: Bridges to Health (B2H) Unit Administration for Children's Services 150 William Street 6th Floor, 6500 New York, N.Y. 10038
- Services are covered by Medicaid for eligible children. Family income is not considered for Medicaid Waivers.
- English, Interpreter services

**AHRC - Article 16 Clinic (Bronx)**

2488 Grand Concourse

3rd Floor Room 337

Bronx, NY 10458

718-36-73691

Mon-Thurs, 9am-6pm Fri, 9am-5pm

<http://www.ahrcnyc.org/services/services-by-type/clinicservices.html>

- Non-profit clinic offering individuals of all ages with developmental disabilities and their families psychological testing, psychosocial evaluations, and individual, group, and family therapy and counseling.
- Please call for an appointment.
- Accepts Medicaid, Accepts Medicare
- The above insurance is accepted for treatment. Psychological/psychosocial evaluations for are free for uninsured individuals. Those who are diagnosed as having developmental/intellectual disabilities will work with a medical Social Worker to possibly obtain health insurance to cover treatment.
- English, Interpreter services available, Spanish
- Please call in advance to request interpreter services.

**Astor Child Guidance Services - Tilden OPC**

750 Tilden Street

Bronx, NY 10467

718-23-13400

Outpatient Clinic: Mon-Thurs, 9am-8pm; Fri 9am-5pm. Please call for program times.

[www.astorservices.org](http://www.astorservices.org)

- Non-profit outpatient mental health clinic providing emotionally disturbed and/or mentally ill children and their families with mental health treatment, intensive parenting guidance, family support services, a preventive program, crisis intervention, and educational referrals.
- The Preventive Services Program aims to prevent the placement of children into the foster care system through parenting counseling, individual and family counseling, crisis intervention, home visits, referrals, informational workshops, and support groups. The program serves families with children under the age of 18 that reside in Bronx Community Districts 10, 11, and 12. Referrals are accepted from any community-based organization, but priority is given to the Bronx ACS field office.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Sliding fee scale/assistance based on need
- Accepts most managed care plans; please call for more information.
- English, Spanish

**Boys Town - New York**

281 Park Avenue, 5th Floor (Administrative Office)

New York, NY 10010

212-725-4260

Please call for program times. Family Consultants are on-call 24 hours.

<http://www.boystown.org/new-york/programs/atd>

- Non-profit organization providing assistance for at-risk youth and families, including preventive, juvenile justice, reunification, intervention, and assessment services.
- Children usually come to the program through other Boys Town programs or referrals from courts or social workers. Parents can self-refer to the parenting class.
- Offers FREE services
- English, French, Spanish

**Bronx Children's Day Treatment Center**

595 Gerard Avenue, 2nd Floor

Bronx, NY 10451

718-742-6012

Classes are Mon-Fri, 8am-2:30pm

Office hours: Mon-Fri, 8am-5pm

- Public facility providing students (ages 9-17) who have emotional issues with an educational program designed to fit their unique emotional and developmental needs.
- In order to apply, potential clients must submit an up-to-date psychosocial, psychological and psychiatric assessment as well as a copy of his/her social security card, birth certificate and Medicaid Card.
- Accepts Medicaid
- Please call for more information on payment policies; can be discussed at time of intake.
- English, Spanish

**Bronx SCAN (Supportive Children's Advocacy Network)**

1377 Jerome Avenue

Bronx, NY 10452

718-590-5770

Mon - Fri, 8am-8pm Sat, 9am-2pm

[www.scanny.org/](http://www.scanny.org/)

- Non-profit family preservation organization providing at-risk Bronx families with drug treatment programs, counseling, case management, recreational and after-school programs, and a weekly legal workshop providing open discussions with lawyers regarding employment law.
- Most clients are referred through other agencies for drug treatment programs, but self referrals are also accepted.
- Offers FREE services

- African languages/dialects, Creole, English, Spanish

**BronxCare - Child Study Center**

406 East 176th Street

Bronx, NY 10457

718-901-6888

Mon-Thurs, 9am-7pm Fri, 9am-5pm

[www.bronxlebanonpediatrics.org/child\\_study\\_center.htm](http://www.bronxlebanonpediatrics.org/child_study_center.htm)

- Non-profit children's mental health clinic offering children and adolescents (ages 5-17) individual and family therapy, parent and child groups, day treatment, school-based services, and assessments.
- Please call for an appointment.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**Children's Single Point of Access (CSPOA)**

411 West 114th Street

New York, NY 10025

888-277-6258

Mon-Fri, 8am-5pm

[www.nyc.gov/html/doh/html/dmh/cas.shtml#2](http://www.nyc.gov/html/doh/html/dmh/cas.shtml#2)

- Public referral system providing emotionally disturbed children and adolescents (ages 5-17) with referrals to case management, home- and community-based services waiver, community residences, and family-based treatment.
- CSPOA is operational through The Child and Family Institute at the St. Luke's and Roosevelt Hospital; however, referrals are made for services administered throughout New York City.
- Accepts Medicaid
- If the child does not have Medicaid, CSPOA can assist in obtaining Medicaid coverage.
- English, Interpreter services available, Spanish

**FEGS - South Bronx Counseling Center**

412-424 East 147th Street, 4th Floor

Bronx, NY 10455

646-393-9680

Mondays: 9am-8pm Tuesdays-Thursdays: 9am-5pm Fridays: 9am-4:30pm Saturdays: 9am-5pm

- Non-profit mental health center providing individuals of all ages with screenings, evaluations, and verbal and medication therapies for the treatment of emotional problems, psychiatric disabilities and/or adjustment difficulties in conjunction with developmental disabilities.

- Please call the above-listed number and ask to speak to the admissions counselor for more detailed information on intake and payment policies. 4 weeks worth of pay stubs
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Spanish

**JBFCS - Co-Op City Family Services**

135 Einstein Loop, Room 46

Bronx, NY 10475

718-320-3082

Mon, Thurs: 8am-8pm; Tues, Wed, Fri: 8am-5pm

<http://www.jbfcs.org/programs.php?id=257>

- Non-profit community program providing families and children at risk of abuse or neglect with preventive clinical services including individual, family, group treatment; advocacy; counseling; home visitation; and parenting skills training.
- Self-referrals welcome. Please call the office to check for availability and to make an intake appointment. If a psychiatric evaluation is needed, it can be done at the Harry Blumenfeld Pelham Counseling Center 718-882-5000. Psychiatric evaluations are only available to clients of the center. Please check its listing in HITE for more information. The program is a part of a larger prevention program funded by the New York City's Administration for Children's Services (ACS), and many referrals come directly from ACS. For more information please visit: [www.nyc.gov/html/acs/html/child\\_safety/prevent\\_abuse.shtml](http://www.nyc.gov/html/acs/html/child_safety/prevent_abuse.shtml)
- Offers FREE services
- English, Spanish

**JBFCS - Family Youth Intervention**

521 West 239th Street

Riverdale, NY 10463

718-601-2050

Mon-Fri: 9am-5pm

<http://www.jbfcs.org/programs.php?id=265>

- Non-profit program providing youth (ages 5-18) who have emotional/psychiatric difficulties with a preventive home-based crisis intervention program including case management, family therapy, cognitive behavior therapy, and psychiatric intervention.
- Eligibility: Must be between ages 5-18
- Transportation is available only to those within the following zip codes: 10453, 10456, 10457, 10458, 10463, 10471 Others may enroll if they are willing and able to travel.
- Please call to refer a child to this program. Program coordinators will then meet with the referral provider and family to determine the child's eligibility. Therapists meet with the child 3 times a week for 4-6 weeks until they are stable enough to be referred to an outpatient mental health clinic.
- Offers FREE services
- English, Spanish

**JBFCS - Henry Ittleson Bronx Community Residence**

2215 Holland Avenue

Bronx, NY 10467

718-655-8916

Staff is available 24 hours a day. Office: Mon-Fri: 9am-5pm.

Call during office hours to make an appointment for intake.

<http://www.jbfcs.org/programs.php?id=165>

- Non-profit residential facility providing emotionally disturbed children ages 10-15 supportive housing, and independent living and coping skills assistance and support.
- Eligibility: Children must have an Axis I-DSM diagnosis. Center does not accept children with an MR classification. This center provides its services to a maximum of eight children at a time.
- Accepts Medicaid
- Assists uninsured patients with Medicaid application
- English

**JBFCs - Henry Ittleson Center**

5050 Iselin Avenue

Bronx, NY 10471

718-549-6700

Office Hours Mon-Fri: 9am-5pm

<http://www.jbfcs.org/programs.php?id=167>

- Non-profit mental health center providing severely emotionally disturbed children ages 6-13 with a residential program and a day treatment program offering clinical and special education services.
- Please call to make an appointment for intake, or to inquire about intake procedures. Day Treatment Eligibility: Need to be classified by the IEP as emotionally disturbed (ED) and in need of a special class in a specific program with a 12:1:1 ratio.
- Must have a psychological, psychosocial, and psychiatric evaluation before coming to center.
- The residential treatment facility only takes referrals from the State Office of Mental Health. For further information, please visit <http://www.omh.state.ny.us>"
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Sliding fee scale only available to children who do not have Medicaid in the Day Treatment program. RTF clients covered under Medicaid.
- English, Spanish

**JBFCS - J.W. Beatman Community Counseling Center - Riverdale Office**

521 West 239th Street

Bronx, NY 10463

718-601-2280

Mon, Tues, Wed, Thurs: 9am-9pm; Fri: 9am-5pm

- Non-profit clinic providing individuals ages 5+ who have emotional and social problems with psychiatric and social evaluations and assessments; home-based crisis intervention; individual, couple, family, and group therapy; counseling; and support groups.
- Applicants must first be screened over the phone, and then may be offered an appointment to meet with intake personnel.
- This program also offers individual and group therapy services at P.S. 7. Please call for more information.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Sliding fee scale based on income
- English, Hebrew, Spanish

**JBFCS - The Harry Blumenfeld Pelham Counseling Center**

750 Astor Avenue

Bronx, NY 10467

718-882-5000

Mon-Thurs: 9am-8pm Fri: 9am-5pm

<http://www.jbfcs.org/programs.php?id=271>

- Non-profit center offering individuals of all ages with emotional and social problems evaluations and assessments; crisis interventions; individual, couples, family and group therapy; and loss and bereavement services to children and their caregivers.
- Appointments only.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Self-pay rates are as follows: First time visits: \$30-\$125 Ongoing visits: Highest is \$100 Fees vary according to income; please call for more information.
- English, Spanish

**Kingsbridge Heights Community Center - After-School Respite Program**

3101 Kingsbridge Terrace

Bronx, NY 10463

718-884-0700

Program Coordinator available: Mon-Fri, 10:30am-6pm Program hours during school sessions:

Mon-Fri, 2:30pm-7:00pm Program hours during off-school times: Mon-Fri, 8:30am-5:30pm

(winter & spring breaks, and a 2-week period after summer school)

<http://www.khcc-nyc.org/youth-programs/after-school-programs.php>

- Non-profit program offering developmentally disabled children (ages 5-21) after-school services, including homework assistance; computer activities; recreational and socialization activities; arts and crafts; an adapted physical education program; and participation in inclusionary activities.
- Please call during program coordinator's hours to begin intake process. Parents/caregivers must make appointment with program coordinator and bring child, individual education plan, psycho-social evaluation, psychological evaluation, and physical exam documentation. Snack and dinner provided during After School Respite Program; breakfast, lunch and snack provided during off-school sessions.
- Offers FREE services
- English, Spanish

**Kingsbridge Heights Community Center - Changing Futures**

3101 Kingsbridge Terrace

Bronx, NY 10463

718-884-0700

Mon-Fri, 9am-9pm Program times may vary; please call for more information.

<http://www.khcc-nyc.org/adult-family/parent-children-counseling.php>

- Non-profit program offering families with children under age 18 individual, group, family, and couples counseling; referrals; parents groups; and advocacy related to entitlements, education, and housing.
- Eligible families must have a child under age 18 and live in community districts 7 or 8.
- Call for dates and times of next parent group.
- Referrals are from self, ACS and community; Please call facility for further details.
- Offers FREE services
- English, Spanish

**Kingsbridge Heights Community Center - Child Sexual Abuse Treatment and Prevention Program**

3101 Kingsbridge Terrace

Bronx, NY 10463

718-884-0700

Mon-Fri, 9am-7pm

<http://www.khcc-nyc.org/adult-family/child-sexual-abuse.php>

- Non-profit treatment and prevention program offering sexually abused children (ages 3-21) and their families individual, group, and family therapy; on-site psychiatric consultation; prevention and education workshops for children and parents/caregivers; individual play and art therapy; support and treatment groups; referrals and outreach; staff training.
- Survivors must live in the Bronx. Children ages 3-21 and adult survivors of child sexual abuse and trauma are eligible for services. Services are by appointment only
- Offers FREE services
- English, Spanish, Tagalog

**Lawrence F. Hickey Center for Child Development**

4010 Dyre Avenue

Bronx, NY 10466

718-515-3000

Preschool: Mon-Fri: 8:20am-1:50pm Office: Mon-Fri: 8am-3:30pm

[www.astorservices.org/hickey.php](http://www.astorservices.org/hickey.php)

- Non-profit therapeutic preschool and developmental screening program providing emotionally disturbed, developmentally delayed, or learning disabled children ages 2.9-5 with clinical assessment and treatment, development of Individualized Educational Plans (IEPs), parent training and education, and early childhood education.
- Referrals are accepted from nursery schools, day care centers, early intervention programs, Committees on Preschool Special Education (CPSEs), social service agencies, pediatricians, psychiatrists, and parents.
- The center also offers a Developmental Screening Program to determine a child's service needs. For more information, please call the center directly.
- Offers FREE services
- English

**Learning Resource Network**

135 West 50th Street, 6th Floor  
New York, NY 10020  
212-632-4499  
Mon-Fri, 9am-5pm

- Non-profit consultation service offering parents free information and referrals concerning learning and child development, mental health, mental disabilities, autism, and psycho-educational testing.
- Under some circumstances, in-person consultation with a social worker is available free of charge.
- Offers FREE services
- English

**Max and Celia Parnes Family Psychological and Psychoeducational Services Clinic**

1165 Morris Park Avenue, C-14  
Bronx, NY 10461  
718-430-3852  
Mon-Thurs: 8am-8pm Fri: 8am-6pm  
[www.yu.edu/ferkauf/page.aspx?id=2954](http://www.yu.edu/ferkauf/page.aspx?id=2954)

- Non-profit clinic providing children, adolescents, and adults with low-cost mental health services including individual, couples, and family therapy; psycho-educational testing and educational remediation for children; behavioral health care; and an Older Adult Program for clients ages 60+ using cognitive-behavioral, psychodynamic, and or family systems approaches.
- All services are provided by students pursuing their doctoral degrees in psychology, under the supervision of licensed psychologists.
- The clinic is wheelchair-accessible and offers services without geographical or financial restrictions. All individuals are welcome regardless of immigration status.
- Sliding fee scale/assistance based on need
- Extremely flexible sliding scale assistance given based on client's reported income and expenses.
- English
- Other languages are available depending on the staff. Please call for more information.

**Narco Freedom - New Beginnings Community Counseling Center**

2780 Third Avenue

Bronx, NY 10455

718-665-2456

Mon-Fri, 8am-6:30pm

[http://www.narcofreedom.com/substanceabuse\\_counseling\\_bronx.html](http://www.narcofreedom.com/substanceabuse_counseling_bronx.html)

- Non-profit community counseling center offering individuals of all ages outpatient mental health services, including individual, group, marital, and family counseling; medication management; case management; play therapy; and specialty groups providing help with depression, anger management, and parenting skills.
- Accepts Medicaid
- Costs: \$150 for first visit, \$75 for each visit after that. Assistance may be available. Please call for details.
- English, Spanish

**Narco Freedom - Regenerations Residential Treatment Program**

1668 Webster Ave.

Bronx, NY 10457

718-299-0251

Office Hours: Mon-Fri, 9am-5pm.

[http://www.narcofreedom.com/regeneration\\_treatment\\_program\\_narco.html](http://www.narcofreedom.com/regeneration_treatment_program_narco.html)

- Non-profit drug rehabilitation residence for women and their children (under the age of 9), providing 6 months of intensive treatment; 3 months of transitional counseling for independent living; and child services, including counseling and recreational activities.
- There may be a waiting list to begin program treatment; please ask intake coordinator for more details. Admission Criteria: -Must be a woman ages 18+ -Must have 1 to 3 children under the age of 9
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Provides Medicaid enrollment assistance.
- English, Spanish

**Prevention Information Resource Center and Parent Helpline - Prevent Child Abuse New York**

134 South Swan Street

Albany, NY 12210

800-342-7472

Hotline available 24 hours.9am-10pm, all calls received after this time will be returned the following day.

<http://www.preventchildabuseny.org/resources/prevention-and-parent-helpline/>

- Non-profit helpline for New York families, parents, and children offering information and referrals for preventive services provided by ACS and its network of social service agencies, including family or individual counseling, parenting classes, anger management classes,

substance abuse treatment, domestic violence intervention, home care, and support for pregnant and parenting teens.

- An additional number for the hotline is: 1-800-CHILDREN
- Helpline also offers support and information if you have suspicion of and would like to report abuse or neglect of any kind.
- Offers FREE services
- English, Interpreter services available, Spanish

**Rev. David Casella Children's Services (DCCS) - Fordham-Tremont CMHC**

260 East 188th Street, 5th floor

Bronx, NY 10458

718-960-3448

Mon, Wed & Fri: 9am - 5pm Tues & Thurs: 9am - 7pm Sat: 9am - 3pm

[http://fordhamtremont.org/en/index.php/child\\_family](http://fordhamtremont.org/en/index.php/child_family)

- Non-profit, community-based outpatient mental health clinic providing children and youth (ages 5-17.5) with psychiatric and psychological care, case management, and family support services.
- The clinic is sponsored by St. Barnabas Hospital and is located in the Union Community Health Center.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Sliding fee scale/assistance based on need
- Clients who do not have Medicaid should call (718-) 960-0244 to coordinate insurance and appointments with DCCS's Managed Care Department.
- English, Spanish

**Riverdale Mental Health Association**

5676 Riverdale Avenue

Bronx, NY 10471

718-796-5300

Mon & Fri, 9am-6pm Tues, Wed & Thurs, 9am-9pm Sat, 9am-2pm

[www.rmha.org](http://www.rmha.org)

- Non-profit mental health agency offering outpatient clinical services to youth and adults, Riverdale-PROS continuing day treatment program, substance abuse counseling, supported employment for ACCES-VR-eligible individuals, and a housing placement assistance program for individuals with mental illness who are able to live independently with the assistance of a case manager.
- The supported employment and housing assistance programs are open to eligible individuals; applicants do NOT have to be clients of the outpatient clinic.
- Please call to schedule an intake appointment. First preference is given to patients living within the catchment area (zip codes 10463 and 10471), but individuals with 10468 or 10467 zip codes may also be served.

- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Provides assistance applying for ACCES-VR coverage. Veterans may be eligible for HUD-VASH assistance. Call for more information.
- English, Spanish

**Saint Dominic's Home - Bronx Office**

853 Longwood Avenue

Bronx, NY 10459

917-645-9100

Office Hours: Mon-Fri, 9am-5pm

<http://www.stdominicshome.org/fbhfaq.html>

- Non-profit organization providing families in need with preventive services; foster care supportive services; case management; preventive mental health and substance abuse treatment; adoption and aftercare services; programs for children who have emotional and behavioral issues and risk of hospitalization; also offers residential services for individuals with developmental disabilities.
- Some programs require an outside referral; please call for detailed intake instructions for specific programs.
- Some services are offered at no cost to families while others are covered by Medicaid. Please call for more detailed information on specific programs.
- English, Spanish

**Steinway Child & Family Services - Bronx Children's Blended Case Management**

522 Courtlandt Avenue, 2nd Floor

Bronx, NY 10451

718-537-5435

Office: Mon-Fri, 9am-5pm

[www.steinway.org/programs-services/case-management-services](http://www.steinway.org/programs-services/case-management-services)

- Non-profit program offering youth ages 5-18 with serious and persistent mental illness with case management, assessments, assistance for parents, and referrals for treatment.
- Criteria for admission:
- Axis I psychiatric diagnosis
- History of severe/persistent psychiatric problems
- At risk of hospitalization or re-hospitalization
- Problematic/chaotic at-home living situation
- Administration for Children's Services (ACS) involvement
- 5-18 years of age
- Offers FREE services
- English, Spanish

**Taylormayd, Inc.**

51 Westchester Square

Bronx, NY 10461

718-829-3617

Mon., Thurs.: 10am-5pm ; Tues., Fri.: 10am-6pm; Wed.: 10am-6pm; Sat.: 10am-6:30pm; Sun.,

11am-6pm

[www.taylormaydinc.com](http://www.taylormaydinc.com)

- For-profit organization offering Bronx residents substance abuse treatment, as well as individual and group treatment for such issues as parenting, domestic violence, and anger management.
- Open to anyone who has active Medicaid insurance.
- Please call for intake for the online referral form.
- Accepts Medicaid, Accepts Medicare
- Accepts most Medicaid HMOs/managed care plans, please call for more information (does not accept HealthFirst) Self-pay based on sliding scale for DUI program ONLY
- English, Spanish

**The Adolescent Skills Center - Mental Health Association of NYC**

975 Kelly Street, Suite 302

Bronx, NY 10459

718-292-7880

Program/class hours: Mon-Fri, 9:30am-2:30pm

General office hours: Mon-Fri, 9am-5pm

[http://newyorkcity.ny.networkofcare.org/mh/resource/agencydetail.cfm?pid=MentalHealthAssociationofNYCIIncAdolescentSkillsCenterSouth\\_754\\_2\\_0](http://newyorkcity.ny.networkofcare.org/mh/resource/agencydetail.cfm?pid=MentalHealthAssociationofNYCIIncAdolescentSkillsCenterSouth_754_2_0)

- Non-profit educational and vocational center providing youth (ages 16-21) who have mental or emotional illness with counseling, pre-vocational training, GED preparation, and job placement assistance.
- Intake requirements: - Age 16-21 - Axis I diagnosis (will refer out for testing if individual does not already have proof of diagnosis) - Bronx resident Please call for an intake appointment, or visit the center during program hours. Social worker/case manager or parent must accompany clients under 18 years old to intake.
- Offers FREE services
- English, Spanish

**UNITAS Therapeutic Community**

940 Garrison Avenue

Bronx, NY 10474

718-589-0551

Office: Mon-Fri, 9am-8pm Summer camp: Mon-Fri, 12pm-5pm Winter mentoring program:

Thurs, 3:30pm-8:00pm

<http://www.unitastc.com/>

- Non-profit organization providing the families of South Bronx with free counseling, mentoring for children and teens (ages 5-18), a youth/teen mentor program (ages 14-18) with parenting and communication training for teen leaders, a summer camp (ages 7-18), ACS preventative program, and a parenting classes for adults.
- The youth/teen mentoring program pairs teens with younger children. Please walk in to fill out an application for youth programs or call to inquire about social worker/counseling services.
- Offers FREE services
- English, Spanish

**United Bronx Parents - La Casita**

834 East 156th Street

Bronx, NY 10455

718-292-9808

24/7 supervision

[http://www.ubpinc.org/lang1/la\\_casita-1.html](http://www.ubpinc.org/lang1/la_casita-1.html)

- Non-profit 12- to 18-month residential drug-free program providing chemically addicted homeless mothers ages 18+ and their children with substance abuse treatment (including methadone treatment), meals, on-site childcare, educational/vocational services, medical health management, anger management, parenting support, and family-based intervention and support services.
- Eligibility requirements: -Must be a mother age 18+ -Must be chemically addicted -Must be homeless -Must be Medicaid-eligible or on Medicaid Up to 3 children (ages 9 and under) will be admitted with their mother; children ages 10+ are not admitted unless they have a special condition. Self-referrals or referrals from social service providers accepted.
- Accepts Medicaid
- English, Spanish

**Visiting Nurse Service of New York - FRIENDS Program and Clinic**

489-483 East 153rd Street, 2nd Floor

Bronx, NY 10455

718-742-7100

Tues & Thurs, 9am-9pm Mon, Wed, Fri, Sat, 9am-5pm

<http://www.vnsny.org/our-services/by-location/bronx/>

- Non-profit mental health clinic providing at-risk and emotionally disturbed children and adolescents ages 5-21 with outpatient mental health services, home-based crisis intervention, and evaluation services.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Offers FREE services, Sliding fee scale/assistance based on need
- Please call for specific insurance information.
- English, Spanish

**Mental Health & Substance Abuse, Social Services**

**LIFENET - Mental Health Association of NYC**

50 Broadway

New York, NY 10004

800-543-3638

24/7 Hotline

<http://newyorkcity.ny.networkofcare.org/mh/index.aspx>

- Public 24-hour information hotline providing mental health and/or substance abuse counseling and referrals, and an online website directory of mental and behavioral health resources.
- Offers FREE services
- Chinese, English, Spanish
- Cantonese Mandarin Website available in over 50 languages.

**National Alliance on Mental Illness (NAMI) New York City Metro**

HELPLINE & SUPPORT GROUPS

505 Eighth Avenue

New York, NY 10018

212-684-3264

Main Helpline hours: Mon-Thurs, 12pm-7pm; Fri, 12pm-6pm

Japanese NAMI hours: 2nd Thursday of the month, 4pm to 6pm, and 4th Friday of the month, 4pm to 6pm.

[www.naminyccm.org/HelpLine/tabid/90/Default.aspx](http://www.naminyccm.org/HelpLine/tabid/90/Default.aspx)

- Non-profit organization providing a mental health information and support helpline; classes; peer programming; and support groups for individuals with mental illness and their family members, friends, and caregivers.

- Calls to the Helpline are confidential and answered by trained family members or mental health consumers. Support groups are led by trained volunteers. Most take place on-site at the address above, although some take place in hospitals around the city. For more information on support groups, please click one of the links below: For individuals age 18+ with a mental illness:  
<http://naminycmetro.org/Support/GroupsforIndividualswithMentalIllness18plus/tabcid/69/Default.aspx>
- For family members and friends of individuals with a mental illness:  
<http://naminycmetro.org/Support/GroupsforFamilyMembersandFriends/tabcid/70/Default.aspx>
- For caregivers of children and adolescents with a mental illness:  
<http://naminycmetro.org/Support/GroupsforCaregiversofChildrenAdolescents/tabcid/71/Default.aspx> x For caregivers of young adults (18-24) with a mental illness:  
<http://naminycmetro.org/Support/GroupsforCaregiversofYoungAdults18to24/tabcid/72/Default.aspx>
- For social support groups:  
<http://naminycmetro.org/Support/SocialSupportGroups/tabcid/73/Default.aspx>
- Offers FREE services
- English, Japanese, Spanish
- Offers Spanish specific support groups Offers Japanese support groups only for Family and friends

**The Postpartum Resource Center of New York, Inc.**

109 Udall Road  
 West Islip, NY 11795  
 631-422-2255  
 Mon-Fri, 9am-5pm

Please leave a message and your call will be returned shortly; messages are checked many times throughout the day.

[www.postpartumny.org/index.htm](http://www.postpartumny.org/index.htm)

- Non-profit helpline providing mothers and their families with telephone support, health information, and health care and support group referrals, with a focus on issues surrounding perinatal mood and anxiety disorders, including prenatal or postpartum depression, postpartum psychosis, infant loss and bereavement, and abortion.
- Also offers the Training Institute for providers and peer supporters with training and resources on perinatal mood and anxiety disorders, including the Circle of Caring pregnancy and postpartum depression support group program. Please call or visit the above-listed website for more information on this service. Mailing address: 109 Udall Road West Islip, NY 11795
- Offers FREE services
- English, Interpreter services available, Spanish
- Language line is available upon request.
- Mental Health & Substance Abuse, Social Services

## **Mental Health & Substance Abuse, Social Services, Transportation**

### **Adult Single Point of Access (SPOA)**

198 East 121st Street  
NY CITYWIDE RESOURCE  
New York, NY 10035  
212-801-3300  
Mon-Fri, 9am-5pm

[http://www.cucs.org/hrc/index.php?option=com\\_content&task=view&id=90&Itemid=118](http://www.cucs.org/hrc/index.php?option=com_content&task=view&id=90&Itemid=118)

- Public referral system providing adults (18+) who have mental illness with referrals to case management, Home and Community-Based Services Medicaid Waiver enrollment, and family-based treatment.
- Adult SPOA is operated through the Center for Urban Community Services in collaboration with the NYC Office of Mental Health. For more information please visit:  
<http://www.nyc.gov/html/doh/html/dmh/oas.shtml#3>.
- Offers FREE services
- English, French, Interpreter services available, Russian, Spanish

### **AHRC - William May Adult Day Center**

1952 Mayflower Avenue  
Bronx, NY 10461  
718-792-9810  
Mon-Fri, 8:45am to 2:30pm  
[www.ahrcnyc.org](http://www.ahrcnyc.org)

- Non-profit day treatment facility providing developmentally disabled adults age 21+ with counseling, recreational and educational activities, psychotherapy, social work, nursing, independent living skills training, and vocational services.
- To qualify for services, individuals must be 21 years or older and have been diagnosed with a developmental disability before the age of 21. Most participants are Medicaid-eligible. For detailed intake procedures or to make a referral please call the center directly.
- Accepts Medicaid
- Consumers who are not Medicaid eligible should call the center for more information on payment policies.
- English, Spanish
- Bengali

**Al-Anon Family Group Headquarters, Inc.**

1600 Corporate Landing Parkway

Virginia Beach, VA 23454

888-425-2666

Mon-Fri, 8am-6pm

[www.al-anon.alateen.org](http://www.al-anon.alateen.org)

- National non-profit organization providing friends and families of alcoholics with support groups.
- To locate a meeting in your area, please call the above-listed toll-free number or visit <http://www.al-anon.org/how-to-find-a-meeting>.
- Offers FREE services
- English, French, Spanish

**Another Way - Bronx Self-Help Program**

975 Kelly Street, Suite 302

Bronx, NY 10459

718-292-8310

Mon-Fri, 9am-5pm

[http://newyorkcity.ny.networkofcare.org/mh/services/agency.aspx?pid=MentalHealthAssociationofNYCIncAnotherWay\\_754\\_2\\_0](http://newyorkcity.ny.networkofcare.org/mh/services/agency.aspx?pid=MentalHealthAssociationofNYCIncAnotherWay_754_2_0)

- Not-for-profit advocacy, information, and referral service helping individuals with mental illness navigate New York City entitlements, court, and government systems.
- Walk-ins are accepted. Services are provided by peer specialists.
- Offers FREE services
- English, Spanish

**Argus Community - Harbor House**

402 East 156th Street

Bronx, NY 10455

718-993-2376

Facility is open 24/7.

[www.arguscommunity.org/program/harborhouse.htm](http://www.arguscommunity.org/program/harborhouse.htm)

- Non-profit transitional therapeutic housing facility providing formerly homeless dually diagnosed MICA (mentally ill chemically addicted) residents ages 21+ with case management, vocational training, psychiatric care, and aftercare.
- Individuals reside in Harbor House for a maximum of 24 months. Most residents are mandated to treatment by the courts, but referrals from other health and social service professionals are accepted. Individuals must be ages 21+, be diagnosed with a double AXIS I mental illness, and have a history of chemical dependency (must be drug-free by the time of admittance).

- Intake requires an application package, which includes: - Updated psychiatric evaluation - Psychosocial history - Physical (including a recent TB test) Day treatment and aftercare for current and former residents is provided at the Prometheus Continuing Day Treatment program. For more information on Prometheus, please visit [www.arguscommunity.org/program/prometheus.htm](http://www.arguscommunity.org/program/prometheus.htm). There is a waiting list for acceptance to Harbor House. Please call for more information.
- Intake office is located at: 760 East 160th and is open Mon-Fri 9am-5pm. To reach the intake office by phone, please call the above-listed phone number and ask to be transferred.
- Accepts Medicaid
- Assists with Medicaid applications.
- English, Spanish

**Argus Community - New Leaf**

760 East 160th Street

Bronx, NY 10456

718-401-5706

Morning session: Mon-Fri, 8:30am-11:45am Afternoon session: Mon-Fri, 1pm-3:45pm  
Intake information sessions take place Mondays at 9am and 1pm.

[www.arguscommunity.org/program/newleaf.htm](http://www.arguscommunity.org/program/newleaf.htm)

- Non-profit pre-vocational training program offering homeless or formerly homeless individuals ages 17+ with a history of substance abuse work experience, job readiness training, an independent living skills course, and support groups.
- Average program length is 1.5 to 3 months. Program requires that individual be currently participating in an inpatient or outpatient substance abuse treatment program and provide a referral from the treatment program, TB test within last 6 months, and a note from a doctor or nurse that the applicant is medically cleared to work.
- Offers FREE services
- Services are free to eligible participants; please call for additional eligibility information.
- English, French, Spanish

**Assisted Competitive Employment Program (ACE) - Fordham-Tremont CMHC**

260 East 188th Street, 2nd Floor

Bronx, NY 10457

718-960-3176

Monday-Friday, 9:00am-5:00pm

- Not-for-profit vocational program offering adults recovering from mental illness and substance abuse job readiness skills, basic computer skills, coaching, retention, and placement services.
- Please call the above-listed number for eligibility requirements and intake procedures.
- Offers FREE services
- English, Spanish

**Bowery Residents' Committee - HomePlus**

500 Bergen Avenue

Bronx, NY 10455

718-402-3875

Mon-Fri, 10am-6pm

[www.brc.org/programs\\_perm\\_housing.php](http://www.brc.org/programs_perm_housing.php)

- Non-profit permanent supportive housing community service providing substance abusers and mentally ill chemically addicted (MICA) formerly homeless individuals ages 18+ with scattered site apartments, case management, individual/group counseling, pre-vocational counseling, and recreational activities.
- Apartments are located in the Bronx and Brooklyn.
- Eligibility: Ages 18+ Able to function with minimal support services - At least 1 year sobriety - Must be in receipt of Section 8 - Must have completed NY, NY application
- Intake materials include HRA 2010 application with attached psychosocial, psychiatric assessment, and physical examination. Applicants must: -Have 2010E Community Care, NY/NYI approval -Currently be homeless -Have active Section 8 voucher, HASA subsidies, OR VASH voucher
- Sliding fee scale/assistance based on need
- Individuals pay 30% of their income for housing each month.
- Creole, English, French, Interpreter services available, Spanish

**Bowery Residents' Committee - SPAN Bronx**

500 Bergen Avenue

Bronx, NY 10455

718-590-1235

Mon-Fri, 9am-5pm

[www.brc.org/programs\\_outpatient\\_treatment.php](http://www.brc.org/programs_outpatient_treatment.php)

- Non-profit program providing mentally ill adults ages 18+, primarily those just released from prison, with referrals to mental health, medical, and support services.
- The Service Planning and Assistance Network (SPAN) program will provide service information to the general public; however, our goal is to work with those released from incarceration, primarily those released from New York City's Department of Correction. SPAN works to provide these individuals with discharge planning services, which include but is not limited to, referrals for mental health and substance abuse treatment, medical and support services. Qualified individuals will that do not have active Medicaid and are in need of medication may be provided with a Medication Grant Program card, but MUST report to the SPAN office within 7 days of their release from incarceration.
- Offers FREE services
- English, Spanish

**Bronx Addiction Treatment Center**

1500 Waters Place, Building 13

Bronx, NY 10461

718-904-0026

Inpatient 28-day treatment program

Intake hours: Mon-Fri 9am-4:30pm; facility is open 24 hours

Extended evening and weekend hours offered for existing referrals. Please call for more information.

<http://www.oasas.ny.gov/atc/bronx/index.cfm>

- Public state-funded 38-bed inpatient alcoholism and substance abuse treatment facility providing adults ages 18+ with drug rehabilitation, counseling and support groups, recreational activities, and special programming.
- Center provides 28 beds for men and 10 beds for women.
- Admissions requirements include a recent physical, a negative TB test, and a substance abuse diagnosis. Additional requirements may be requested. Please call to begin intake procedures; interested clients must first submit application and submit necessary paperwork at which point a phone screening will take place. Please call for more information.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- No one will be turned away due to inability to pay. Private insurance also accepted.
- English

**Bronx Community Recovery Center - Phoenix House**

509 Willis Avenue, 6th Floor

Bronx, NY 10455

718-292-5788

Mon-Fri, 9am-5pm

<http://www.phoenixhouse.org/>

- Peer-driven non-profit community center providing adults 18+ who are recovering from substance misuse with recovery supportive services through a recovery coach, referrals to outpatient services or residential treatments, health and wellness workshops, support groups, job readiness assistance and other athletic and recreational activities.
- Walk-ins are welcome.
- Offers FREE services
- English, Spanish

**Bronx Friendship House - JASA**

2705 Schley Avenue

Bronx, NY 10465

718-863-8833

Mon-Fri, 8am-4pm

<http://www.jasa.org/locations/bronx>

- Non-profit day program providing mentally ill seniors ages 55+ with psychosocial services, recreation, case management, recovery, educational programming and transportation to and from the facility.
- Program is only available to patients within districts 9, 10, 11, or 12 of the Bronx (the right side of the Bronx if it were to be split in half). Please call center directly for intake.
- Offers FREE services
- English, Spanish

**Bronx Vet Center**

2471 Morris Ave, Suite 1A

Bronx, NY 10468

718-367-3500

Mon-Fri: 9am-5:30pm

Services outside of normal work hours are available upon request. Please call for more information.

[www.va.gov/directory/guide/facility.asp?ID=741&dnum=1](http://www.va.gov/directory/guide/facility.asp?ID=741&dnum=1)

- Public outpatient mental health center providing military combat veterans and their families with counseling for post-traumatic stress, disorder (PTSD) and readjustment difficulties, and referrals for VA benefits and medical assistance.
- Family members are not guaranteed assistance but may be eligible, based on the limits of the center.
- Offers FREE services
- English, Spanish

**BronxCare Grand Concourse Adult Mental Health Center**

401 E. 167th St. (Webster Avenue)

Bronx, NY 10456

718-579-7373

Mon, Tues: 9am-7pm; Wed, Fri, Sat: 9am-5pm; Thurs: 9am-8pm

- Non-profit adult and geriatric mental health center offering young adults (18+) and individuals ages 60+ psychiatric care.
- For referrals/admissions, please ask for intake coordinator.
- Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**Community Action for Human Services - Main Office**

2225 Lodovick Avenue, Bronx, NY 10469

718-655-7700

Mon-Fri, 9am-5pm

- Non-profit community residential organization providing individuals who are developmentally and physically disabled with residential and supportive services, including counseling; case management; day treatment; vocational services; medical and mental health services; recreational and social services; and transportation.
- Intake requirements:
  - Axis I Diagnosis
  - Medical exam
  - Psychosocial evaluation
  - Psychiatric assessment
  - NY/NY application approval
  - Ages 21+
- For additional intake information, please call the main number.
- Most clients are enrolled in some form of public assistance, which is applied towards rent. Please call for more information.
- English

**Community Action for Human Services, Inc. - Crotona Park East**

1714 Crotona Park East, Apt. 2D and 3D

Bronx, NY 10460

718-542-7824

24-hour facility

Office: Mon-Fri 9am-5pm

- Non-profit community residence providing mentally ill adults ages 21+ with double-room occupancy transitional housing and residential support.
- Intake requirements:
  - Axis I Diagnosis
  - Medical exam
  - Psychosocial evaluation
  - Psychiatric assessment
  - NY/NY application approval
  - Ages 21+
- Please call the Paige Apartments on Crotona Park West to inquire on SRO (single-room occupancy) housing: (718) 588-5370 x100.
- Most clients are enrolled in some form of public assistance, which is applied towards rent. Please call for more information.
- English, Spanish

**Community Action for Human Services, Inc. - Paige Apartments**

1455 Fulton Avenue

Paige Apartments/Crotona Park West

Bronx, NY 10466

718-588-5370

24-hour facility

Office: Mon-Fri 10am-6pm

- Non-profit community residence program providing homeless mentally ill adults ages 21+ with single-room occupancy transitional residence including on-site supportive services.
- Intake requirements:
  - Axis I Diagnosis
  - Medical exam
  - Psychosocial evaluation
  - Psychiatric assessment
  - NY/NY application approval
  - Ages 21+
- Most clients are enrolled in some form of public assistance, which is applied towards rent.  
Please call for more information.
- English, Spanish

**Comunilife - Safe Haven Residence I & II**

345 East 146th Street

Bronx, NY 10451

718-561-3411

Open 24 hours a day, 7 days a week.

<http://comunilife.org/mental-health-services/safe-haven-residences/>

- Non-profit transitional housing facility offering homeless adults ages 21+ with serious and chronic mental illness housing; case management, including entitlements and benefits assistance; rehabilitative services, including therapeutic groups, individual and group counseling, money management skills, and medication monitoring; and three meals a day.
- To qualify, individuals must be age 21+, suffering from a serious mental illness, not actively using drugs, and have a history of homelessness. Breakfast, lunch and dinner provided at no extra cost. Residents are encouraged to attend a day treatment program, which includes psychiatric visits. Individuals usually referred by health service providers. Please call center directly for more information. There is a waiting list for this program, but applications are still being accepted. Please call for more information.
- Sliding fee scale/assistance based on need
- Tenants are expected to contribute 30% of their income toward rent.
- African languages dialects, English, French, Spanish

**Counseling and Psychotherapy of Throgs Neck**

3594 East Tremont Avenue, Room 210

Bronx, NY 10465

718-792-4178

Mon-Fri, 9am-9pm Sat, 9am-3:30pm

<http://www.therapyonline.com/>

- Non-profit counseling center offering individuals ages 4+ with individual and family counseling, psychiatry services, and medication management.
- Please call for intake and to schedule an appointment. You will be asked which days work best for you and an intake coordinator will get back to you with the next available appointment that is convenient for you.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicare, Sliding fee scale/assistance based on need
- The first visit is \$90; after that a sliding fee scale ranging from \$55-\$95 will be determined by the therapist.
- English, Spanish

**FEGS - Bronx Community Rehabilitation and Training Center**

3600 Jerome Avenue, 1st Floor

Bronx, NY 10467

718-881-7600

Mon-Fri: 8:30am-2:30pm

<http://www.fegs.org/directory/DirectoryResults.aspx?service=Work+Services>

- Non-profit pre-vocational center providing individuals ages 16+ who have psychiatric, developmental, and/or physical disabilities with employment preparation services, counseling, psychiatry, job development and placement, social services, and rehabilitation counseling.
- Accepts Medicaid
- Please call for more information regarding program eligibility.
- English, Spanish

**FEGS - Burnside Residence**

265 East Burnside Avenue

Bronx, NY 10457

718-583-7589

24/7 on-site staff supervision and crisis response.

[http://www.cucs.org/storage/cucs/documents/microsoft\\_word\\_-](http://www.cucs.org/storage/cucs/documents/microsoft_word_-)

- Non-profit transitional supervised residence offering mentally ill homeless individuals case management, clothing, medication monitoring, and three daily meals.

- Mental health providers must fill out an online HRA 2010E form. After HRA approval, providers should contact intake coordinator at FEGS to schedule an intake interview. [\\_completing\\_the\\_hra\\_2010e.pdf](#) for more information on the application process.
- Accepts SSI/SSD/other forms of public assistance; a program fee applies. Please call for more information.
- English, Spanish

**FEGS - White Plains Road Service - CR/SRO**

3735 White Plains Road

Bronx, NY 10467

718-547-2821

24/7 on-site staff supervision and crisis response.

[http://www.fegs.org/#/residential/behavioral\\_health/community\\_residences/](http://www.fegs.org/#/residential/behavioral_health/community_residences/)

- Non-profit permanent community residence/single-room occupancy facility providing individuals who have a mental illness and a history of homelessness with residential case management, medication monitoring, and nursing and psychiatric services.
- To obtain more detailed information about this location, please call the above-listed number and ask to speak with and intake coordinator.
- Individuals must fill out a NY/NY housing application through CCCS (Center for Urban Community Services). Please call (212) 801-3333 to obtain an application and more information.
- Once the application is complete, clients will be contacted by HRA (Human Resources Administration) to begin an interview process. For more information on HRA, please call 311 or visit [www.nyc.gov/html/hra/html/home/home.shtml](http://www.nyc.gov/html/hra/html/home/home.shtml)
- English, Spanish

**Fisher Landau Center for the Treatment of Learning Disabilities - Adult Literacy Program**

1165 Morris Park Ave., 2nd Floor

Bronx, NY 10461

718-4303906

Mon-Fri, 9am-5pm

- Public center offering adults ages 18+ with psychoeducation evaluation for learning disabilities and tutoring services.
- The Fischer Landau Center is an affiliate of the Albert Einstein College of Medicine Children's Evaluation and Rehabilitation Center (CERC). Individuals must have minimal education until the high school level.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Individuals without Medicaid must reside within the five boroughs to be eligible for fee assistance.
- English

**Gateway Counseling Center - Bronx**

4500 Furman Avenue  
Bronx, NY 10470  
718-325-5021

Mon-Fri, 8am-3pm Recreation programs may have different hours. Please call for information.

- Non-profit organization providing mentally disabled individuals of all ages with day habilitation, family support services, crisis intervention, a recreation program, at-home residential habilitation, and Medicaid services coordination.
- Please call to make an appointment. No walk-ins accepted. Upon making an appointment, clients will be given detailed intake information.
- Accepts Medicaid
- Services available only through Medicaid waiver system; please call for more information. On-site Medicaid service coordinators available.
- English, Spanish

**Geel Community Services - Psychosocial Clubhouse**

**564 Walton Avenue**  
Bronx, NY 10451  
718-742-9884  
Mon-Fri, 9am-5pm

<http://www.geelcommunityservices.org/clubhouse0.aspx>

- Non-profit psychosocial clubhouse offering mentally ill AXIS I diagnosed adults (ages 18+) case management, pre-vocational training, supported education and employment, a computer and technology center, group social activities, and recreational programs.
- Clubhouse members must be age 18+, have an AXIS I mental illness diagnosis, and have current psychological, psychosocial, and physical evaluations.
- Please call for an initial intake appointment.
- A program of Geel Community Services, Inc., a non-profit community-based organization providing needy and mentally ill New Yorkers residential and supportive services. For more information call (718) 367-1900 or visit [www.charityadvantage.com/geel/Home.asp](http://www.charityadvantage.com/geel/Home.asp). Also provides housing services through New York City Human Resources Administration. Please call for more information.
- Offers FREE services
- English, Spanish

**Geriatric Mental Health Outreach Service - JASA**

One Fordham Plaza, Suite 908

Bronx, NY 10458

718-365-4044

Mon-Fri, 9am-5pm

<http://www.jasa.org/locations/bronx>

- Non-profit geriatric mental health center providing seniors ages 60+ suffering from depression or anxiety with on-site and in-home psychiatric counseling.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Spanish

**Goodwill Industries - Bronx Employment Support and Training**

384 East 149th Street, Room 622

Bronx, NY 10455

718-401-2555

Monday-Friday: 8:30am-4:30pm

[www.goodwillny.org/programs\\_employment.aspx](http://www.goodwillny.org/programs_employment.aspx)

- Non-profit vocational program providing mentally ill Bronx residents (ages 18+) with supported employment, assisted competitive employment, and an Adult Self-Help (ASH) supportive services program.
- Clients must have an Axis I mental health diagnosis and must be referred by a social service provider or clinician. All referrals must include a psychosocial, psychiatric evaluation, physical examination, and PPD.
- Offers FREE services
- English, Spanish

**Housing Resource Center - Center for Urban Community Services (CUCS)**

198 East 121st Street

CITYWIDE HOUSING RESOURCE LINE

New York, NY 10035

212-801-3300

Mon-Fri, 9am-5pm

<http://www.cucs.org/referral-center/housing-placement-assistance>

- Non-profit housing resource phone line providing severe and persistent mentally ill and/or chronically homeless adults (age 18+) and their caseworkers or family members with housing information and referrals; vacancy updates for NYC supportive housing, supported housing, congregate treatment programs, CR/SROs, and apartments; and an online Jobs Journal providing a bi-weekly listing of job openings.
- For a guide to the supportive housing options in New York City, please visit:  
[http://www.cucs.org/index.php?option=com\\_content&task=view&id=50&Itemid=79](http://www.cucs.org/index.php?option=com_content&task=view&id=50&Itemid=79) . To

link to the online Jobs Journal, please visit:

[http://www.cucs.org/index.php?option=com\\_wrapper&Itemid=106](http://www.cucs.org/index.php?option=com_wrapper&Itemid=106)

- Offers FREE services
- English, Spanish

#### **HRA Adult Protective Services - Bronx Office**

1209 Colgate Avenue

Bronx, NY 10472

212-630-1853

Mon-Fri, 9am-5pm

[http://www.nyc.gov/html/hra/html/directory/aps\\_services\\_divisions.shtml](http://www.nyc.gov/html/hra/html/directory/aps_services_divisions.shtml)

- Public program providing case management services coordination and support to physically and/or mentally impaired adults.
- Clients must be referred by any social service agency, family member, friend, or self-referral. Human Resource Administration (HRA) has other Adult Protective Service (APS) offices throughout New York City. For more information on other locations, please call the above-listed central intake unit number. Typical APS clients suffer from abuse, neglect and/or financial exploitation.
- To make an online referral, please visit <https://a069-webapps12.nyc.gov/psa/referral.asp> .
- Offers FREE services
- Accepts SSI
- English, Interpreter services available

#### **ICL Central Access - Special Needs Housing**

40 Rector Street, 8th Floor - Office

(Housing locations throughout NYC area)

New York, NY 10006

888-425-0501

Mon-Fri, 9am-5pm

<http://www.iclinc.net/ICLServices/ICLMentalHealthServicesforAdults/ResidencesHousing.aspx>

- Non-profit organization serving as the central access point to all ICL supported housing and residential programs for Axis I-diagnosed adults (ages 18+), including mentally ill chemical abusers (MICA), those with severe and persistent mental illness (SPMI), mentally ill adults with HIV/AIDS, and mentally ill parents and their families.
- Please call the main number above during business hours or fax application materials at any time. Applications will be reviewed and applicant will be contacted for an interview.
- Required application materials include HRA approval letter, HRA application, psychosocial summary, and a psychiatric evaluation.
- Accepts Medicaid
- Eligible individuals must have either Medicaid or SSI/SSP.
- English, Interpreter services available

**Jacobi Medical Center - Behavioral Health Care**

1400 Pelham Pkwy South  
Building 4, Fourth Floor  
Bronx, NY 10461  
718-918-3462

Appointment desk: 8am-4pm

Adult Services: Mon, Wed, Thurs, Fri, 8am-5pm Tues, 8am-6:00pm Geriatric Services: Mon-Fri 8am-4:30pm Please call for additional program hours.

[www.nyc.gov/html/hhc/jacobi/html/services/behavioral.shtml](http://www.nyc.gov/html/hhc/jacobi/html/services/behavioral.shtml)

- Public outpatient center providing adults, and seniors with outpatient mental health and substance abuse treatment programs.
- Please call to determine eligibility. Only patients living in a specific catchment area will be admitted into programs. There may be a waiting list for some services.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**Jacobi Medical Center - Comprehensive Addiction Treatment Center**

1400 Pelham Parkway South  
Building 1, 9th Floor  
Bronx, NY 10461  
718-918-4465

Appointment Desk: Mon-Fri, 7:30am-4pm

Inpatient & Outpatient: Mon-Fri, 7:30am-2pm

- Public substance abuse treatment facility providing individuals ages 18+ recovering from alcohol or substance abuse with in- and outpatient treatment, including inpatient detoxification, outpatient psychotherapy/counseling, acupuncture, and day treatment.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Interpreter services available, Spanish

**JBPCS - Bronx REAL**

55 Westchester Square  
Bronx, NY 10461  
718-931-4045  
Office: Mon-Fri: 9am-5pm

- Non-profit organization offering mentally ill individuals ages 18+ residential and outpatient services, including supportive housing, continuing day treatment, intensive psychiatric rehabilitation, MICA (mentally ill, chemically addicted) self-help program, case management, and reintegration support services.
- Individuals must have an Axis I diagnosis and be age 18+ to be eligible for any service. For the MICA Consumer Self-Help Program, individuals should be free of substance abuse for 6-

12 months. This center operates several supportive housing facilities; please call for more information on eligibility and intake.

- Accepts Medicaid, Sliding fee scale/assistance based on need
- Center staff provides Medicaid application assistance. Individuals seeking supportive housing must have Medicaid and SSI or SSD. Please speak to a supervisor for detailed information on self-pay policies/sliding fee scale.
- English, Spanish

**Lincoln Medical and Mental Health Center - Mental Health Outpatient Clinic**

234 East 149th Street, 7th Floor, Unit 7B

Bronx, NY 10451

718-579-5893

Mon-Fri, 8:30am-5:30pm

<http://www.nyc.gov/html/hhc/lincoln/html/services/behavioral.shtml>

- Public outpatient mental health clinic adults (18+) with individual and group therapy.
- Self-referrals are accepted. Please call to begin intake procedure. There may be a waiting period for new patients.
- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Please call for list of accepted managed care plans.
- English, Interpreter services available, Spanish

**Mental Hygiene Legal Service - 1st Judicial Department**

41 Madison Avenue

New York, NY 10010

646-386-5891

Mon-Fri, 9am-5pm

<http://www.courts.state.ny.us/courts/ad1/Committees&Programs/MHLS/index.shtml>

- Public organization providing individuals receiving inpatient mental health treatment in Manhattan or the Bronx with legal advice, representation, and assistance in areas of admission, retention, transfer, patient treatment/abuse, and guardianship.
- MHLS provides services only to individuals in mental health centers, or when it has been appointed by the court in a guardianship proceeding.
- Offers FREE services
- Some clients may be subject to a fee based upon income and the nature of the case. Please call for additional information.
- English, Spanish
- Interpreter availability may depend on the facility in which the patient resides.

**Montefiore Medical Center Wakefield - Mental Health Clinic**

4401 Bronx Boulevard

Bronx, NY 10470

718-304-7000

Mon-Thurs, 7:30am-7pm Fri, 7:30am-5pm

<http://www.montefiore.org/psychiatry>

- Non-profit mental health center providing Bronx residents ages 18+ with individual and group therapy, chemical dependency counseling, and sobriety meetings.
- All patients must live within 10466, 10467, 10469, 10470, or 10475, zip codes to receive services. Please call main number and ask for intake coordinator to learn more about eligibility and to schedule an appointment.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- English, Spanish

**NAMI Bronx Families & Advocates**

3355 Country Club Road

Bronx, NY 10465

718-862-4828

Office Hours: Mondays-Fridays, 10am-4pm Support Group for Caregivers of Individuals with Disabilities: 3rd Wednesday of every month. Please call for all other scheduling info.

[http://www.naminys.org/affiliates/affiliates-by-county/item/nami-bronx-families-advocates?category\\_id=63](http://www.naminys.org/affiliates/affiliates-by-county/item/nami-bronx-families-advocates?category_id=63)

- Non-profit organization providing veterans, individuals with disabilities, and those in the criminal justice system, and their families, with mental health information, advocacy, and support services.
- Support Groups held at the following address: 1500 Waters Place Bronx, NY 10461 Behavioral Health Center Ginsburg Building Bronx Psychiatric Center Call for specific hours and dates. Address subject to change. Please call to verify location
- Offers FREE services
- English

**National Center for Post-Traumatic Stress Disorder**

215 N. Main Street

White River Junction, VT 05009

802-296-6300

<http://www.ptsd.va.gov/>

- Public Web site and information line providing veterans, family members, and professionals with information on Post-traumatic Stress Disorder (PTSD) and other military-related stress disorders.
- The National Center for PTSD does not provide direct clinical care or individual referrals. Please see: Where to Get Help for PTSD

- Email: ncptsd@va.gov
- Offers FREE services
- Offers free information and educational materials.
- English

**Palladia - Hill House**

1616 Grand Avenue

Bronx, NY 10453

718-583-9824

Office hours: Mon-Fri, 9:00am-5:00pm

<http://www.palladiainc.org/Public/Default.aspx?Housing=56>

- Non-profit 43-unit housing facility providing support services for individuals who have a history of homelessness and addiction and/or are living with HIV/AIDS.
- Please call for more information on intake and referral information.
- Tenants are expected to contribute 30% to rent
- English, Spanish

**Palladia - Stratford House Permanent Residence**

1168 Stratford Avenue

Bronx, NY 10472

718-328-8065

Mon-Fri, 9am-5pm

<http://www.palladiainc.org/Public/Default.aspx?Housing=58>

- Non-profit permanent supportive housing facility for formerly homeless families with disabilities such as mental illness and substance abuse.
- Please call for more admissions and intake information.
- Sliding fee scale/assistance based on need
- Rent determined based on individual income.
- English, Spanish

**Palladia - Willow Avenue Shelter**

781 East 135th Street

Bronx, NY 10454

718-993-1677

Open 24 hours/7 days

<http://www.palladiainc.org/Public/Default.aspx?Housing=47>

- Non-profit emergency temporary shelter providing homeless men with intensive case management and other supportive services.
- Admissions requirements: Men must be 18 years and older with no severe mental health disorders, residents of New York City's 5 boroughs, and clients of the DHS. Referrals must go

through DHS. Please call for more information on intake and referrals. Not a walk-in center. Please call the intake number listed above.

- Offers FREE services
- English, Spanish

**Palladia Inc. Central Admissions for Substance Abuse Treatment**

1647 Macombs Road

Bronx, NY 10452

718-294-4184

Office Hours: Mon, Tues, Thurs & Fri: 9am-5pm Wed: 9am-7pm Screenings: Mon-Fri, 9am-4pm

<http://www.palladiainc.org/Public/Default.aspx?Housing=148>

- Non-profit central intake office providing chemically addicted adults ages 18+ with assessment and placement in various Palladia drug treatment programs, including outpatient programs, community residences, and housing facilities.
- Admissions requirements: -New York State resident -18 years of age or older -Have a substance abuse problem -Provide two forms of photo identification -PPD Test results
- Payment policies vary depending on program in which client wishes to enroll. Fees will be discussed upon intake and assessment.
- English

**PLUS Group Homes**

1228 Wantagh Avenue, Suite 201

Wantagh, NY 11793

516-409-9450

Locations throughout Nassau County

Office Hours: Mon-Fri, 9am-5pm

- Non-profit agency providing adults ages 18+ who have a primary or secondary diagnosis of autism with group housing at six facilities throughout Long Island.
- As of June 2012, there is a waitlist for placement. Please call to receive an application for this program. This agency is certified by the NY State Office for People With Developmental Disabilities (OPWDD). Transportation available for clients. Housing facilities located throughout Nassau County.
- Accepts Medicaid
- English
- Please call for information on availability of bilingual staff.

**Project Renewal - Leona Blanche House**  
960 Tinton Avenue  
Bronx, NY 10456  
718-617-7442

- The residence is a 24-hour facility; staff available at residence 24-hours. Office hours: Mon-Fri, 9am-5pm
- [www.projectrenewal.org/housing.html#tinton](http://www.projectrenewal.org/housing.html#tinton)
- Non-profit supportive housing facility providing homeless, mentally ill individuals with transitional housing, psychiatric and medical care, case management, and employment assistance.
- All clients must qualify for housing under the New York/New York III Agreement. Details on this agreement can be found at: <http://www.nyc.gov/html/doh/downloads/pdf/dmh/dmh-housing-agreement.pdf>
- All referrals should include an HRA 2010e.
- There may be a waiting list for this facility. Please call for more information on space.
- Clients must have applied for SSI, SSD, or public assistance.
- English, Spanish

**Puerto Rican Family Institute - Individual Residential Alternative**  
2053 Grand Avenue  
Bronx, NY 10453  
718-731-6489  
Office: Mon-Fri, 9am-5pm  
<http://www.prfi.org/immediate.html>

- Non-profit organization providing developmentally disabled and mentally retarded adults ages 18+ with an Individual Residential Alternative housing facility enabling individuals to live as independently as possible.
- Referral from the NYS Office for People with Developmental Disabilities (OPWDD) required. For more information on OPWDD, please visit <http://www.opwdd.ny.gov/>.
- For OPWDD eligibility guidelines, please visit [http://www.opwdd.ny.gov/hp\\_eligibility\\_index.jsp](http://www.opwdd.ny.gov/hp_eligibility_index.jsp).
- Please note that there are no vacancies in the housing facility as of July 2011. Please call for more information on availability of housing units.
- Must be OPWDD eligible; please call for more information.
- English, Spanish

**Puerto Rican Family Institute - Intermediate Care Facility**

3050 Laconia Avenue

Bronx, NY 10469

718-231-6532

Mon-Fri, 9am-5pm

<http://www.prfi.org/immediate.html>

- Non-profit organization providing developmentally disabled and mentally retarded adults ages 18+ with supported housing and residential services.
- Referral from the NYS Office for People with Developmental Disabilities (OPWDD) required. For more information on OPWDD, please visit <http://www.opwdd.ny.gov/>.
- For OPWDD eligibility guidelines, please visit [http://www.opwdd.ny.gov/hp\\_eligibility\\_index.jsp](http://www.opwdd.ny.gov/hp_eligibility_index.jsp).
- Must be OPWDD eligible; please call for more information
- English, Spanish

**Puerto Rican Family Institute - Intermediate Care Facility II**

1668 Grand Avenue

Bronx, NY 10453

718-731-8434

Office Hours Mon-Fri, 9am-5pm 24 Hour Facility

<http://www.prfi.org/immediate.html>

- Non-profit organization providing developmentally disabled and mentally retarded adults ages 18+ with supported housing and residential services.
- Referral from the NYS Office for People with Developmental Disabilities (OPWDD) required. For more information on OPWDD, please visit <http://www.opwdd.ny.gov/>.
- For OPWDD eligibility guidelines, please visit [http://www.opwdd.ny.gov/hp\\_eligibility\\_index.jsp](http://www.opwdd.ny.gov/hp_eligibility_index.jsp).
- Accepts Medicaid
- Must be OPWDD eligible; please call for more information.
- English, Spanish

**Puerto Rican Family Institute - Intermediate Care Facility III**

194 West 180th Street

Bronx, NY 10467

718-716-6175

Mon-Fri, 9am-5pm

<http://www.prfi.org/immediate.html>

- Non-profit organization providing developmentally disabled and mentally retarded adults ages 18+ with supported housing and residential services.
- Referral from the NYS Office for People with Developmental Disabilities (OPWDD) required. For more information on OPWDD, please visit <http://www.opwdd.ny.gov/>.

- For OPWDD eligibility guidelines, please visit [http://www.opwdd.ny.gov/hp\\_eligibility\\_index.jsp](http://www.opwdd.ny.gov/hp_eligibility_index.jsp) .
- Must be OPWDD eligible; please call for more information.
- English, Spanish

**Quality Services for the Autism Community - Bronx Day Habilitation Center**

1968 Eastchester Road

Bronx, NY 10461

718-728-8476

Mon-Fri: 8:30am-2:30pm

<http://www.qsac.com/services/day-habilitation.html>

- Non-profit habilitation program offering adults ages 21+ who are diagnosed with autism or pervasive developmental disorder daily skill building activities with a focus on adaptive living, communication and food preparation skills, and the elimination of inappropriate behaviors (such as aggression).
- Supervised transportation to and from the program is provided.
- Please call for an initial intake appointment.
- Accepts Medicaid
- English, Spanish

**SEBNC - United Day Habilitation Program**

3289 Third Avenue

Bronx, NY 10456

718-665-8908

Day Program: Mon-Fri, 8:30am-2:30pm

Evening Program: Mon-Fri, 2:30-6:30 (October through June; please call to inquire about availability)

<http://www.sebnc.org/program3.aspx>

- Non-profit day habilitation program providing Bronx residents ages 21+ who have a primary diagnosis of mental retardation with day habilitation services and an evening habilitation program, including recreational activities, daily living and money management skills assistance, community outings, travel training, diagnostic treatment, Medicaid service coordination, counseling, and an in-home residential habilitation program.
- To qualify for services, clients must be ages 21+ and have current psychological, psychosocial and medical exam records available.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- English, Spanish

**St. Barnabas/ Fordham-Tremont CMHC - MICA Continuing Day Treatment Program**

2250 Ryer Avenue, Bronx, NY 10457

718-960-3295

Mon-Fri 9am-5pm

[http://newyorkcity.ny.networkofcare.org/mh/resource/agencydetail.cfm?pid=StBarnabasFordhamTremontCMHCMICAContinuingDayTreatmentProgram\\_754\\_2](http://newyorkcity.ny.networkofcare.org/mh/resource/agencydetail.cfm?pid=StBarnabasFordhamTremontCMHCMICAContinuingDayTreatmentProgram_754_2)

- Non-profit hospital-based rehabilitative program providing mentally ill chemically addicted (MICA) adults ages (18-65) with day treatment and rehabilitative activities.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need
- Accepts Managed Care
- Creole, English, French, Spanish

**Supportive Housing - Services for the Underserved (SUS)**

305 Seventh Avenue, 10th Floor

New York, NY 10001

212-633-6900

Mon-Fri, 9am-5pm

<http://sus.org/supportive-housing/>

- Non-profit central intake location for all SUS supportive housing facilities for documented mentally ill adults (18+). Supportive housing facilities are located in the Bronx, Brooklyn, and Queens and offer vocational training, education programs, medication management, mental health therapy, and daily living skills.
- Individuals must be referred to the program in order to apply. The application process requires the following initial documents: -HRA Application -HRA Approval Letter - Psychiatric, psychosocial, and medical reports
- SUS intake will review applications/materials and call to schedule an interview with qualified candidates. Please call for additional intake information.
- Sliding fee scale/assistance based on need
- Tenants contribute 30% of their income toward rent. Please call for more information.
- English, Spanish

**The Mood Disorders Support Group of New York City**

P.O. Box 30377

New York, NY 10011

212-533-6374

Meetings times vary; please call or visit the website for schedule.

<http://www.mdsg.org/index.html>

- Non-profit self-help organization providing support groups, resources and informational lectures to individuals suffering from depression and bi-polar disorder, their families, and friends.

- Individuals can sign up to become a member either in person or by mail; please call for more information. For information on support groups in other cities or depression in general, please visit the Depression and Bipolar Support Alliance at <http://www.dbsalliance.org>.
- A one year individual membership is \$45; a one year family membership is \$65 which applies to an unlimited number of family members. Membership entitles individuals to attend all the discussion group meetings and all the lectures for free. Otherwise, there is a \$5 suggested contribution per event.
- English

**Tragedy Assistance Program for Survivors (TAPS)**

3033 Wilson Boulevard, Suite 630  
Arlington, VA 22201  
800-959-8277

Toll-free helpline is available 24 hours a day, 7 days a week.

[www.taps.org](http://www.taps.org)

- Non-profit organization providing those who have lost a loved one on active duty in the military with ongoing peer-based emotional support, crisis care, casualty casework assistance, and grief and trauma resources.
- Offers FREE services
- English, Spanish

**United Bronx Parents - Casita Esperanza**

974 Prospect Avenue  
Bronx, NY 10459  
718-893-6555

Office hours: Mon-Fri, 9am-5pm Security guards and house managers are on site 24/7.

[http://019cdc7.netsolhost.com/ubpwp/?page\\_id=57](http://019cdc7.netsolhost.com/ubpwp/?page_id=57)

- Non-profit transitional housing program providing homeless, substance-addicted adults (ages 18+) who are HIV+ with support groups, entitlements assistance, a harm reduction program, life skills training, a socialization program, emergency housing, referrals, and meals.
- Clients must be at least 18 years old, homeless, HIV+, and struggling with substance addiction. Daytime staff (including housing and life skills counselors) is on site at different times between the hours of 7am and 8pm. For general questions about the program, please call during office hours. Case management services take place at Mrs. A's Place, Casita Esperanza's sister site, located next door at 966 Prospect Avenue.
- Most of the population served by this organization is eligible for HASA, which covers the costs of the program. Case managers on site can help in determining eligibility and applying for insurance/welfare programs. There is a monthly fee for those who are not eligible for HASA. Please call for more detailed information.
- English, Spanish

**United Bronx Parents - La Casita III**

1006 East 151st Street

Bronx, NY 10455

718-742-0082

24/7 supervision

<http://019cdc7.netsolhost.com/ubpwp/>

- Non-profit 12- to 18-month residential drug-free program for chemically addicted homeless mothers and their children. Provides substance abuse treatment, meals, on-site childcare, educational/vocational services, medical health management, and family-based intervention and support services.
- Eligibility requirements: -Must be a mother age 18+ -Must be chemically addicted -Must be homeless -Must be Medicaid-eligible or on Medicaid Up to 3 children (ages 9 and under) will be admitted with their mother; children ages 10+ are not admitted unless he/she has a special condition. Self-referrals or referrals from social service providers accepted.
- Accepts Medicaid
- English, Spanish

**Urban Justice Center - Mental Health Project**

123 William Street

New York, NY 10038

877-647-5291

Toll-Free Hotline: Please contact the toll-free hotline Mon-Fri, 9am-5pm to leave a message.  
Walk-in clients are not accepted.

[www.urbanjustice.org/ujc/help/mental.html](http://www.urbanjustice.org/ujc/help/mental.html)

- Non-profit legal hotlines providing low-income New Yorkers who have psychiatric disabilities with free legal advocacy and assistance in such areas as family court, eviction prevention, housing, public benefits and entitlements, social security, SSI, discharge planning for psychiatric patients, case management, and health care.
- Please note: Due to a very large caseload, certain services may not be immediately available. Please call to verify services currently being offered.
- Offers FREE services
- English, Spanish

**US Department of Veterans Affairs - Office of Mental Health Services**

245 West Houston Street

(New York Regional Office)

New York, NY 10014

[www.mentalhealth.va.gov/index.asp](http://www.mentalhealth.va.gov/index.asp)

- Public Web site offering information about mental health conditions and services to war veterans, their families, mental health clinicians, VA staff, affiliated mental health associations, and the community.
- Offers FREE services
- English, Spanish

**US Department of Veterans' Affairs - Returning Service Members (OEF/OIF)**

Nationwide Resource

NY, 10001

[www.oefoif.va.gov](http://www.oefoif.va.gov)

- Public Web site offering returning service members from Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) information on how to access benefits and programs, vocational assistance, family support and other helpful reintegration resources, as well as answers to frequently asked questions, an interactive blog, and social networking features.
- Offers FREE services
- English, Spanish

**Victorious Overcomers Support Groups**

2905 Union St

Flushing, NY 11357

800-378-4927

Hotline is open 24/7. Support groups are generally held during evening hours. Please call for specific hours and locations.

[www.victoriusovercomers.com](http://www.victoriusovercomers.com)

- Non-profit, faith-based seven-step addiction support program open to all who are seeking help for compulsive behaviors, fears, anxieties, and drug, alcohol, and other addiction problems.
- Minors must have parental consent. For more information, email [drugwar@aol.com](mailto:drugwar@aol.com)
- Offers FREE services
- English

**VIP Community Services - Day Treatment Outpatient Program**

770 East 176th Street

Bronx, NY 10460

718-583-5315

Program Hours: Mon-Thurs, 8am-7pm Fri, 8am-5pm

Intake Hours: Mon-Fri, 8am-5pm

<http://www.vipservices.org/>

- Non-profit outpatient program offering individuals with a history of chemical abuse clinical and vocational counseling services, including literacy; ESL classes; basic education; GED prep classes; life skills workshops; anger management; parenting classes; relapse prevention; and job training, preparation, and placement.
- VIP Community Services offers behavioral and physical health services, including an HIV clinic and prevention unit at a separate location. Please call (718)- 583-5150 for more information, or visit the main website at: [www.vipservices.org](http://www.vipservices.org) .
- Accepts Medicaid, Sliding fee scale/assistance based on need
- English, Spanish

**Visiting Nurse Service of New York - Geriatric Mental Health Outreach**

(Bronx & Upper Manhattan catchment area)

718-536-3225

Office hours Mon-Fri 8:30am-pm

Appointments are scheduled at various times; please call to schedule an appointment.

<http://www.vnsny.org/community/in-the-community/community-programs/>

- Non-profit organization that provides seniors 60+ with short-term mental health services including assessment in-home counseling, psychiatric consultation, case management, and/or referrals to community resources.
- Serves the Bronx and Upper Manhattan. Self-referrals are accepted.
- Offers FREE services
- English, Spanish

**Mental Health & Substance Abuse, Social Services, Wellness & Prevention****FEGS - Transitional Opportunities Program (TOP) Day Habilitation**

3600 Jerome Avenue, 1st Floor

Bronx, NY 10467

718-881-7600

Mon-Fri, 9:30am-2:30pm

<http://www.fegs.org/directory/DirectoryResults.aspx?service=Developmental+Disabilities&keywords=day%20habilitation>

- Non-profit progressive day habilitation program offering adults (ages 18+) with severe developmental disabilities daily living skills, travel, and pre-vocational skills training;

medication administration; counseling; and transportation services, volunteer opportunities.

- Individuals with diagnoses of mental retardation, cerebral palsy, epilepsy, neurological impairment, and/or autism are eligible.
- Accepts Medicaid
- Medicaid service coordinator assists clients in applying for Medicaid. Please call (718-) 741-7301 for more information.
- English, Spanish

### **Mental Health & Substance Abuse, Wellness & Prevention**

#### **Argus Community - Elizabeth L. Sturz Center**

760 East 160th Street

Bronx, NY 10456

718-401-5726

Program Hours: Mon-Fri: 8:30am-7:30pm

(Please call for more information regarding specific program times) Placement tests (required for admission to GED prep classes): Fri: 8:30 am

<http://www.arguscommunity.org/program/els.htm>

- Non-profit multi-service organization providing individuals ages 17+ with outpatient substance abuse treatment; individuals ages 17-20 with an alternative high school providing GED preparation, computer classes, vocational guidance, recreational activities, and congregate meals; and individuals of all ages with counseling, including individual/group/family therapy, anger management, support group for marijuana addicts, parenting classes, and a smoking cessation program.
- All students at alternative high school must be at a 5th-grade reading and math level. If under 18, must be accompanied by a legal guardian. Individuals must call the intake coordinator to make a reservation to take the GED prep placement test. Formerly known as the Learning for Living Center.
- Accepts Medicaid, Offers FREE services
- Medicaid is accepted; but no one will be turned away due to their inability to pay. If patient is uninsured, services will be provided free of charge.
- English, Spanish

#### **Beacon of Hope**

New York, NY 10001

[www.lightship.org](http://www.lightship.org)

- Non-profit website offering partners and caretakers of individuals with mental illness information and resources, including tips and stories for coping, peer support, and links to online support groups and local resource search engines.

- Please note that this site does not offer professional or medical advice, but contains the opinions and experiences of spouses or significant others struggling with the mental illness of a partner.
- Offers FREE services
- English

**Bronx-East Tremont Syringe Exchange Program - FROST'D**

East Tremont Avenue & 3rd Avenue  
 Bronx, NY 10457  
 212-924-3733  
 Fri, 8am-3pm  
<http://frostd.org/HowCanWeHelpYou.html>

- Non-profit mobile Syringe Exchange Program (SEP) providing active injection drug users with harm reduction education and counseling, clean syringes and used syringe disposal, bleach kits, condoms, Hepatitis C counseling and testing, and assistance in accessing substance abuse treatment and medical care.
- FROST'D operates other syringe exchange programs in Brooklyn and East Harlem. Please call for site locations.
- Offers FREE services
- English, Spanish

**Creative Lifestyles, Inc.**

67 Bruckner Boulevard  
 Bronx, NY 10454  
 718-665-7002  
 Mon-Fri, 10am-6pm

- Non-profit social service agency providing Bronx residents with developmental disabilities (5+) with case management; residential group homes; day habilitation programs; an adult health and fitness club; in-home residential habilitation/caregiver respite; and Medicaid service coordination.
- Also provides clients' family members with supportive services, such as case management and counseling. Members can be referred or families can call individually. They will need the following documentation to apply: psychological evaluation, and proof of insurance. Serves Bronx residents only. Individuals become eligible for the residential program and Dayhabilitation when they age out of the public school system at age 18. Email: [info@creativelifestyles.org](mailto:info@creativelifestyles.org).
- Accepts Medicaid
- Accepts straight Medicaid only (no HMOs/managed care plans)
- English, Spanish

**Housing Works - Health Home/Community Care Management**

1255 Rev James Polite Avenue

Bronx, NY 10459

718-924-2252

Mon-Fri, 9am-5pm

<http://www.housingworks.org/heal/care-management/health-home/>

- Non-profit program providing adults with chronic illness, mental health or substance use issues with community-based care management and psychosocial support, with a primary focus on linkage to and retention in health care, as well as housing, benefits/entitlements, behavioral health, family services, and referrals for a job training program and placement upon completion.
- Services may be provided at the address above or at another Housing Works location. Program formerly known as COBRA.
- Accepts Medicaid
- Uninsured clients receive assistance applying for coverage.
- English, Spanish

**New York Harm Reduction Educators - Bronx**

953 Southern Blvd.

3rd Floor, Suite 302

Bronx, NY 10459

718-842-2501

Mon-Fri, 9am-5pm

[www.nyhare.org/](http://www.nyhare.org/)

- Non-profit harm reduction organization providing adults who are drug users, HIV+, or at-risk with free, rapid HIV testing and counseling, Hepatitis C screening and testing, case management, mental health services, support groups, acupuncture, ex-offender services, mobile outreach and syringe exchange, housing assistance, and referrals for substance abuse treatment and food pantries.
- Walk-ins are welcome.
- Offers FREE services
- English, Spanish

**New York State Smokers' Quitline and Quitsite**

New York, NY 10019

866-697-8487

Helpline is available 24/7.

Live assistance: Mon, Tues, Wed: 9am-9pm; Thurs, Fri: 9am-6pm; Sat-Sun, 9am-1pm

[www.nysmokefree.com](http://www.nysmokefree.com)

- Government-sponsored free and confidential hotline and Web site for individuals who want to quit smoking and/or would like to receive free information on tobacco cessation.

- Sponsored by the New York State Department of Health and the Roswell Park Cancer Institute.
- The New York State Smokers' Quitline offers:
- FREE starter kit of Nicotine Patches, Gum or Lozenges for eligible NYS smokers
- Trained Quitline Specialists offering help with quit plans
- Information about local smoking cessation programs
- Informational taped messages
- Offers FREE services
- English, Interpreter services available, Spanish
- Lessons on how to quit smoking are available in Spanish through the Web site.

**Postpartum Support International**

Portland, OR 97219

800-944-4PPD

Helpline: Mon-Fri, 8am-4:30pm Pacific Standard Time

[www.postpartum.net](http://www.postpartum.net)

- Non-profit, toll-free helpline and website providing support, information, and local resources for pregnancy and postpartum mental health.
- Callers may be asked to leave a message; calls are returned shortly.
- For information about local support groups, education, and local providers please visit the PSI New York Resource Guide at <http://www.postpartum.net/Get-Help/Support-Resources-Map-Area-Coordinators/PSI-Locations-United-States/PSI-New-York.aspx> .
- Offers FREE services
- English, Spanish
- Helpline available in Spanish

**St. Ann's Corner of Harm Reduction**

310 Walton Avenue, Suite 201

Bronx NY 10451

718-585-5544

Mon, Tues, Wed, Fri, 9am-5pm; Thurs, 9am-6:30pm; Sat, 9am-3pm

[www.sachr.org](http://www.sachr.org)

- Non-profit community-based harm reduction agency providing those in need, including HIV+ intravenous drug users, with acupuncture, needle exchange, social work, hot lunches, showers, men and women's support groups, and educational programs.
- Please call during office hours or walk in before 11am to learn more about programs and admissions procedures. Be sure to bring proper identification.
- The center operates a New York State Dept. of Health-Approved Syringe Exchange Program. This center is a member of the Harm Reduction Coalition, a nationwide network of ""harm reduction practitioners who provide information, education, and health services to drug users.
- Offers FREE services

- There is a suggested \$0.50 contribution for hot lunch. All other services are free.
- English, Spanish

**Success Counseling Services - Outpatient Alcoholism Clinic**

1015 Ogden Avenue

Bronx, NY 10452

718-538-6112

Mon-Fri 8am-8:30pm

Please call for counseling group times

<http://www.success-counseling.com/>

- Non-profit substance abuse treatment center providing adults ages 18+ with outpatient, individual, and group counseling services including addiction education, relapse prevention, anger management, domestic violence education, parenting groups, HIV testing and support, and psychiatric and medical assessments.
- Please call for an appointment.
- Transportation reimbursement available for Medicaid recipients or Medicaid applicants only.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- English, Spanish

**The Osborne Association - Bronx**

809 Westchester Avenue

Bronx, NY 10455

718-707-2600

Office: Mon-Fri 9am-5pm Intake: Mon-Fri 9am-3pm

Toll-free Hotline: Mon-Fri, 9am-5pm

You may walk in for risk reduction services, but you must come in before 12pm

<http://www.osborneny.org/map.cfm?locationID=1>

- Non-profit criminal justice organization providing incarcerated, formerly incarcerated, and at-risk individuals and their families with mental health care, HIV/AIDS risk reduction education and counseling, STD testing, peer education and support, employment and training services, and case management and referrals.
- To qualify for services, individuals must have been involved with the criminal justice system.
- Offers FREE services
- English, Spanish

## **Mental Health & Substance Abuse, Wellness & Prevention**

### **Albert Einstein College of Medicine-Substance Abuse Div.-Central Intake/Melrose Ontrack Clinic**

260 East 161st Street, T Level

Bronx, NY 10451

718-993-3397

Mon-Fri, 8am-5pm Sat, 8am-11:30am

<http://www.einstein.yu.edu/psychiatry/dosa.html>

- Non-profit outpatient facility offering adults (ages 18+) drug-free rehabilitation including methadone maintenance, buprenorphine and general substance abuse treatment, with special programs for individuals with co-occurring mental illness, individuals living with HIV/AIDS or Hepatitis C, the Next Step to Wellness program for alcohol abuse, and pregnant or postpartum women; this site is also the central intake office for all Division of Substance Abuse clinics.
- Takes walk-ins until 2pm. Individuals must bring Medicaid documents, pay stubs, and proof of id for walk-in services. Eligibility Requirements:
  - Must be 18+
  - Must be chemically addicted
  - Please bring photo identification to first visit.
  - Please call for additional clinic locations or visit  
<http://www.aecom.yu.edu/home/Psychiatry/dosa/brochure/10-facility.htm>
- Accepts Medicaid, Sliding fee scale/assistance based on need
- English, Spanish

### **New York State Smokers Quit Line**

(866) NY-QUITS (866-697-8487)

Mon.-Thurs., 9 am -9 pm; Fri.- Sun., 9 am – 5 pm

(taped information 24 hrs./7 days)

[www.nysmokefree.com](http://www.nysmokefree.com) (also in Spanish)

- Provides help with quit plans, referrals to local stop-smoking programs (there are six locations in the Bronx), and free starter kit of nicotine patches.
- Languages: English, Spanish, and can obtain translators in other languages.

## **School, Youth & Family Services, Social Services**

### **Administration for Children's Services - Family Assessment Program (Bronx)**

248 East 161st Street, Ground Floor

Bronx, NY 10451

718-664-1731

Mon-Fri, 9am-5pm

[http://www.nyc.gov/html/acs/html/support\\_families/family\\_assessment\\_program.shtml](http://www.nyc.gov/html/acs/html/support_families/family_assessment_program.shtml)

- Public program providing teens ages (12-17) and their families with preventive and referral services, including assessments, educational advocacy, linkages to intensive community- and home-based counseling services, and information enabling families to avoid court intervention.
- Self-referrals and walk-ins are accepted.
- Parents are encouraged to come in with their children in order to expedite the intake process.
- Offers FREE services
- English, Interpreter services available, Spanish

### **Bronx River Art Center (BRAC) - Art Education Program**

2064 Boston Road

Bronx, NY 10460

718-589-5819

Class times vary; please call Afterschool Program (during school year): 4pm-6pm

Regular Office Hours: Mon-Fri: 10am - 6pm

Summer Office Hours: Mon-Fri: 9:30am - 5:30pm

Saturdays: 10pm - 4pm (during the school year)

- Non-profit organization providing children, teens, and adults with educational art classes, workshops, and after-school programs.
- Workshops can be arranged for school groups or community-based organizations upon request.
- Call for class and after-school program fees. Scholarships available with demonstrated need and application. Call to make an appointment for more information.
- English, Spanish

**Children's Aid Society - Early Childhood Center**

1515 Southern Boulevard

Bronx, NY 10460

718-620-1200

Mon-Fri, 9am-5pm

<http://www.childrensaidociety.org/early-childhood>

- Non-profit organization providing children ages 2-4 with daycare.
- Please call main number for more information on admissions and referral policies.
- Sliding fee scale/assistance based on need
- Payment for the Early Childhood Day Care Center is based on a sliding fee scale through ACS.
- English, Spanish

**College NOW**

16 Court Street

Brooklyn, NY 11201

718-254-7350

Office hours: Mon-Fri, 9am-5pm. During the school year, classes take place after school and on weekends. Summer classes take place during the weekdays from 9am-3pm.

<http://collegenow.cuny.edu/ourschools/>

- Public program providing high school students with assistance preparing for college, including academic courses, campus-based tours and cultural events, and scholarship information at CUNY colleges throughout the city.
- Most programs are geared toward 11th and 12th grade students, although there are some courses and programs for 10th graders. To screen for eligibility and sign up, visit the following link: <http://collegenow.cuny.edu/signup/>. Those interested in joining the program may click the sign-up link above or contact their high school's College NOW representative. If a school does not have a representative, students may contact the closest participating college. If none of the above are possible, contact the above-listed number for information. College NOW is collaboration between the NYC Dept. of Education and the City University of New York (CUNY). E-mail: [collegenow-mbox@listserv.cuny.edu](mailto:collegenow-mbox@listserv.cuny.edu)
- Free for NYC public schools
- English, Spanish

**Community Partnership Initiative - Soundview Community Coalition**

1529-35 Williamsbridge Road, Bronx, NY 10461

718-794-8492

Mon-Fri, 10am-6pm

<http://www.buildingcpi.org/index.php/communities/details/soundview/>

- Non-profit program providing children and their families with foster care prevention, parenting support, linkages with child care services, and referrals to other community resources.
- Program serves residents of the Soundview Community. Provide links to Community Representatives - Community members who attend Child Safety Conferences as well as the Family Team Conferences. They are available to provide support to the parents as well as being a key component in the decision making of the permanency of the child.
- Also provide links to Visiting Hosts - community members who will be assisting with the supervision of the visits between the children in care and their families which takes place in a community venue. A visit host is a volunteer who accompanies the family during a visit and gives them a chance to spend time together in the community.
- Offers FREE services
- English, Spanish

**Fresh Air Fund**

633 Third Avenue, 14th Floor

New York, NY 10017

800-367-0003

Office Hours: Mon-Fri, 9am-5pm

<http://freshairfund.publishpath.com/Default.aspx?shortcut=learn-about-us>

- Nonprofit organization providing low-income inner-city youth ages (6-15) with free summer recreation, camps, mentoring, & education support; also offers year-round programming that includes weekend camping the Counselor-in-Training program.
- Registration begins in January. To fill out an application, find a participating application drop-off location, or any other info, please click on the site above. The following is required for registration: immunization records, recent physical, and information about family income.
- Free for children whose families are eligible.
- Chinese, English, Spanish

**HAC - Doris E. Stone Head Start Program**

1165 University Avenue

Bronx, NY 10452

718-681-5888

Mon-Fri, 8am-4pm

<http://www.hacfamilyservices.org/programs-childcare.htm>

- Non-profit program providing children (ages 3-4) with day care.
- Child must have an up-to-date physical evaluation.
- If parents have a case with HRA, they must get a childcare form from their caseworker.
- Center can connect families with evaluation services through their main office."
- Sliding fee scale/assistance based on need
- Parents with an HRA case receive free services.
- English, Spanish

**HAC - Early Childhood Center**

1594 Townsend Avenue

Bronx, NY 10452

718-299-3917

Mon-Fri, 8am-5:30pm

<http://www.hacfamilyservices.org/programs-childcare.htm>

- Non-profit program providing children (ages 2-4) with day care.
- Child must have an up-to-date physical evaluation.
- Parents must be working and submit proof of income in order to determine cost of program.
- If parents have a case with HRA, they must get a childcare form from their caseworker.
- Center can connect families with evaluation services through their main office
- Sliding fee scale/assistance based on need
- Parents with an HRA case receive free services
- English, Spanish

**HAC - Evaluation Center**

880 River Avenue, 2nd Floor

Bronx, NY 10452

718-992-1321

Mon-Fri, 9am-5pm

<http://www.hacfamilyservices.org/sites.htm>

- Non-profit center providing children (ages 2.5-5) with psychological, occupational therapy evaluations, social and speech evaluations.
- Center serving only: DOE CPSE Districts 7, 8, 9, 10, 11 & 12 of the Bronx. Center can arrange for home visits if the child is severely handicapped.
- Offers FREE services

- English, Spanish

**HAC - Head Start**

880 River Avenue, 2nd Floor

Bronx, NY 10452

718-992-1321

Mon-Fri: 8am-4:00pm

[www.hacfamilyservices.org/sites.htm](http://www.hacfamilyservices.org/sites.htm)

- Non-profit children's center providing children ages 3-5 with a supportive learning environment through their Head Start Program.
- To be eligible for the Head Start program at this center, parents must meet certain income criteria. Please call and speak to a supervisor for more information. Age Requirements: Head Start: 3-5 years old there is a waiting list for this program. Please call for more information.
- Offers FREE services
- Services are free for those who qualify based on income; eligibility is determined by ACS. Fees are determined by Administration for Children's Services (ACS). For more information on ACS please visit: <http://www.nyc.gov/html/acs/html/home/home.shtml> or call 311
- English, Spanish

**HAC - Paradise Learning Center**

258 East 165th Street

Bronx, NY 10456

718-590-0678

Mon-Fri, 8am-5:45pm

<http://www.hacfamilyservices.org/programs-childcare.htm>

- Non-profit program providing children (ages 2-5) with day care.
- Parents must be working and submit proof of income in order to determine cost of program.
- If parents have a case with HRA, they must get a childcare form from their caseworker.
- Center can connect families with evaluation services through their main office
- Sliding fee scale/assistance based on need
- Parents with an HRA case receive free services.
- English, Spanish

**Hostos Community College - Liberty Partnership Program**

500 Grand Concourse

Bronx, NY 10451

718-518-4189

Mon-Fri: 3pm-5pm

<http://www.hostos.cuny.edu/oaa/lpp.htm>

- Non-profit after-school high school diploma program providing at-risk high school students with a 7-10 week academic program in which they are able to obtain the credits they need to receive their high school diploma.
- The Liberty Partners Program is only open to the students of Health Opportunities High School and Hostos-Lincoln Academy of Sciences.
- Students from other high schools must receive permission from the director in order to participate in the program.
- Offers FREE services
- English, Spanish

**Hunts Point Recreation Center**

765 Manida Street

Bronx, NY 10474

718-860-5544

Mon-Fri: 9am-9:30pm Sat: 9am-4:30pm

<http://www.nycgovparks.org/facilities/recreationcenters/X998#general>

- Public facility providing an indoor recreation space, after-school snacks, fitness classes and a computer center.
- In order to register, a child must come with their parent and provide proof of identification and address. After a child is registered, they are allowed access to all NYC Department of Parks and Recreation-sponsored facilities.
- Free membership for youth under 18. Discounted membership fee of \$25 for seniors over 62. All other adult users pay the full membership fee of \$150 per year.
- English, Spanish

**JCCA - Bronx Family Ties Program**

384 East 149 St.

Bronx, NY 10455

347-293-4100

[http://www.jccany.org/site/PageServer?pagename=programs\\_health\\_splash](http://www.jccany.org/site/PageServer?pagename=programs_health_splash)

- Non-profit preventive program providing families at risk of having children placed in foster care with family counseling, visits, parenting support, and referrals.
- Serves the Mott Haven and Highbridge areas of the Bronx (Community Districts 1 and 4).
- Offers FREE services
- African languages/dialects, English, French, Spanish

**Leake and Watts - Dr. Green Educational Learning Center Day Care**

2165 Randall Avenue

Bronx, NY 10473

718-904-1689

Mon-Fri, 8am-6pm Program hours are different for each age group.

<http://www.leakeandwatts.org/early-childhood-services>

- Non-profit program providing children (ages 2.5-5) with day care and their families with parenting support.
- If a parent is not referred through ACS or HRA, they must be working or attending a 2-year college program.
- Please call for more information regarding intake and the waiting list.
- Sliding fee scale/assistance based on need
- English, Spanish

**Leake and Watts - Dr. Katherine Dodge Brownell School**

450 Castle Hill Avenue

Bronx, NY 10473

718-430-7938

Program runs Mon-Fri Morning session: 8:45am-11:30am

Afternoon session: 12:15pm-2:45pm

- Non-profit program providing developmentally delayed children (ages 4+) with an integrated Universal Pre-K program, occupational and speech therapy; also provides families of students with parenting support groups.
- Children must be evaluated and referred to the program by their school district.
- Offers FREE services
- English, Spanish

**Leake and Watts - Soundview Child Care Center**

1700 Seward Avenue

Bronx, NY 10473

718-991-7462

Mon-Fri, 8am-6pm

- Non-profit center providing children (ages 2-5) with day care and their families with case management, referrals, and parenting workshops.
- Parent must bring social security information, birth certificate, and proof of income in order to enroll their child. Parent must be working or attending a 2-year college.
- Offers FREE services
- English, Spanish

**Mid-Bronx CCRP Head Start**

1125 Grand Concourse

Bronx, NY 10452

718-590-7014

Mon-Fri, 8:30am-3:30pm

<http://midbronx.org/about-us/96-services/youth>

- Non-profit Head Start program providing children ages 3-5 with educational programming and day care services.
- Eligibility requirements based on income and family size. Please call for more info on Head Start.
- Offers FREE services
- English, Spanish

**National Domestic Violence Hotline**

HOTLINE

New York, NY 10001

800-799-SAFE

24/7

[www.ndvh.org](http://www.ndvh.org)

- National non-profit organization providing victims of domestic violence with a hotline that offers counseling, crisis intervention, safety planning, information, and referrals.
- Offers FREE services
- English, Interpreter services available, Spanish
- All languages are spoken.

**Parents Anonymous: The National Parent Helpline**

675 West Foothill Blvd.

Claremont, CA 91711

855-427-2736

Mon-Fri, 10am-7pm PST (1pm-10pm EST)

<http://www.nationalparenthelpline.org/>

- Non-profit national help line and Web site offering parents and caregivers emotional support, online resources for parenting, and referrals to social, community, and support services in their areas.
- For general information, please visit <http://www.parentsanonymous.org/index.htm> or e-mail: info@nationalparenthelpline.org.
- Offers FREE services
- English, Spanish

**River Park Day Care Center**

200 West Tremont Avenue, 4th Floor  
Bronx, NY 10453  
718-583-3735  
Mon-Fri: 8am-6pm  
[www.hacfamilyservices.org/sites.htm](http://www.hacfamilyservices.org/sites.htm)

- Non-profit child care center providing children up to age 4 with day care, pre-school, and a universal pre-kindergarten program.
- Age Requirements: Pre-school: 2.0-4 years old; UPK: 4 years old. UPK is a half-day program; the center offers two 2.5-hour sessions daily.
- Please speak to a supervisor at the above-listed number for detailed admissions information.
- Sliding fee scale/assistance based on need
- Fees for general child care services are based on a sliding scale determined by ACS. The UPK programs are free.
- English, Spanish

**Salvation Army - Tremont Day Care Center**

212-1 Washington Avenue, Basement  
Bronx, NY 10457  
718-563-1530  
Mon-Fri, 8am-6pm

- Day care services for working parents with children ages 2-4.
- The day care only serves the children of working parents. For more information on the intake process, please call the center.
- Sliding fee scale/assistance based on need
- English, Spanish

**SEBNC - Blondell Joyner Early Learn Center**

909 Tinton Avenue  
Bronx, NY 10456  
718-665-7791  
Mon-Fri, 8am-6pm  
<http://www.sebnc.org/program9.aspx>

- Non-profit organization providing daycare for children ages 2.6 to 5 years old.
- Sliding fee scale/assistance based on need
- English, Spanish

**SEBNC - Five Star Day Care Center**

3261 Third Avenue

Bronx, NY 10456

718-292-4774

Mon-Fri, 8am-6pm

<http://www.sebnc.org/program9.aspx>

- Non-profit organization providing children ages 2.5 - 5 with daycare, Head Start program, universal pre-school and free food/meals.
- Please call to put child's name on the wait-list and await an intake interview (could be up to 1 year).
- Sliding fee scale/assistance based on need
- English, Spanish

**SEBNC - Gwendolyn Bland Day Care Center**

749 East 163rd Street

Bronx, NY 10456

718-991-1050

Mon-Fri, 8am-6pm

<http://www.sebnc.org/program9.aspx>

- Non-profit organization providing day care for children ages 2.5 to 4 years, 11 months old.
- Sliding fee scale/assistance based on need
- English, Spanish

**The Trevor Project**

8704 Santa Monica Blvd., Suite 200

West Hollywood, CA 90069

866-488-7386

24/7

<http://www.thetrevorproject.org/>

- Non-profit organization providing LGBTQ youth ages 13-24 with a toll-free hotline and online support programs.
- Hotline is staffed by trained professionals.
- Offers FREE services
- English

**United Bronx Parents - Day Care Center**

888 Westchester Avenue

Bronx, NY 10459

718-378-5000

Mon-Fri, 8am-5:45pm; Hours are flexible to accommodate parents' working schedules.

[http://www.ubpinc.org/lang1/day\\_center\\_no1.html](http://www.ubpinc.org/lang1/day_center_no1.html)

- Non-profit day care center offering children ages 2-4 educational child care and children ages 5-6 kindergarten.
- Provides HRA and Children's Services application assistance; interested individuals may walk in or call for appointment. Individuals may also learn more about these programs and eligibility requirements by calling 311.
- Offers FREE services, Sliding fee scale/assistance based on need
- Free of charge to families on public assistance. Accepts vouchers from HRA (Human Resources Administration) and Children's Services.
- English, Spanish

**School, Youth & Family Services, Social Services**

**ACS - Office of Advocacy**

150 Williams Street, 1st Floor

New York, NY 10038

212-676-9421

Mon-Fri, 10am-4pm

[http://www.nyc.gov/html/acs/html/advocacy/office\\_advocacy.shtml](http://www.nyc.gov/html/acs/html/advocacy/office_advocacy.shtml)

- Public agency providing children and families involved in the child welfare system with information and advocacy.
- Youth, parents, foster parents, other caregivers, and the general public may call or visit in-person.
- Offers FREE services
- English, Interpreter services available, Spanish

**Adult Day Habilitation Program - 163rd Street - Services for the Underserved**

1029 East 163rd Street

Bronx, NY 10459

718-617-7490

Day habilitation program: Mon-Fri, 8am-3pm After school program: Mon-Fri, 3pm-7pm

[www.susinc.org/divisions/developmental-disabilities/services.aspx?service=adultdayhabilitation](http://www.susinc.org/divisions/developmental-disabilities/services.aspx?service=adultdayhabilitation)

- Non-profit day habilitation program providing developmentally disabled adults ages 18+ with community integration skills, volunteer opportunities, recreational activities, and life

skills training; and developmentally disabled adolescents ages 5-12 years with an after-school program.

- Transportation is provided to and from the facility for participants of both the day habilitation and the after school program.
- Please call for an appointment.
- For intake, please provide documentation of psychosocial exam, annual medical exam, and LOC (Level of Care).
- Accepts Medicaid
- Medicaid enrollment assistance is available.
- English, Spanish

**After-school Program for the Developmentally Disabled - Services for the Underserved (SUS)**

1029 East 163rd Street

Bronx, NY 10459

718-617-7490

Office hours: Mon-Fri, 9am-6pm Program hours: Mon-Fri, 3pm-6pm

<http://sus.org/children/services/weekend-after-school-respite-programs/>

- Non-profit after-school program providing Axis I-diagnosed developmentally disabled children (ages 5-12) with an after-school program that offers homework help, socialization skills development, and recreational activities.
- Transportation is provided FROM the program site only.
- NYC waiver enrollment is required for children to participate in this program. For more information, or assistance obtaining waiver enrollment, please call (212)- 633-6900.
- English, Spanish

**AHRC - Bronx Early Childhood Direction Center**

2488 Grand Concourse, Room 303

Bronx, NY 10458

718-584-0658

Mon-Fri: 9am to 5pm

[www.ahrcnyc.org](http://www.ahrcnyc.org)

- Non-profit community-based information and referral service for Bronx families with preschoolers who are suspected of having developmental delays.
- Eligible clients must : -be ages 5 and under -reside in the Bronx
- Offers FREE services
- English, Spanish
- Children who speak languages other than English are referred to appropriate services in their native language.

**AHRC - Family Weekends in the Country**

83 Maiden Lane

New York. NY 10038

212-780-2523

Office: Mon-Fri, 9am-5pm

<http://www.ahrcnyc.org/campahrc/index.html>

- Non-profit organization providing a weekend getaway camp offering respite and recreational activities to Bronx families caring for a person with a developmental disability at home.
- Open to all families in the Bronx caring for a person with a developmental disability at home. People of all levels of functioning are eligible, including those with physical disabilities.
- Weekends from September to May are available leaving Friday evening and returning Sunday. Weekend is free for the entire family.
- Weekend getaways are at Harriman Lodge or Camp Anne in the Catskill Mountains. All meals and round trip transportation for the entire family from NYC to camp site is provided at no cost.
- Covered by HCBS Medicaid Waiver for eligible individuals (family income is not considered).
- English, French, Russian, Spanish
- All languages may not be available all the time. Please call in advance.

**AHRC - Howard Haber Early Learning Center**

2300 Westchester Avenue

Bronx, NY 10462

718-409-1450

Office hours: Mon-Fri, 8am-4pm Children's program: Mon-Fri, 8:45am-2:15pm

<http://www.ahrcnyc.org/education/earlyIntervention.html>

- Non-profit learning center and preschool offering children with developmental delays (ages 3-5yrs) speech therapy, physical therapy, occupational therapy, counseling, and family support.
- Intake coordinator will refer families to an Early Intervention coordinator to see if eligibility requirements are met. Clients must be referred by the Board of Education. For information on the Board of Education and how to receive a referral, please visit <http://schools.nyc.gov/default.aspx>.
- Offers FREE services
- English, Spanish

**AHRC Camping & Recreation Services**

83 Maiden Lane  
New York, NY 10038  
212-780-2526

Office hours: Mon-Fri, 9:00am-5:00pm Camp Anne is located in the Berkshire Mountains. Two week sessions are available for adults and teens, one week sessions are available for children ages 5-12. Isaac Gordon Lodge is located in the Catskill Mountains. Two week sessions are available to adults ages 18+ who are mildly or moderately retarded and generally able to take care of themselves.

[www.ahrcnyc.org/campahrc/index.html](http://www.ahrcnyc.org/campahrc/index.html)

- Non-profit organization providing moderately and severely developmentally disabled individuals ages 5+ with two summer camps: Camp Anne and Isaac Gordon Lodge offering one- or two- week sessions of educational and recreational activities, social interaction, and guidance.
- Camp Anne has a limited number of openings for individuals who are non-ambulatory or semi-ambulatory. Transportation to and from NYC is available at no extra cost.
- Isaac Gordon Lodge has a limited number of openings for individuals who are non-ambulatory. Accommodations are available for married couples. Transportation to and from NYC is available at no extra cost.
- For admissions contact the AHRC Summer Camp office.
- Sliding fee scale/assistance based on need
- Family reimbursement fund (The Francesca Nicosia Fund) may be available based on need. Contact AHRC for sliding fee scale and fund information/application assistance: 212-780-2500.
- Chinese, Creole, English, Russian, Sign Language, Spanish
- Please call in advance for interpreter services

**AHRC - Main Office**

83 Maiden Lane  
New York, NY 10038  
212-780-2500  
Mon-Fri, 9:00am-5:00pm  
[www.ahrcnyc.org](http://www.ahrcnyc.org)

- Non-profit organization offering developmentally disabled individuals and their families programs, services, and supports at locations throughout New York City, including developmental evaluations; counseling; case management; day, residential, clinical, and respite care; recreation; referrals; and advocacy.
- There are 85 AHRC service sites throughout the 5 boroughs. Each site offers slightly different services to different age groups. This office serves as a central information and referral site for all AHRC programs.
- Accepts Medicaid, Accepts Medicare, Sliding fee scale/assistance based on need

- AHRC fees vary by service; most programs have a sliding fee scale or a private pay option. AHRC also provides Medicaid enrollment assistance. A family reimbursement fund (The Francesca Nicosia Fund) is also available through AHRC NYC. Please call the AHRC Central Intake Unit for more information: 212-780-4491 / 4493.
- Chinese, Creole, English, Russian, Spanish

### **AHRC Respite Services**

83 Maiden Lane  
New York, NY 10038  
212-780-2520

In-home respite offers 10-14 hours of care per month in 5-hour blocks at the family's home. Free standing respite offers up to 2 consecutive weeks of care.

<http://www.ahrcnyc.org/services/services-by-type/respite.html>

- Non-profit respite program offering families of children with developmental disabilities freestanding respite care for up to 14 consecutive days, weekend hotel respite care, and in-home respite and residential habilitation services.
- Free standing respite services are available to individuals with a developmental disability, ages 4+, at any functioning level.
- To be eligible for the in-home respite, individuals of any age must be diagnosed with a developmental disability at any functioning level. There is currently a waiting list, but exceptions can be made in certain situations. For more information please call the above-listed number.
- Offers FREE services
- Free-standing respite services are free or very low cost. Services can also be incorporated into Individualized Service Plan (ISP) under the Home and Community Based (HCBS) Medicaid Waiver program. In-home respite services have no Medicaid eligibility requirement and are offered at no cost to families.
- Creole, English, French, Russian, Spanish
- Other languages may be available upon request.

### **Ariva, Inc.**

69 East 167th Street  
Bronx, NY 10452  
718-292-2983

\*No appointments needed\* During tax season: Mon & Thurs, 5pm-7:30pm Tues & Wed, 1pm-7:30pm Fri, CLOSED Sat, 10am- 4pm Sun, CLOSED After tax season: Mon-Thurs, 9am- 5pm

<http://ariva.org/>

- Non-profit organization offering free tax preparation for qualifying tax filers who earned less than \$50,000 and have dependents and filers who earned less than \$18,000 and have no dependents; also offers benefits screenings and one-on-one financial coaching and education.

- Remember to bring: - Photo ID and Social Security cards or Individual Taxpayer Identification Numbers (ITINs) for everyone on the return, - W-2 forms for all jobs, - If claiming child care credit, documentation and provider's tax identification number, - Individual's spouse, if married and filing jointly, - Bank account information (routing number and account number) for those who would like to have their refund directly deposited, - Any other tax-related documentation the individual has received.
- Offers FREE services
- English, Spanish

**ASPIRA of New York - Main Office**

630 Ninth Avenue, 3rd floor, 3302  
New York, NY 10036

212-564-6880

Office hours: Mon-Fri, 9am-5pm Program hours vary; please call or visit the website for more information.

[www.nyaspira.org](http://www.nyaspira.org)

- New York City office of a national non-profit organization providing Latino/minority youth (ages 18 and younger) with resources for educational and enrichment services, including after-school and cultural enrichment programs, leadership development workshops, and school-based leadership projects.
- This is the admin office of ASPIRA in New York City; Note: no programs are directly run out of the office. Please call or visit the website for information on additional program locations.
- Offers FREE services
- English, Spanish

**Baltic Street Advocacy, Employment, and Housing (AEH), Inc. - Bronx Self-Help & Advocacy Center**

2488 Grand Concourse, 4th Floor, Room 401

Bronx, NY 10458

718-562-6712

Mon-Fri: 9am-5pm

[www.balticstreet.org/self\\_help.htm](http://www.balticstreet.org/self_help.htm)

- Non-profit advocacy services providing mentally ill individuals ages 18-65 of the Bronx with group workshops on recovery and self-help; assistance in securing housing, employment, mental health care, and benefits and entitlements.
- All clients must be ages 18+ and have a persistent and documented Axis I mental health diagnosis Walk-ins welcome, appointments Preferred.. Referrals are recommended but not required.
- This organization only serves Bronx residents.
- Offers FREE services
- English, Spanish

**Banana Kelly Community Improvement**

863 Prospect Avenue

Bronx, NY 10459

718-328-1086

Mon-Fri: 9am-5pm

[www.synergos.org/usa/banana1.html](http://www.synergos.org/usa/banana1.html)

- Non-profit organization providing at the at-risk/high-need population of the South Bronx with affordable housing, a rental assistance program for those coming from a shelter or treatment center, and Medicaid case management for the disabled.
- Rental Assistance Program users must currently be employed and transitioning from a shelter or treatment center. Income requirements apply for Tenant Association Housing. Please call for program details, eligibility requirements, and to apply.
- Offers FREE services, Sliding fee scale/assistance based on need
- Medicaid Services Coordination is free for those with Medicaid. The Rental Assistance Program offers a 2-year rent subsidy based on income or a sliding fee scale. Tenant Association Housing rent ranges from \$500-\$1000.
- English, Spanish

**Bronx Organization for the Learning Disabled (BOLD)**

2885 St. Theresa Ave.

Bronx, NY 10461

718-430-0981

Mon-Fri: 9am-4:30pm Friday night recreation for adults; please call for hours.

[www.boldny.org](http://www.boldny.org)

- Non-profit organization providing disabled individuals with a pre-school program (ages 3-5) and meetings and discussion groups for parents of disabled children.
- All patients must have a disability and be able to provide an IEP or psychological evaluation in order to participate.
- Some of the programs may be offered off-site, but everyone must go through this main office for intake. Please call for more information on program locations and registration procedures."
- Offers FREE services
- English, Spanish

**Bronx-Lebanon Hospital - Autism Support Groups**

1650 Grand Concourse

Bronx, NY 10457

718-579-7337

First Monday of every month, 10am-noon

<http://blhcpediatrics.org/node/27>

- Hospital-based monthly support group for parents and caretakers of autistic children providing support and information regarding care, services, education for individuals with autism.
- Support groups are open to the public; child need not be a patient at the Autism Treatment and Advocacy Center. Meetings are attended by social workers, doctors and specialists who are able to answer questions and address parent and caretaker concerns.
- Offers FREE services
- English, Spanish

**BronxWorks - Bedford Park Center**

2925 Grand Concourse

(entrance on 199th Street)

Bronx, NY 10468

718-295-7160

Mon-Fri, 9am-5pm

<http://www.bronxworks.org/walk-in-offices>

- Non-profit walk-in center offering individuals of all ages information and referrals, including assistance with housing, senior services, food stamp/public assistance services, and information on community resources.
- Food stamp services are provided as part of the Food Stamps Paperless Office System (POS) Project, which helps eligible New Yorkers apply online for food stamps at participating organizations throughout New York City.
- Offers FREE services
- English, Spanish

**BronxWorks - Family Eviction Prevention Supplement Program**

630 Jackson Avenue, 3rd floor

Bronx, NY 10455

718-637-2630

Mon-Fri, 9am-5pm

[www.bronxworks.org/programs/eviction-prevention](http://www.bronxworks.org/programs/eviction-prevention)

- Non-profit organization providing adults (ages 18+) who receive public assistance and have children in the household (ages 17 or younger) and are at risk of being evicted, have already been taken to court by their landlords, and/or need rent reductions with legal advocacy, assistance with FEPS applications, and housing relocation and legal assistance.

- Please call appointment number to begin intake. Clients must bring all necessary paperwork and documentation such as in court stipulations (for clients who have been taken to court), rent stubs from landlord, and lease information.
- Offers FREE services
- Applicants must be receiving public assistance and have minors in the household (children ages 17 or younger.)
- African languages/dialects, English, Spanish

**BronxWorks - Melrose Eviction Prevention Services**

260 East 161st Street, 3rd floor

Bronx, NY 10451

718-508-3040

Mon-Fri, 9am-5pm

<http://www.bronxworks.org/hprss>

- Non-profit organization providing families who are at risk of being evicted from their homes with legal advocacy, assistance with Family Eviction Prevention Supplement (FEPS) applications, and housing relocation assistance.
- To be eligible for FEPS assistance clients must have an open welfare case, and have children 18 years old or younger. First-time clients must be involved in court proceedings.
- Clients must present all necessary paperwork and documentation, including court stipulations, rent stubs, and lease information. Please call the center directly for more detailed intake procedures. To be eligible, the center looks at rate of family's current rent as stated on the lease, which is determined by family size. A family of 3 must not be paying more than \$1050/month, A family of 4 must not be paying more than \$1100/month A family of 5 must not be paying more than \$1250/month
- Offers FREE services
- English, Spanish

**Camp Oakhurst**

1140 Broadway, Suite 903

New York, NY 10001

212-533-4020

<http://www.nysh.org/>

- Non-profit camp offering children and teens with physical and developmental disabilities a summer camp, overnight respite each month, and day recreation for families living in Monmouth County; also offers an adult vacation program, in which adults with developmental and/or physical disabilities are able to spend social and recreational time with their friends and family using the camp's services and grounds.
- The camp is located at 111 Monmouth Road in Oakhurst, New Jersey. Please call the New York office for more information regarding the application process.
- Sliding fee scale/assistance based on need
- Scholarships are available.

- English

**Cardinal McCloskey Bronx Child Care Center**

899 East 180th Street

Bronx, NY 10460

718-220-3355

Mon-Fri 8am-5:45pm

[http://www.cardinalmccloskeyservices.org/bronx\\_daycare\\_center.shtml](http://www.cardinalmccloskeyservices.org/bronx_daycare_center.shtml)

- Non-profit organization providing children (ages 2.5 - 4 years old) with educational child care services.
- Children must be referred through ACS.
- Sliding fee scale/assistance based on need
- Payment based on sliding scale, as determined by the Administration for Children's Services (ACS). Please visit [www.nyc.gov/html/acs/html/home/home.shtml](http://www.nyc.gov/html/acs/html/home/home.shtml) or call 311 for more information.
- English, Spanish

**Cardinal McCloskey Services - Little Angels Head Start**

402-404 East 152nd Street, 3rd floor

Bronx, NY 10455

718-402-0081

Mon-Fri, 9am-5pm

[www.cardinalmccloskeyservices.org/family\\_daycare.shtml](http://www.cardinalmccloskeyservices.org/family_daycare.shtml)

- Non-profit Head Start program providing children ages 3 - 5 with education and family support services.
- Parents must be registered with the Administration for Children's Services (ACS) or have a case with the Human Resources Administration (HRA). Please call 3-1-1 and ask about Children's Services and Head Start. Clients may call the office or walk-in to begin application. Usually, there is a waiting list of 6 months to 1 year. Please call for availability and more information.
- Sliding fee scale/assistance based on need
- Payment varies depending on income, as assessed by the Administration for Children's Services.
- English, Spanish

**Career Internship Program - East Side House Settlement**

210 Alexander Avenue

Bronx, NY 10454

718-993-3245

Office hours: Mon-Fri, 10am-9pm Program hours: Tues/Wed/Thurs, 6pm-8pm (during school year)

[www.eastsidehouse.org/pmwiki/Main/CareerInternshipProgram](http://www.eastsidehouse.org/pmwiki/Main/CareerInternshipProgram)

- Non-profit program offering teens ages 13-18 vocational skills and career exploration through a series of workshops, followed by participation in a service learning project.
- Workshops focus on interview skills, professional conduct, and the completion of projects. Vocational programming is offered during the school year, followed by a community-based service learning project over the summer.
- Offers FREE services
- English
- Spanish assistance available upon request.

**Casita Maria, Inc.**

928 Simpson Street, 6th Floor

Bronx, NY 10459

718-589-2230

Office: Mon-Fri, 9am-5pm After-school program: Mon-Fri, 3:30pm-6:30pm (Sept.- June)

[www.casita.us](http://www.casita.us)

- Non-profit organization providing youth (ages 6-13) and community members, primarily the Latino population, with educational services, including an after-school program, out-of-school program during breaks and holidays, and a summer day camp.
- The After-School and Summer Day Camp programs are for children ages 6-12 years. The Out-of-School Time program operates during holidays and mid-year breaks. Casita Maria partners with Aspira of New York, Inc, The American Ballet Theater (A.B.T.), Diller Quaile School of Music, Early Stages, and The Young People's Chorus.
- Offers FREE services
- English, Spanish

**Children's Aid Society - Next Generation Center**

1522 Southern Boulevard

Bronx, NY 10460

718-589-4441

Office Hours: Mon-Fri, 10am-8pm Day Program: Mon-Fri, 10am-2:30pm After-School Program:  
Mon-Fri, 2:30pm-8pm. Please note: Certain programs are offered only during the school year.  
Please call for details.

[www.childrensaidsociety.org/nextgen](http://www.childrensaidsociety.org/nextgen)

- Non-profit organization providing youth ages 14-24 (with a focus on youth involved in the foster care or juvenile justice system) with educational guidance; technology instruction; job readiness and development; legal advocacy; leadership and life skills training; housing assistance; arts programs; recreation; and access to medical and dental care.
- The Center has a focus on serving youth in foster care, aged out of foster care, or involved in the juvenile justice system. However, youth from the general community are welcome. For medical and dental care, Center members are linked to the Bronx Family Center of the Children's Aid Society, located across the street at 1515 Southern Boulevard. Insurance/payment is not required.
- Offers FREE services
- English, Spanish

**City Island Community Center, Inc.**

190 Fordham Street

Bronx, NY 10464

718-885-1145

- Community center is only open during program hours. Program hours vary; please call individual instructors for more class information.
- To view weekly schedule of programs and instructor contact information, visit <http://www.cityislandcommunitycenter.com/www.cityislandcommunitycenter.com/Programs.html>
- <http://www.cityislandcommunitycenter.com/>  
[www.cityislandcommunitycenter.com/Home.html](http://www.cityislandcommunitycenter.com/Home.html)
- Non-profit community center providing after-school programming for young children; a youth center; and art, social, and recreational activities for youth and adults.
- Offers FREE services
- Please call for more information regarding fees.
- English

**City-Pro Group Inc. - Bronx**

369 E 148th St  
Bronx, NY 10451  
718-769-2698

Please call for specific program hours.

<http://www.cityprogroup.com/>

- For-profit company providing children (birth - age 5) diagnosed with developmental disabilities such as autism, Down's syndrome, brain damage, ADD, ADHD and related conditions with Applied Behavior Analysis (ABA) services, service coordination, Early Intervention, and preschool special education.
- Services are provided at no cost to families and may be covered by the city or Medicaid. Please call for eligibility information.
- Creole, English, French, Hindi, Italian, Polish, Russian, Spanish, Urdu, Turkish, Ukrainian

**Claremont Neighborhood Center**

489 East 169th Street  
Bronx, NY 10456  
718-588-1000  
Mon-Fri, 9am-6pm

After school program is open 6pm-9pm; Please call for other specific program hours.

<http://www.claremontcenter.org/about.html>

- Non-profit community center offering youth and adult programs, including GED classes; adult literacy; daycare; after-school; summer camp; the F.A.T.H.E.R.S. parenting program; the Boys to Men leadership program; anger management; and application assistance for Fresh Air Fund and the Summer Youth Employment Program (SYEP).
- Daycare services are provided at the following off-site locations nearby: The Aleene Logan Pre-School Center 1450 Webster Avenue, Bronx, NY 10456 (718-) 293-1530 Louis A. Fickling Child Development Center 1240 Webster Avenue, Bronx, NY 10456 (718-) 538-7135
- Accepts Administration for Children's Services (ACS) vouchers for all after-school, summer camp, and daycare/childcare. For more information on ACS vouchers, please call 311. Otherwise, parents pay a flat fee. There is also a fee for anger management classes; please call for information. All other services are FREE of charge.
- English, Spanish

**Columbus Clubhouse - Madison Square Boys and Girls Club**

543 East 189th Street

Bronx, NY 10458

718-733-5500

Office Hours: Mon-Fri, 9am-5pm After-School Program Hours: Mon-Fri, 3pm-9pm Summer

Program Hours: Mon-Fri, 8am-6pm

[http://www.madisonsquare.org/site/PageServer?pagename=clubhouses\\_columbus](http://www.madisonsquare.org/site/PageServer?pagename=clubhouses_columbus)

- Non-profit educational center providing youth ages 6-18 with after-school and summer enrichment programs that offer academic support, homework help, computer literacy, youth leadership and development, health education and promotion, college prep, community service opportunities, recreational activities, and summer program.
- The program is open to girls and boys, ages 6-18. Proof of age is required at time of registration, updated immunization records. Summer camp registration begins in April and spaces fill quickly. Registration for the school year begins in August. Please call for more information.
- Fees as of summer 2012: \$5 registration fee for the academic year; fees vary, so please call for more information.
- English, Spanish

**Community Connections for Youth**

199 Lincoln Avenue, Suite 212-

Bronx, NY 10454

347-590-0940

Office Hours: 9-5, M-F

<http://cc-fy.org/>

- Community-based program providing youth (ages 13-15) living in the Mott Haven and South Bronx areas who have had any variety of contact with the DA's office with a voluntary soft mandate program, civic engagement and linkages to employment and educational services.
- For individuals referred by court counsel/the DA's office, but also open to youth with less serious delinquency problems.
- Please call for more information regarding fees.
- English, Spanish

**Concourse House**

2751 Grand Concourse

Bronx, NY 10468

718-584-4400

Office: Mon-Fri, 9am-5pm 24-hour residence.

[www.concoursehouse.org/](http://www.concoursehouse.org/)

- Non-profit, transitional Tier II shelter for women and their children under age 9, providing residents with referrals for mental health services, case management, vocational programs, and after-school and day care services for children.
- Must apply through PATH (Prevention Assistance and Temporary Housing) office. For more information, call 311. Services are only provided for clients who live on-site.
- Offers FREE services
- English, Spanish

**Davidson Community Center**

2038 Davidson Ave

Bronx, NY 10453

718-731-6360

Mon-Fri 9am-6pm

Please call for Saturday and specific program hours

- Non-profit community-based organization providing tenant assistance and organizing services; substance abuse, eviction, and crime prevention programs; after-school, summer day camp, and youth employment programs; and information and referrals for medical care, mental health services, child care, recreation, job training and placement agencies, and food stamp services.
- Food stamp services are provided as part of the Food Stamps Paperless Office System (POS) Project, which helps eligible New Yorkers apply online for food stamps at participating organizations throughout New York City. Offers FREE services
- English, Spanish

**Dial-A-Teacher**

52 Broadway

New York, NY 10004

212-598-9205

Mon-Thurs, 4pm-7pm.

<http://www.uft.org/dial-a-teacher>

- Non-profit after-school call-in tutoring service offering children and adolescents in NYC assistance in all subjects.
- Teachers are available to assist students in grades K-12.
- Sponsored by The United Federation of Teachers, a union representing educators and school employees in NYC's public schools.

- Offers FREE services
- Collect calls are accepted from within New York City area.
- Chinese, Creole, English, Hebrew, Interpreter services available, Italian, Japanese, Spanish

**Dominican Sisters Family Health Services - Family Life Program**

281 Alexander Avenue

Bronx, NY 10454

718-292-0151

Mon: 8:30am-7pm Tues-Fri: 8:30am-5pm Please call for additional program times.

[www.dsfps.org/thebronx.nxg](http://www.dsfps.org/thebronx.nxg)

- Non-profit program providing families at risk of child abuse and neglect with counseling, case management, advocacy and referrals, parenting classes, and anger management classes, with the aim of preventing children from entering the foster care system.
- Please call to register for services. Serves zip codes 10451, 10452, 10454, 10455, 10456, 10457. This program is funded through the Administration for Children's Services (ACS).
- Offers FREE services
- English, Spanish

**Early Childhood Direction Center (ECDC)**

89 Washington Avenue

Albany, NY 12234

<http://www.p12.nysed.gov/specialed/techassist/ecdc/>

- State-sponsored program providing families with children ages 5 and under who have special needs or disabilities with information and referral services through local agencies.
- Please contact a local center directly for assistance. For a list of centers, please visit: [www.p12.nysed.gov/specialed/techassist/ecdc/locations.htm](http://www.p12.nysed.gov/specialed/techassist/ecdc/locations.htm)
- Sponsored by the New York State Education Department. For more information, please visit the above-listed Web site or call (518) 486-7462.
- Offers FREE services
- English
- Services offered through local agencies; please contact an agency directly to find out which languages are spoken.

**Early Intervention Service Coordination Program - Bronx**

1 Fordham Plaza

Bronx, NY 10458

718-733-6100

Office: Mon-Fri, 8am-5pm some evening and weekend availability by appointment.

[www.healthsolutions.org/?event=page.Health\\_Services&about=150](http://www.healthsolutions.org/?event=page.Health_Services&about=150)

- Non-profit program offering children ages 0-3 service coordination for Early Intervention, a public program that provides free screenings and subsequent treatment if there is a

possible developmental delay or disability in one or more of the following areas: cognitive, physical, communication, social/emotional, and/or adaptive.

- Serves Bronx residents. Early Intervention service coordination is conducted in clients' homes. Please call first for information on arranging services.
- Offers services at no cost to families.
- African languages/dialects, English, Spanish

#### **Easter Seals New York - Child Development Center**

2433 East Tremont Avenue

Bronx, NY 10461

718-409-4227

Office hours: Mon-Fri, 8am-4:30pm Program hours: Mon-Fri, 8:30am-2:30pm

[http://ny.easterseals.com/site/PageServer?pagename=NYDR\\_CDC\\_Bronx](http://ny.easterseals.com/site/PageServer?pagename=NYDR_CDC_Bronx)

- Non-profit child development center offering an Early Intervention program for developmentally disabled children with (ages 2-3) and Pre-School Special Education services for children with special needs (ages 3-5).
- Parents interested in universal pre-K may call or walk in for more information. Special Education and Early Intervention programs require a referral from either the Department of Education or the Department of Health. Please call for more information on these programs and the referral process.
- Services are offered at no cost to parents.
- English, Spanish

#### **Family Services - East Side House Settlement**

337 Alexander Avenue

Bronx, NY 10454

718-665-5250

Mon-Fri, 9am-5pm

[www.eastsidehouse.org/pmwiki/Main/FamilyServices](http://www.eastsidehouse.org/pmwiki/Main/FamilyServices)

- Non-profit family services program providing children, teens and families with individual, group and family counseling; home visits; group therapy for parents; case management; and funding in the event of an emergency.
- Family services are offered to youth and families who are already enrolled in East Side House's educational programs. If services are needed for those not yet enrolled, please call for guidance on receiving help and to learn about the various programs. Those enrolled in the program take first priority for emergency funding.
- Offers FREE services
- English, Spanish

**Family Services Center - Highbridge Community Life Center**

1252 Nelson Avenue

Bronx, NY 10452

718-410-6744

Office hours: Mon, Wed, & Fri, 8am-5pm Tues & Thurs, 9am-8pm please call to inquire about specific program times.

[www.highbridgelife.org/ourservices/family\\_services1.asp](http://www.highbridgelife.org/ourservices/family_services1.asp)

- Non-profit organization providing families in need with social services, including: the 21st Century Teen high school completion program (ages 12-21); parenting classes; and anger management program.
- Offers FREE services
- English, Spanish

**FEGS - Back to Work Program - Bronx**

412 East 147th Street, 3rd floor

Bronx, NY 10455

718-742-2159

Mon-Fri, 9am-5pm

[www.fegs.org](http://www.fegs.org)

- Non-profit employment program offering adults receiving public assistance with case management, support services, job training and placement, and job retention services.
- Clients are referred through HRA.
- Offers FREE services
- Participants must be receiving Public Assistance (PA) to qualify.
- English, Spanish

**FEGS - Career Development Institute (CDI)**

412 East 147th Street, 4th Floor

Bronx, NY 10455

718-292-3930

Mon-Fri, 9am-5pm Orientation: (for new trainees) Thursdays, 1 PM

[www.fegs.org](http://www.fegs.org)

- Non-profit program providing at-risk out-of-school youth ages 17-24 with GED classes, internships, college preparation, job interview and placement assistance, and paid internships.
- Individuals receiving public assistance or who are in foster care automatically qualify, but they must provide proof (check stubs, ACS documents).
- Individuals not enrolled in PA or related programs must bring proof of income and eligibility will be determined at orientation.
- Paid internships are available for youth ages 16-24.
- Offers FREE services, Sliding fee scale/assistance based on need

- Financial eligibility requirements apply; please call or walk-in for more information.
- GED classes are free for those who qualify, please call for more information or visit the center on Thursdays at 1pm for an orientation.
- English, Spanish

**FEGS - Caregiver Support Services**

2432 Grand Concourse  
Bronx, NY 10458  
718-741-7406  
Mon-Fri, 8:30am-4:30pm

- Non-profit program providing caregivers (family members, relatives, friends, or neighbors helping others) with counseling, education, a measure of reimbursement, and temporary relief.
- Please call the Hotline. Services are primarily provided over the phone. No walk-ins accepted. Please note: The catchment area is in the Bronx and Manhattan (59th Street and above, east and west) for individuals receiving care. There is no catchment area for caregivers. Provides assistance to: - Caregivers of individuals ages 60+ - Grandparents ages 55+ (or family members ages 60+) raising grandchildren ages 18 or younger - Relatives ages 60+ caring for an adult with disability E-mail: [caregivers@fegs.org](mailto:caregivers@fegs.org)
- Offers FREE services
- English, Spanish

**Good Shepherd Services - Beacon MS 45 Counseling Prevention Program/Family Empowerment Program**

685 East 187th Street  
Bronx, NY 10458  
718-562-2605

Mon-Thurs, 9am-7pm Fri, 9am-5pm

<http://www.goodshepherds.org/programs/community/bronx/family.html>

- Non-profit program that provides families in need with individual and group preventive counseling, advocacy, and referrals.
- Please call for more information about group meetings.
- Offers FREE services
- English, Spanish

**Good Shepherd Services - Community Center at MS 45**

2502 Lorillard Place

Bronx, NY 10458

718-367-9577

Mon-Fri, 11am-6:30pm

<http://www.goodshepherds.org/programs/community/bronx/after-school.html>

- Non-profit organization providing members of the community with after-school program (ages 6-17), teen program (ages 14-20), and adult education, including GED and ESL classes.
- Children do not need to be students of M.S. 45 to participate.
- Offers FREE services
- English, Spanish

**Graham-Windham - The Bronx Neighborhood Family Services Center Bronx Preventive Services Program**

1946 Webster Avenue (at 178th street)

Bronx NY 10457

718-294-1715

Mon-Fri, 9am-7pm and open on Saturdays

<http://www.graham-windham.org/our-programs/family-and-community-support-services/>

- Non-profit organization providing at-risk families in East Tremont and Morris Heights with foster care preventive services, case management, counseling, advocacy, education, and parenting skills workshops.
- Most clients are referred by the Administration for Children's Services (ACS). However, the program accepts referrals from schools, health clinics, preschools, and walk-ins. All referrals must have a child or children under the age of 18 years living in the home to qualify for services. For further information please call Supervisor, Ingrid Gonzalez at 718-294-1715 extension 401.
- Offers FREE services
- English, Spanish

**Grandparents Advocacy Project (GAP)**

1595 Metropolitan Avenue

Bronx, NY 10462

718-863-4776

Mon-Fri: 9am-5pm

- Non-profit agency providing grandparents raising their grandchildren whose parents are incarcerated or drug-addicted with advocacy; group support and events; and support with court dates, administrative hearings, and social security.
- Please call for more information on group therapy and meetings.
- Offers FREE services
- English

**Green Chimneys - Transitional Living Program**

24-17 3rd Ave, Room 606

Bronx, NY 10451

347-514-0752

Office Hours: Mon-Fri, 9am-5pm

Apartments offer 24-hour staff supervision.

[www.greenchimneys.org/index.php?option=com\\_content&view=article&id=131](http://www.greenchimneys.org/index.php?option=com_content&view=article&id=131)

- Non-profit organization providing homeless or at-risk youth (ages 17-21), with a focus on LGBTQ youth, with transitional housing, life skills trainings, support, mentoring, health care, legal assistance, and substance abuse counseling services.
- Program primarily serves LGBTQ youth; however, this is not a requirement. Please call intake for an initial phone screening and program information. Youth with an open ACS case can not be accepted in this program.
- Offers FREE services
- English, Spanish

**HAC - Day Care Center**

1181 Nelson Avenue

Bronx, NY 10452

718-681-5216

718-293-9198

Office Hours: Mon-Fri: 8am-6pm Program hours vary; please call for further details.

[www.hacfamilyservices.org/sites.htm](http://www.hacfamilyservices.org/sites.htm)

- Non-profit child care center providing children up to age 5 with pre-school, special education, universal pre-kindergarten, and kindergarten.
- Age Requirements: Pre-school: 2.5-5 years old Universal Pre-K: 4 years old Kindergarten: 5 years old Pre-school special education: 3-5 years old Parents who wish to enroll their children in the regular pre-school program must first apply through New York City's Administration for Children's Services. The day care center will assist parents with the necessary paper work. For more information, visit [www.nyc.gov/html/acs/html/home/home.shtml](http://www.nyc.gov/html/acs/html/home/home.shtml) or call 1-877-KIDSNYC (543-7692). Parents who wish to enroll their child in the pre-school special education program must be evaluated by the Committee on Pre-school Special Education (CPSE) of the local school district. This committee will determine whether a child has a disability, and also the location where the needed special education services will be provided. Please call the center for further details.
- As of October 6, 2010, there is a waiting list. Please call for more information.
- Sliding fee scale/assistance based on need
- Fees for general child care services and pre-school are calculated according to a sliding fee scale determined by New York City's Administration for Children's Services (ACS). The Universal Pre-K and pre-school special education programs are free of charge. However,

parents are responsible for making their own child care arrangements outside of school hours.

- English, Spanish

**HAC - Early Childhood Center 3**

1399 Ogden Avenue

Bronx, NY 10452

718-293-9196

Mon-Fri: 8am-6pm

[www.hacfamilyservices.org/sites.htm](http://www.hacfamilyservices.org/sites.htm)

- Non-profit child care center offering children ages 2- 4+ universal pre-kindergarten.
- Age Requirements: UPK: 4 years old Other Programs: 2 years old
- Sliding fee scale/assistance based on need
- Fees for general child care services are based on a sliding scale determined by ACS.
- English, Spanish

**HAC - Marshall England Early Learning Center, Universal Pre-K and Family Day Care**

800- Concourse Village East

Bronx, NY 10451

718-742-2369

Mon-Fri, 8am-6pm

<http://www.hacfamilyservices.org/programs.htm>

- Non-profit program providing infants (6 weeks to 2 years) with family day care and children (ages 2-4) with Universal pre-K and a pre-school special education program.
- Parents must be working and submit proof of income in order to determine cost of program.
- If parents have a case with HRA, they must get a childcare form from their caseworker.
- Center can connect families with evaluation services through their main office.
- Sliding fee scale/assistance based on need
- Parents with an HRA case receive free services
- English, Spanish

**HAC - Steven Sales Day Care Center**

80 East 181st Street

Bronx, NY 10456

718-365-6247

There are 4 sessions children can attend Mon-Fri: 8am-4pm; 8:30am-4:30pm; 9am-5pm;

9:30am-5:30pm

[http://www.hacfamilyservices.org/programs-pre\\_school\\_se.htm](http://www.hacfamilyservices.org/programs-pre_school_se.htm)

- Non-profit program providing children (ages 2.5-4) with integrated classrooms and speech and physical therapy (if needed).
- Child must have an up-to-date physical evaluation.
- Parents must be working and submit proof of income in order to determine cost of program.
- If parents have a case with HRA, they must get a childcare form from their caseworker.
- Center can connect families with evaluation services through their main office.
- Sliding fee scale/assistance based on need
- Parents with an HRA case receive free services.
- English, Spanish

**HELP Bronx - Crotona Park North**

785 Crotona Park North

Bronx, NY 10460

718-583-1511

Office hours: Mon-Fri, 9am-5pm. Shelter operates 24/7

[www.helpusa.org/site/PageServer?pagename=HELP\\_Residences\\_BronxCrotona\\_site](http://www.helpusa.org/site/PageServer?pagename=HELP_Residences_BronxCrotona_site)

- Non-profit shelter offering homeless individuals and families medical, dental, and mental health care; permanent housing placement assistance; early childhood education, child care, mentoring, and after-school programs; case management; recreation; and on-site security.
- This shelter can house up to 96 families. The average stay is 9 months. All residents must be referred by the Prevention Assistance and Temporary Housing (PATH) office. Please call and speak to an Intake Coordinator at the above-listed number, M-F 9am-5pm, or go to the PATH office directly: PATH office is located at 151 East 151 Street in the Bronx and is open daily (including holidays) from 9am-5pm. The PATH office will try to accommodate requests for referrals to this shelter.
- Offers FREE services
- English, Spanish

**HELP Bronx - Morris Avenue**

285 East 171st Street

Bronx, NY 10457

718-583-0174

Office Hours: Mon-Fri, 9am-5pm

[www.helpusa.org/site/PageServer?pagename=HELP\\_Residences\\_BronxMorris\\_site](http://www.helpusa.org/site/PageServer?pagename=HELP_Residences_BronxMorris_site)

- Non-profit transitional housing facility providing homeless individuals and families with shelter in addition to medical, dental, and mental health services; permanent housing placement assistance; early childhood education, child care, mentoring and after-school programs; case management; recreation; and on-site security.
- This facility accommodates up to 212- families. 80% of the families served here are headed by single mothers. All residents must be referred by the Prevention Assistance and Temporary Housing (PATH) office. Please call and speak to an Intake Coordinator at the above-listed number, M-F 9am-5pm, or go to the PATH office directly: PATH office is located at 151 East 151 Street in the Bronx and is open daily (including holidays) from 9am-5pm. The PATH office will try to accommodate requests for referrals to this shelter.
- Offers FREE services
- English, Spanish

**Homes for the Homeless - Milk from the Heart**

Bronx, NY 10000

212-529-5252

Please check the following link for an updated schedule of locations and times:

<http://www.hfhnyc.org/milkfromtheheart/schedule.asp>

Please view the Web site for an e-mail contact.

<http://www.hfhnyc.org/milkfromtheheart/>

- Non-profit mobile unit providing free fresh milk to low-income children and families in the Bronx.
- Offers FREE services
- English, Spanish

**Homes for the Homeless - Prospect Family Support Center**

730 Kelly Street

Bronx, NY 10455

718-617-6100

Open 24 hours a day/7 days a week

Calls will be answered and services can be provided 24 hours a day, 7 days a week if needed.

[www.familysupportnyc.org](http://www.familysupportnyc.org)

- Non-profit center providing families in crisis, including victims of domestic abuse and homelessness, with family-focused respite services for up to 72 hours (newborn to age 6);

crisis intervention; case management; parent peer support groups; and protection from abuse and neglect for children.

- Walk-ins, appointments, and referrals are accepted. ‘Homes for the Homeless’ also offers temporary housing to individuals and families in crisis. For more information, please call the main office at (212) 529-5252. Serves families within the five boroughs.
- Offers FREE services
- English, Spanish

#### **Hunts Point Multi-Service Center - Family Day Care**

630 Jackson Avenue, 1st Floor

Bronx, NY 10455

718-993-3004

Mon-Fri, 8am-6pm

[www.hpmsc.org/famdaycare.htm](http://www.hpmsc.org/famdaycare.htm)

- Non-profit organization providing childcare for children ages 2 months to 12 years.
- Eligibility Requirements: - Parent must work 20 to 40 hours a week or be on welfare. - Child must be between 2 months and 12 years If parent not working, child must be referred by ACS to the program - Yearly physical must be completed when the child enters the program, and must be renewed yearly for as long as the child stays at the program Please call for information on obtaining a referral from ACS. There is usually a waiting list, please call ahead.
- Sliding fee scale/assistance based on need
- Eligibility depends on income and family size.
- English, Spanish

#### **Hunts Point Multi-Service Center - Head Start at Concord**

560 Concord Avenue

Bronx, NY 10455

718-401-8194

Monday-Friday, 8am-3pm

[www.hpmsc.org/headstart.htm](http://www.hpmsc.org/headstart.htm)

- Non-profit Head Start program offering children ages 3-4 childcare, educational and recreational programming, mental health consultations, nutritional meals, and workshops and support for parents.
- For intake, parents should come to the center between 9am and 3pm to speak with an Intake Coordinator and bring the following:
  - Up-to-date physical exams for parents and child - Proof of child's latest dental exam - Proof of residence - Proof of income - Three emergency contacts - Birth certificate - Proof of immunization -You must also live within the service area of the Head Start Program location to be accepted.
- Offers FREE services, Sliding fee scale/assistance based on need

- Financial eligibility requirements determined by NY State. For more information, please call the above-listed number.
- Services are free for low-income families
- English, Spanish

**Information and Referral Service at Montefiore Medical Center**

HOTLINE & WALK-IN SERVICE

3444 Kossuth Avenue

Bronx, NY 10467

718-920-6707

Walk-in hours:

Mon, 9:30am-12pm & 1pm-3pm

Tues, 9:30am-12pm & 1pm-3pm

Wed, 9:30am-12pm

Thurs, 12pm-3pm

Fri, 9:30am-12pm NOTE: Please call first before walking in, as hours are subject to change. Will return phone calls Mon-Fri, 8:30am-5pm

<http://www.montefiore.org/guide/social/>

- Non-profit, hospital-based information and referral service providing patients and the surrounding community with benefits and entitlements assistance, applications assistance, information, and advocacy.
- The service is run as a call-in or walk-in site and is located within an ambulatory care facility. It is open to anyone in the community. Staffed by volunteers and supervised by a licensed social worker.
- Offers FREE services
- English, Interpreter services available

**Institute for Mediation and Conflict Resolution (IMCR)**

384 East 149th Street, Suite 330

Bronx, NY 10455

718-585-1190

Mon-Fri, 9am-5pm Every other Sat, 9am-12pm

[www.imcr.org/index.html](http://www.imcr.org/index.html)

- Non-profit organization providing individuals with free arbitration and mediation services as an alternative to litigation.
- Mediates a range of conflicts in addition to those listed above; call the number above to discuss specific cases. Please note that IMCR does not mediate criminal felony complaints, child abuse, and divorce matters. Please call or walk in to make an appointment.
- Offers FREE services
- English, Spanish

**JBFCS - Bronx Domestic Violence Program (BDVP)**

135 West 50th St

New York, NY 10458

718-881-1524

Mon, Wed, Thurs, Fri 9am-5pm Tuesdays 12pm-8pm

<http://www.jbfcs.org/programs.php?id=185>

- Non-profit program providing domestic violence victims of all ages and their families with group and individual counseling; advocacy; court accompaniment; referrals to schools, legal services, and medical and mental health providers; and community outreach.
- Individuals may leave a message at the above-listed number at any time, and a caseworker will return the call as soon as possible. Any individual who is a victim of domestic violence is eligible for services. This center also offers domestic violence community outreach training programs offered at both professional and community sites. Please call for more information about workshops near you. Formerly known as DVCAT - Domestic Violence Coordination and Training program.
- Offers FREE services
- English, Spanish

**JBFCS - Pelham Family Center**

2250 Holland Avenue

Bronx, NY 10467

718-798-7801

Mon, Tues, Thurs: 9am-8pm Wed: 9am-6pm Fri: 9am-5pm

<http://www.jbfcs.org/programs.php?id=299>

- Non-profit prevention program providing families with children up to age 18 at risk of abuse or neglect with counseling; family, couple, individual and group therapy; advocacy; and a tutoring program.
- Catchment area is Community District #11 in the Bronx ONLY. Please call to see if you fall within this district. Please call the office to check for availability and appointments for evaluation. This program is part of a larger prevention program funded by ACS. For more information please visit:  
[http://www.nyc.gov/html/acs/html/child\\_safety/prevent\\_abuse.shtml](http://www.nyc.gov/html/acs/html/child_safety/prevent_abuse.shtml)
- Offers FREE services
- English, Spanish

**JCCA - Bronx Families Forever Post-Adoption Program**

555 Bergen Avenue

Bronx, NY 10455

718-742-8550

Mon-Thurs: 9am -7pm Fri: 9am-5pm Support groups take place Mondays, 5pm-7pm; please call for specific dates and locations.

[www.jccany.org/site/PageServer?pagename=adopt\\_foster\\_support](http://www.jccany.org/site/PageServer?pagename=adopt_foster_support)

- Non-profit program offering adoptive families counseling, support groups, trainings, workshops, home visits, and linkages to community services.
- Please call for an appointment.
- Also offers Independent Living and Aftercare programs for children in the program. Foster Parents with JCCA may obtain a 2 hour credit per group. For more information, please call the number listed above.
- Offers FREE services
- English, Spanish

**Joel E. Smilow Clubhouse - Madison Square Boys and Girls Club**

1665 Hoe Avenue

Bronx, NY 10460

718-328-3900

Office Hours: Mon-Fri, 9am-5pm Registration Hours: Mon-Fri, 4pm-8:30pm After-School

Program Hours: Mon-Fri Ages 6-9: 3pm-7pm Ages 10-16: 3pm-8pm Ages 16-18: 3pm-9pm

Summer Program Hours: July 5th- Aug. 28th, Mon-Fri, 9am-5pm

[www.madisonsquare.org/clubhouses/smilow.php](http://www.madisonsquare.org/clubhouses/smilow.php)

- Non-profit educational program providing youth, ages 6-18, with after-school and summer enrichment programs that offer academic support, homework help, computer literacy, youth leadership and development, health education and promotion, job training and placement, community service opportunities, recreational activities, and summer camp.
- The program is open to girls and boys, ages 6-18. Proof of age is required at time of registration. Summer camp registration begins in March and spaces fill quickly. Registration for the school year begins in September. Please call for more information.
- Fees: \$5 registration fee for the academic year \$100 registration fee for the 8-week summer program (9am-5pm)
- English, Spanish

**Kingsbridge Heights Community Center - Family Child Care Training Program**

3101 Kingsbridge Terrace

Bronx, NY 10463

718-884-0700

Mon-Fri: 9am-5pm

<http://www.khcc-nyc.org/early-childhood/family-childcare-network.php>

- Non-profit training program providing low-income adults with training to become registered New York State-licensed, home-based child care providers. Program provides assistance with Department of Health applications, 15 hours of training, and home visits to help ensure home will pass Dept. of Health inspection; also connects parents with childcare services.
- Please call to schedule an appointment. Free ESL and citizenship classes are offered to adults in the community. Please call for more information.
- Child Sexual Abuse Program: Ext. 193 Parent and Child Program: Ext. 137
- Child care training has an initial cost of \$250. Fees are reimbursable for eligible individuals. Childcare referrals are free.
- English, Spanish

**Kingsbridge Heights Community Center - Head Start**

3101 Kingsbridge Terrace

Bronx, NY 10463

718-884-0700

Office hours: Mon-Fri, 8am-4pm. Please call or visit the website for session times.

<http://www.khcc-nyc.org/early-childhood/head-start.php>

- Non-profit inclusive child development program offering children (ages 3-5) from low-income families a Head Start program focusing on education, health, parent involvement, and social services; also provides family workshops, and dental and vision screenings.
- Eligibility depends on address, age of child, and income.
- Participants must live within the catchment area (VanCortlandt Park South to Kingsbridge Road, and Broadway to (Reservoir) Goulden Ave.). Please call intake for more information.
- Offers FREE services
- Services are free for eligible participants. Please call for more information.
- English, Spanish

**Kingsbridge Heights Community Center - Teen Center**

3101 Kingsbridge Terrace

Bronx, NY 10463

718-884-0700

School year schedule: Mon-Thurs, 5pm-9pm Fri, 5pm-8pm Schedules vary depending on programs.

Please call for summer hours.

<http://www.khcc-nyc.org/youth-programs/teen-center.php>

- Non-profit program offering Bronx teens ages 12-18 recreational, social, educational, and leadership activities, including youth council, advocacy events, day trips; and college counseling.
- Summer session runs for 6 weeks from July to mid-August. Please call for more information.
- One-time fee of \$20
- English, Spanish

**Kips Bay Boys and Girls Club**

1930 Randal Avenue

Bronx, NY 10473

718-893-8254

Office hours: Mon-Fri, 3pm-6pm

After-school program: Mon-Fri, 3pm-6pm

Summer day camps run for 7 weeks in July-August

Occasional Friday ""Teen Nights"" from 9pm-11pm.

New member's orientation: Mondays and Fridays at 5:30pm

[www.kipsbay.org](http://www.kipsbay.org)

- Non-profit organization providing children ages 6-18 with after-school programs, summer camps, and recreational and educational programs; and provides teenagers with SAT prep courses, homework assistance and tutoring programs, gender-specific support groups, and job readiness and placement programs.
- To enroll children in after school programs, parents must attend an orientation session. Parents must bring a copy of the child's birth certificate and immunization records and the \$10 fee.
- Offers FREE services
- An annual fee of \$10 is required to become a member and participate in after-school programs. Small fee may apply to some after-school activities and trips.
- Flat rate of \$890 dollars for the 7-week summer camp program with a 10% sibling discount (\$800- for siblings.)
- English

**Lambda Legal - Help Desk/National Headquarters**

120 Wall Street

New York, NY 10005

212-809-8585

Mon-Fri, 9:30am-5:30pm

Please leave a voicemail message with the following information: name, state, contact info, best time to reach you, and a brief message outlining your legal inquiry. A Help Desk staff person will return your call within one business day.

<http://www.lambdalegal.org/states-regions/national-headquarters.html>

- National non-profit legal organization offering the LGBT community and HIV/AIDS+ individuals legal advocacy and assistance, including a legal help desk providing legal

information and assistance with discrimination related to sexual orientation, gender identity and expression, and HIV status.

- The Lambda Legal Services do not provide direct references, only information and contact information for legal professionals.
- Offers FREE services
- English, Spanish

**Latino Youth In Action (LYIA)**

975 Kelly Street, Suite 402

Bronx, NY 10459

718-328-4188

Groups are held Tues and Thurs: 4:30pm-7pm

<http://lyia.hafnyc.org/>

- Non-profit program providing Latino LGBTQ youth (ages 13-24) with a peer-leadership program, support services, workshops, trainings and information about HIV/AIDS, STIs, substance use and intimate partner violence.
- Please call for more information regarding the application process.
- Offers FREE services
- A small stipend is provided for youth leaders.
- English, Spanish

**Leake and Watts - Biondi Elementary School**

1529-25 Williamsbridge Road

Bronx, NY 10461

718-794-8262

Mon-Fri, 7:45am-1:45pm

<http://www.leakeandwatts.org/educational-services>

- Non-profit elementary school providing children (grades K-6) who have social, emotional and learning disabilities with specialized education, counseling and speech and language therapy.
- Children are referred by their school, region or the New York City Department of Education's Central Based Support Team (CBST). Must submit up-to-date psychiatric and educational assessment, IEP, physical and immunization information.
- Offers FREE services
- English, Spanish

**MARC Academy and Family Center**

2105 Jerome Avenue

Bronx, NY 10453

718-562-3410

Office hours are Mon-Fri, 8am-6pm

Please call for other program hours

[www.marcafc.org/index.html](http://www.marcafc.org/index.html)

- Non-profit organization providing children with a pre-K, after-school and summer program.
- Please call about waiting lists and other programs.
- Offers FREE services, Sliding fee scale/assistance based on need
- After School: \$80/week
- English, Spanish

**Montefiore Medical Center - Family Learning Place**

3415 Bainbridge Avenue

Bronx, NY 10467

718-741-2357

General hours: Mon-Fri, 9am-5pm Support groups for parents: In English: 1st Tues of the month, 12pm-1:30pm In Spanish: 2nd Mon of the month, 12pm-1:30pm Please call for information regarding upcoming health information workshops.

<http://www.montekids.org/programs/flp/services/>

- Pediatric health resource center that provides health education materials, information about community resources and services for children and their families, health information workshops, and support groups for parents of children who are seriously ill or have special needs.
- The center is open to the public as well as patients of Montefiore Medical Center and their families. Appointments are not necessary to use the center.
- Offers FREE services
- English, Interpreter services available, Spanish
- Interpreter services are offered through the hospital, as needed. Support groups for parents are offered in English and Spanish.

**Moshulu Montefiore Community Center - Transition to Adulthood Program (TTA)**

3400 Reservoir Oval West

Bronx, NY 10467

718-652-1471

Mon-Fri, 9am-6pm Sat, 10am-4pm

[www.mmcc.org/index.php?submenu=YEP&src=gendocs&ref=InschoolYouthEmployment&category=YEP](http://www.mmcc.org/index.php?submenu=YEP&src=gendocs&ref=InschoolYouthEmployment&category=YEP)

- Non-profit organization offering youth (ages 14-19) from low-income families a summer job program with job training and placement; also providing a winter program with SAT classes,

college application assistance, work readiness programs, after-school internships and jobs, and community service options.

- Intake information: Families of students must meet financial eligibility requirements and provide proof of income. Must be a US citizen. Applications for the summer program become available April 1st. Students must fill out the application and submit all supporting documents by the deadlines (Summer youth employment only). Admission to the summer program is based on a lottery system. Admission to the winter program is only available to qualified students who participated in the summer program.
- Offers FREE services
- English, Spanish

**Mott Haven Community Partnership**

555 Bergen Ave, 4th Floor

Bronx, NY 10455

718-742-8521

Mon-Fri, 9am-5pm

[http://www.buildingcpi.org/index.php/communities/all\\_details/mott\\_haven/](http://www.buildingcpi.org/index.php/communities/all_details/mott_haven/)

- Non-profit community partnership program providing youth and families with a support network, service referrals, linkages for prospective foster parents, a foster parent support group, and visitation supervision.
- Offers FREE services
- English, Spanish

**Mott Haven Prevention Services and Youth Leadership Program - New York Foundling**

364 East 151st Street

Bronx, NY 10455

646-453-1300

Office: Mon-Fri 9am-5pm Service hours vary; please call for an appointment.

[www.nyfoundling.org/what-we-do/family-supportpreventive-services](http://www.nyfoundling.org/what-we-do/family-supportpreventive-services)

- Non-profit program offering families preventive services, including family counseling; case management; referrals for health care, day care, and other services; and an after-school leadership program for male (ages 8-17) and female (11-15) youth with academic problems.
- Offers FREE services
- English, Spanish

**Mount Hope Housing Company - Youth Programs**

55 East 175th Street

Bronx, NY 10453

718-466-3600

Mon-Fri, 8:30am-5pm Specific programs may be held at different times.

<http://www.mounthopehousing.org/programs/youth-programs>

- Nonprofit organization providing youth (ages 6-22) with Project Ready, an educational program that includes an after-school center, summer day camp, career readiness, internship program and computer training. Walk-ins accepted for programs.
- The Mount Hope Housing Company is a housing and economic development organization serving the Mount Hope community. Their main site is located at: 2003-05 Walton Avenue Bronx, NY 10453 For more information on the Mount Hope Housing Company, please call (718) 299-2051.
- Offers FREE services
- English, Spanish

**Mullaly Park Academy Community Center- Supportive Children's Advocacy Network (SCAN)**

40 East 164th Street

Bronx, NY 10452

718-590-5743

Mon-Fri, 9am-8pm Sat, 9am-4pm

<http://scanny.org/centers.asp>

- Non-profit community settlement house providing South Bronx adolescents ages 11-21 with after-school programs, junior high and high school preparation, career and college-focused activities, SAT and GED prep, and violence prevention classes for at-risk teens.
- Offers FREE services
- English

**National Resource Center on LGBT Aging**

305 Seventh Avenue

WEB RESOURCE

New York, NY 10001

212-741-2247

<http://www.lgbtagingcenter.org/index.cfm>

- Non-profit organization providing free Web site with helpful links and information for LGBT older adults; also offers providers training, technical assistance and educational resources in areas of LGBT older adults.
- E-mail: [info@lgbtagingcenter.org](mailto:info@lgbtagingcenter.org) The LGBT Aging Center offers a free training curricula to agencies. For more information, please visit <http://www.lgbtagingcenter.org/about/training.cfm>.
- Offers FREE services

- English

**New York Center for Infants and Toddlers - Bronx**

2336 Andrews Ave, 2nd Floor

Bronx, NY 10468

718-561-5300

Mon-Fri, 7:30am-5:30pm

<http://www.nyccd.org/pdd-autism.php>

- Non-profit child development center providing children ages 2-3 with autism spectrum disorders with Early Intervention and Applied Behavioral Analysis (ABA) services, as well as related services in occupational or speech therapy.
- Children must first be assessed through the Department of Health and Mental Hygiene. Please call and speak to the intake coordinator for more information on accessing services at this location.
- Free those who are eligible - please call for information.
- English, Spanish

**New York City Administration for Children's Services (ACS)**

150 William Street, 18th Floor

New York, NY 10038

212-289-2780

Mon-Fri, 8am-6pm

[www.nyc.gov/html/acs/html/home/home.shtml](http://www.nyc.gov/html/acs/html/home/home.shtml)

- Public agency offering children and their families preventive services, resources for foster and adoptive families, education, employment assistance, peer leadership programs, housing assistance, child care and Head Start programs, and advocacy for victims of domestic abuse and neglect.
- Upon calling the helpline for assistance, families will be connected with a case worker in a field office in their borough.
- Offers FREE services, Sliding fee scale/assistance based on need
- Most services are free of charge. Childcare fees are based on a sliding scale.
- English, Interpreter services available

**New York Foundling - Crisis Nursery/Family Crisis Center**

590 Avenue of the Americas

New York, NY 10011

212-886-4000

Open 24 hours a day.

[www.nyfoundling.org/crisis-nursery](http://www.nyfoundling.org/crisis-nursery)

- Non-profit center providing emergency respite services of children of parents in situations in which they are unable to properly care for their children; also operates a helpline

providing counseling for families in crisis and in need of assistance with foster care-related issues.

- This program provides 24/7 respite care for children ages birth-10; siblings up to age 12 may also be cared for. Length of stay is a minimum of 24 hours and maximum of 21 days. Families must show a need for emergency respite services. Hotline is available to all NYC residents; individuals may be referred to other local respite service providers, depending on the borough. Please call for more information.
- Offers FREE services
- English, Spanish

**New York State Division of Child Support Enforcement**

PO Box 15363  
Albany, NY12212  
888-208-4485

Helpline is available Mon-Fri, 8am-7pm

[https://www.childsupport.ny.gov/support\\_enforcement.html](https://www.childsupport.ny.gov/support_enforcement.html)

- Statewide government program providing custodial parents with assistance in obtaining financial support and medical insurance coverage for their children by locating parents, establishing paternity, establishing support orders, and collecting and distributing child support payments.
- To apply, please call the above-listed number or contact a local child support office. For more information on how to apply, please visit:  
[https://newyorkchildsupport.com/how\\_to\\_apply.html](https://newyorkchildsupport.com/how_to_apply.html)
- Offers FREE services
- There is a \$25 annual service fee for individuals with an open case with more than \$500 in support collected during the federal fiscal year and who have never received TANF benefits. Please call for more information.
- English, Spanish

**New York State Office of Children and Family Services - Division of Child Care Services**

52 Washington Street  
Rensselaer, NY 12144  
800-3455437  
Mon-Fri, 9am-5pm  
[www.ocfs.state.ny.us/main/childcare/default.asp](http://www.ocfs.state.ny.us/main/childcare/default.asp)

- Public department overseeing and providing information and referrals for day care/child care providers throughout New York State.
- To find a referral agency in your neighborhood, please visit  
<http://www.ocfs.state.ny.us/main/childcare/referralagencys.asp> .
- To locate a licensed child care provider, please visit  
[www.ocfs.state.ny.us/ccfs\\_facilitysearch/](http://www.ocfs.state.ny.us/ccfs_facilitysearch/) .

- Free or low-cost for income-eligible families; for more information, please visit <http://www.ocfs.state.ny.us/main/childcare/paying.asp> .
- English, Interpreter services available, Spanish

**New York State Technical and Education Assistance Center for Homeless Students (NYS-TEACHS)**

151 West 30th Street, 5th floor

New York, NY 10001

800-388-2014

Mon-Fri, 9am-5pm

<http://www.nysteachs.org/>

- Non-profit organization providing information, referrals, and trainings on the educational rights of children and youth experiencing homelessness to individuals, parents, social service providers, schools, school districts, and others.
- NYS-TEACHS is a program of Advocates for Children, a non-profit organization providing homeless, low-income, immigrant, and other at-risk children with educational services in New York City.
- Offers FREE services
- English, Interpreter services available, Spanish

**North Bronx Career & Counseling Outreach Center**

2901 White Plains Road

Bronx, NY 10466

718-547-1001

Mon-Fri, 9am-5pm

[www.nbx.eoc.suny.edu](http://www.nbx.eoc.suny.edu)

- State school-operated career counseling office offering individuals over the age of 16 with computer literacy, GED preparation, tutoring, academic and career counseling, computer access, and job assistance.
- Please call to schedule an appointment and for eligibility requirements.
- Offers FREE services
- The service is dependent on the individuals income guidelines
- English

**North Bronx Family Service Center - Good Shepherd Services**

2190 University Avenue

Bronx, NY 10453

718-365-1400

Office hours: Mon-Thurs, 9am-7pm & Fri, 9am-5pm

[www.goodshepherds.org/programs/community/bronx/family.html](http://www.goodshepherds.org/programs/community/bronx/family.html)

- Non-profit organization offering families with children under age 18 preventive counseling to avoid foster care placement.
- Please call intake to inquire about this center's catchment area. Walk-ins and self-referrals are accepted. Parents referring themselves to this program should note in advance that ACS will be notified.
- Offers FREE services
- English, Spanish

**NYC Children's Services - Child Care Program**

150 William Street

New York, NY 10038

877-543-7692

[www.nyc.gov/html/acs/html/child\\_care/child\\_care\\_information.shtml](http://www.nyc.gov/html/acs/html/child_care/child_care_information.shtml)

- Public program providing income-eligible families with children (ages 2 months through 12 years) with free or low-cost child care referrals or vouchers for services at contracted sites throughout New York City.
- Child care is provided by contracted agencies at locations throughout NYC. For a list of NYC locations, please call or visit  
[http://www.nyc.gov/html/acs/downloads/pdf/childcare\\_contract\\_agencies.pdf](http://www.nyc.gov/html/acs/downloads/pdf/childcare_contract_agencies.pdf).
- For additional referral contact information, please visit:  
<http://www.nyc.gov/html/doh/html/dc/dctele.shtml>.
- Offers free and low-cost services to families who are financially and/or socially eligible. For more information, please call or visit  
[http://www.nyc.gov/html/acs/html/child\\_care/child\\_care\\_eligibility.shtml](http://www.nyc.gov/html/acs/html/child_care/child_care_eligibility.shtml).
- English, Interpreter services available, Spanish

**NYC Children's Services - Head Start Program**

150 William Street

New York, NY 10038

212-232-0966

[www.nyc.gov/html/acs/html/child\\_care/headstart.shtml](http://www.nyc.gov/html/acs/html/child_care/headstart.shtml)

- Public program providing children ages 3 to 4 (including children with disabilities) with early education/preschool and enrichment activities; also providing support for parents, including assistance in accessing affordable health care.

- Head Start programs are located at sites throughout NYC. For a complete directory, please visit [http://www.nyc.gov/html/acs/downloads/pdf/headstart\\_directory.pdf](http://www.nyc.gov/html/acs/downloads/pdf/headstart_directory.pdf) .
- For an interactive directory of Head Start locations and other City services, please click here: <http://gis.nyc.gov/doitt/nycitymap/?>
- Offers FREE services
- Services are free for income-eligible families; please call for more information.
- Creole, English, Spanish
- For information in Spanish, please click here:  
[http://www.nyc.gov/html/acs/downloads/pdf/headstart\\_spanish.pdf](http://www.nyc.gov/html/acs/downloads/pdf/headstart_spanish.pdf) .
- For information in Creole, please click here:  
[http://www.nyc.gov/html/acs/downloads/pdf/headstart\\_creole.pdf](http://www.nyc.gov/html/acs/downloads/pdf/headstart_creole.pdf) .

**P.O.I.S.E.D. for Success/P.O.I.S.E.D. at Home - Bronx Community College**

2155 University Avenue

Hall of Fame Terrace/ McCracken Hall 22

Bronx, NY 10453

718-741-9777

Mon-Fri, 9am-5pm

<http://web.cuny.edu/academics/academic-programs/programs-of-note/poised.html>

- Public program providing low-income mothers with job placement, counseling, case management, and classes in GED preparation, vocational skills, and parenting/life skills; also offers home-based classes for homebound low-income mothers.
- Open to women in the community who are receiving public assistance; participants do not have to be students at the college. Participation in POISED for Success requires attending classes Monday thru Friday, from 9am-5pm, as well as weekly meetings with a social worker. To be eligible, women must be referred by the HRA, receiving public assistance, and have a child three years old or younger. Individuals who do not have an HRA referral will be provided with instructions on how to obtain one.
- Participation in POISED at Home involves weekly home-based classes and visitations with a social worker. To be eligible, women must be receiving public assistance and be at least 8 months pregnant or have a child three months old or younger (if less than 8 months pregnant, she should be considered "at-risk"). Self referrals are accepted for this program. P.O.I.S.E.D. for Success/P.O.I.S.E.D. at Home is a joint program of the New York City Human Resources Administration (HRA) and The City University of New York (CUNY).
- P.O.I.S.E.D. stands for The Perfect Opportunity for Individual Skills and Educational Development
- Offers FREE services
- Participants must be receiving public assistance to qualify for this program.
- English, Spanish

**Paul T. Matson Head Start - Story Avenue**

1780 Story Avenue

Bronx, NY 10473

718-328-5470

Children are at the center on half-day cycles: 8:00am-11:30am / 12:30pm-3:30pm

- Non-profit Head Start program providing children from low-income families (ages 3-4) with educational services, service coordination for children in the program with special needs, and additional supportive services for families.
- Parents interested in applying should call for an intake appointment and provide proof of income.
- Please note that there is a waiting list for this location. However, a new site will be opening soon to accommodate the high demand. Please call for more information.
- Services are free for income-eligible families. Please call for details.
- English, Spanish

**Puerto Rican Family Institute - Bronx Head Start Program**

1423 Prospect Avenue, 2nd Floor

Bronx, NY 10459

718-991-5590

Mon-Fri, 8:30am-3:30pm

[www.prfi.org](http://www.prfi.org)

- Non-profit Head Start program offering children (ages 3-5) from low-income families preschool services and family support.
- Self-referrals are accepted.
- Offers FREE services
- Families must be income-eligible; proof of income required.
- English, Spanish

**Puerto Rican Family Institute, Inc - Bronx Child Preventive Program**

3251 Third Avenue, 3rd Fl.

Bronx, NY 10456

718-584-6268

Mon, Wed & Fri, 9am-5pm Tues & Thurs, 9am-7pm Sat, 9am- 2pm

[http://www.prfi.org/foster\\_care.html](http://www.prfi.org/foster_care.html)

- Non-profit preventive program providing families at risk of having children placed in foster care with family counseling and referrals.
- Most clients are referred by ACS (Administration for Children's Services), but self-referrals are accepted, depending on case worker availability. Please call to confirm.
- Catchment area: 10451 –52-54-55 & 10456-Bronx CD#1 & CD#3 only
- Free of charge
- English, Spanish

**Queens Library - Mail a Book Service for the Home Bound**

94-11 217 Street

Queens Village, NY 11428

718-464-0084

Mon-Fri, 10am-5pm

<http://www.queenslibrary.org/>

- Nonprofit library providing home bound individuals of all ages access to borrowing books, movies, and music free of charge, as well as, offering socialization through conference calls and video chats.
- Mail-A-Book services are available to home bound residents of New York with no access to the Library due to health reasons or disability. Items are sent through the mail to readers. Items are enclosed in reusable book bags; readers can return the items in the reusable book bags. Postage-paid return labels are included.
- Mail-A-Book applications and requests can be made by mail or by phone (phone/address above).
- Offers FREE services
- English

**Riverdale Mental Health Association - Early Childhood Program**

5676 Riverdale Avenue

Bronx, NY 10471

718-796-5300

Mondays 9-6 PM Tuesdays, Wednesdays, Thursdays, 9-9 PM Fridays 9-6 PM Saturdays 10-2 PM

[www.rmha.org/child.htm](http://www.rmha.org/child.htm)

- Non-profit organization providing children up to age 5 who are at risk for developmental disabilities or delays and their families with early intervention services, including day care centers and nursery school outreach; preliminary assessment and counseling; and evaluation and treatment in play therapy and parent/child group therapy.
- Please call intake worker for intake phone screening to begin process. If eligible, intake worker will provide guidance for appointment. Documentation required at initial intake appointment includes recent immunization, physical, school report card, and insurance card.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Assistance based on need requires proof of income and family size.
- English, Spanish

**Riverdale Neighborhood House**

5521 Mosholu Avenue

Bronx, NY 10471

718-549-8100

Office Mon-Fri, 9am-5pm Day care Mon-Fri, 8am-6pm After-school Mon-Fri, 3pm-6pm

Nursery school Mon-Fri, 9am-11am or 9am-2pm There are morning and afternoon sessions for the Universal Pre-K program.

[www.riverdaleonline.org/](http://www.riverdaleonline.org/)

- Non-profit organization providing parent support groups, day care for children ages 3yrs-4yrs, a nursery and pre-K school for children ages 3-4, recreational and job training and placement programs for youth ages 12-18, and monthly luncheons and telephone reassurance for seniors.
- To begin intake procedures for any of the programs offered at Riverdale Neighborhood House, please call main number, and a receptionist will guide you through the program directory.
- Offers FREE services
- Teen center programs for youth ages 12-18 are free of charge.
- Please call for more fee information on other programs, as payment policies vary.
- English, Hebrew , Spanish

**Rocking the Boat**

812 Edgewater Road

Bronx, NY 10474

718-466-5799

Office Hours: Mon-Fri: 9am-5pm

Please call for information about program hours

[www.rockingtheboat.org](http://www.rockingtheboat.org)

- Non-profit educational program providing high school students of the South Bronx with boatbuilding training, on-water maritime skills, environmental educational, individual guidance counseling by social workers, and life skills workshops on job readiness training and the college application process; also provides free rowing program once a week for the community.
- For an application to the program, please visit <http://www.rockingtheboat.org/students/resources/>.
- Offers FREE services
- English, Spanish

**Rosedale Center - South Bronx Educational Foundation**

1724 East 174th Street

Bronx, NY 10472

718-328-4090

Office hours: Tues-Sat: 9:30am-5:30pm

Summer school hours: Mon-Thurs: 9am-3pm (field trips are on Fridays)

<http://rosedaleweb.wordpress.com/>

- Non-profit educational center providing girls in grades 4-12 with after-school and summer enrichment programs that offer job training, leadership clubs, a music program, tutoring, and SAT and college preparation.
- Prospective students are asked to attend an in-person registration appointment. Please call to schedule an appointment.
- Fees vary by program. Tuition for the four-week summer achievement program is \$175 and \$100/year per child for the after- school programs (\$50/semester). Scholarships are available up to full tuition. Please call for more information.
- English, Spanish

**SEBNC - After School Program**

955 Tinton Avenue

Bronx, NY 10456

718-542-2727

Mon-Fri, 3pm-6pm

<http://www.sebnc.org/program14.aspx>

- Non-profit after-school program offering elementary and middle school students (ages 5-14) and high school students (ages 14-21) free homework assistance, computer literacy classes, recreational activities, community service, counseling, health and fitness program and case management.
- Offers FREE services
- English, Spanish

**SEBNC - Leisurely Yours After-School Program**

3289 Third Avenue

Bronx, NY 10456

718-665-8908

Mon-Fri, 3pm-6:30 pm Office hours: 9am-6pm (Mon-Fri)

- Not-for-profit after-school program providing developmentally disabled Bronx youth ages 12-21 with educational and recreational activities, homework assistance, computer skills classes, and field trips.
- To register, please have current psychological and psychosocial exams, an IEP from school, an ISP if on Medicaid, recent medical exam records and must have OPWDD waiver. Medical exam must include recent PPD results.

- Dinner is served at the center and transportation is available for participants.  
(Transportation is available from center to home - parents must arrangements with child's public school bus service).
- Offers FREE services
- English, Spanish

**SEBNC - Youth Activity and Night Center**

955 Tinton Avenue, 1st Floor

Bronx, NY 10456

718-542-2727

Mon-Fri, 2pm-6pm Sat, 12pm-4pm

Leisure time program: Saturday and Sunday, 9am-3pm

<http://www.sebnc.org/Default.aspx>

- Non-profit educational and recreational center offering individuals of all ages academic tutoring, a computer lab, summer day camps, career readiness and job placement (ages 14-21), a Leisure time program for the mentally disabled.
- Please call or walk in for more information.
- Offers FREE services
- English

**Sharon Baptist Head Start - Center 4**

1925 Bathgate Avenue

Bronx, NY 10457

718-466-1604

Mon-Fri: 8am-4pm

<http://www.sharonbaptistheadstart.org/>

- Non-profit Head Start program providing children ages 3-5 with early education and meals, and their families with access to support services.
- Offers FREE services
- Program participants must meet federal income guidelines. Please call for details.
- English

**SoBRO - Youth Development Center**

555 Bergen Avenue  
Bronx, NY 10455  
718-732-7500

Office hours: Mon-Fri, 9am-5pm Please call for individual program hours.

[www.sobro.org/services/youth-education-development](http://www.sobro.org/services/youth-education-development)

- Not-for-profit youth development center providing youth (ages 14+) with a Summer Youth Employment Program (SYEP) matching youth with professional work experience, college counseling, Young Adult Justice Scholar Program, and Youth Build.
- The Young Adult Justice Scholars Program serves youth between the ages of 16-24 with previous involvement in the justice system. The program focuses on educational gains by placing participants into four different educational tracks and supplementing classroom experiences with tutoring services, career exploration, computer literacy, and counseling. Please call for more information.
- Some programs are free Please call for more information about fees and eligibility.
- English, Spanish

**South Bronx Concerned Citizens**

1019 Avenue Saint John  
Bronx, NY 10455  
718-620-7131  
Mon-Fri 10am-6:30pm  
Sat 10am-3pm  
<http://www.sbccinc.net/>

- Non-profit organization provides Bronx community members with anger management sessions, couples groups, domestic violence sessions for batterers, parenting skills sessions, after school programs, tutorial enhancement program, and summer day camp.
- Please call for program and group meeting times.
- After school program: \$35/week All parenting, anger management, and domestic violence accountability cost \$20/session.
- English, Spanish

**Storefront Community Services - Bridge Builders**

156 West 164th Street  
Bronx, NY 10452  
718-293-4352  
Storefront hours: Mon-Thurs, 9am-8pm Fri, 9am-5pm  
[www.hightbridgelife.org/ourservices/community\\_services1.asp](http://www.hightbridgelife.org/ourservices/community_services1.asp)

- Non-profit organization offering community members in need social and supportive services, including: case management and referral services; short-term counseling; support

group for ACS-involved parents; and a family support program that additionally includes advocacy and legal assistance.

- Walk-ins are accepted. The services provided at this Storefront are open to residents of Community District 4.
- The support group for ACS-involved parents is run by the Child Welfare Organizing Project (CWOP). For more information, please visit <http://www.cwop.org>.
- Offers FREE services
- English, Spanish

**Summer Youth Employment Program (SYEP) - Department of Youth and Community Development (DYCD)**

156 Williams Street

New York, NY 10038

800-246-4646

Hotline hours: Mon-Fri, 9am-7pm

[http://www.nyc.gov/html/dycd/html/jobs/summer\\_youth\\_employment.shtml](http://www.nyc.gov/html/dycd/html/jobs/summer_youth_employment.shtml)

- City-sponsored program providing youth ages 13-24 with paid job training, job placement, educational workshops, and service learning opportunities, including a 14-week Young Adults Internship Program (ages 16-24), Out of School Youth Employment Program (ages 16-21), 7-week Summer Youth Employment Program (ages 14-24), In-School Youth Employment Program (high school juniors/seniors), and Teen Action Program (ages 13-21).
- Applications may be submitted online or in person. Please call or visit the Web site during application season to find a program site or to fill out an application online. Please call or visit the website for further information about applications and registration.
- Offers FREE services
- English, Interpreter services available
- Interpreter services may be provided by hotline staff. Languages spoken in program sites may vary.

**The Bronx Special Education Parent Center**

116 East 16th Street

New York, NY 10003

212-677-4650

Mon/Tues/Thurs/Fri, 9am-5pm Wed, 9am to 7pm

<http://www.resourcesnyc.org/content/bronx>

- Non-profit organization providing parents of children with disabilities with information, resources, coaching, strategies, Special Education program support, and individual direct consultations; also provides workshops, trainings and presentations to community-based organizations, agencies, and schools in the Bronx.
- To schedule an appointment call the above-listed number or e-mail [bronxparent@resourcesnyc.org](mailto:bronxparent@resourcesnyc.org). Bronx Parent Center without Walls services are provided as part of the New York State Education Department (NYSED) Special Education Parent

Center program. The Parent Center is a collaboration between Resources for Children with Special Needs, Advocates for Children, and the Jewish Child Care Association (JCCA). One of several programs sponsored by Resources for Children with Special Needs, a not-for-profit organization for parents, caregivers and professionals seeking help for children with disabilities and special needs. For more information on other programs and locations, please visit: <http://www.resourcesnyc.org/> .

- Offers FREE services
- English, Spanish

### **The Children's Advocacy Project (CAP4KIDS)**

New York, NY 10001

24/7

[http://www.cap4kids.org/new\\_york\\_city/index.html](http://www.cap4kids.org/new_york_city/index.html)

- Non-profit online directory of social services for children and families, including printer-friendly parent handouts, resources, information on laws and definitions, helpful links, and child safety information.
- CAP4KIDS operates resource directories for several other U.S. cities. For more information, visit their homepage at <http://www.cap4kids.org> .
- Offers FREE services
- English

### **The Healing Center**

New York, NY 10001

718-238-5138

Mon-Fri, 9am-6pm.

<http://www.thehealingcenterny.org/index.html>

- Non-profit support center providing victims of abuse with crisis counseling, domestic violence intervention, community education, support groups, Daughters of the Lotus project (ages 13-16), and referrals.
- 12 week Spanish-speaking support groups are available. Please call for more information. Daughters of the Lotus is a support group for young girls ages 13-16 who have witnessed domestic violence or are themselves in violent teenage relationships. Mailing Address: P.M.B 272, 7304 5th Avenue, Brooklyn, NY 11209
- Offers FREE services
- English, Spanish

**The Parent-Child Home Program - National Center**

1415 Kellum Place, Suite 101

Garden City, NY 11530

516-883-7480

Office hours: Mon-Fri, 9am-5pm Home visitations take place twice a week for a half-hour each depending on the family's availability. The program continues for two years.

[www.parent-child.org](http://www.parent-child.org)

- Non-profit national organization providing families with children ages 16 months to 4 years of age with home visitations to increase parent-child verbal interaction; literacy; and skills for school readiness.
- This program is administered by local sites throughout the US. For a list of program sites in New York, please visit <http://www.parent-child.org/about-us-where-we-are.html>. Local coordinators can be contacted via the e-mail provided. For local phone numbers, please contact the national office. The national center provides training, evaluations, and advocacy within various local sites including schools, libraries, and health care facilities.
- Offers FREE services
- English, Spanish
- Home visitors are typically matched to the language of the visited family. Variety of languages available at different national sites depending on needs of the population.

**The Point Community Development Corp**

940 Garrison Avenue

Bronx, NY 10474

718-542-4139

Office hours: Mon-Fri, 10am-6pm After-school Program (October-June) Mon-Thurs, 3:30pm-6:30pm Fri, 3:30pm-5:30pm Summer Day Camp: Mon-Thursday, 8:30am-6:30pm

<http://thepoint.org/>

- Non-profit community organization offering youth after-school and summer camp programs, arts activities, and the A.C.T.I.O.N. teen leadership program; also offering photography classes for youth up to age 21.
- The Point runs a number of age-based after-school programs and workshops. Please call for detailed information about available programs. A.C.T.I.O.N. (Activists Coming To Inform Our Neighborhood) is a teen community leadership program that offers a stipend to program participants. Please call or visit website for more details. After-school program registration begins in the summer. Summer camp registration begins in the late spring.
- Youth after-school program has a fee of \$150/year (October-June). This fee is flexible. Photography classes are free for teens ages 13-18; however, there is a fee for students ages 18-21. Please call for more detailed information concerning fees.
- English, Spanish

**The Shield Institute - Bronx Early Learning Center**

1800 Andrews Avenue

Bronx, NY 10453

718-299-7600

Office: Mon-Fri, 9am-5pm

<http://www.shield.org/programs/preschool-program/>

- Non-profit organization providing children ages 2-5 and their families with evaluations, service coordination, Preschool Special Education, and day care services.
- Please call for information on intake procedures for specific programs.
- Service coordination is covered by Medicaid. Day care is based on family income. Preschool Special Education is covered by the Department of Education. Children must first be evaluated and found eligible. Please call for more information on specific programs.
- English, Spanish

**TheraCare - Bronx**

2510 Westchester Ave, Suite 102

Bronx, NY 10461

718-597-5558

Mon-Fri, 8am-6pm

<http://www.theracare.com/tc/>

- For-profit agency providing children (birth to age 5) with pre-school programs, Early Intervention services, school-age evaluations, and autism services.
- Services are provided at no cost for eligible families. Please call for information on other programs.
- English

**Tolentine Zeiser Community Life Center - Sammon Build Center**

2294-96 Grand Avenue

Bronx, NY 10468

718-295-7777

Social services are provided Mon-Fri, 8am-5pm.

<http://www.tzclc.org/2006/09/sammon-build.html>

- Private, city-funded, temporary shelter for homeless single mothers with children up to the age of 14. Services include child abuse prevention, advocacy, case management, clothing, recreation, child care, and referrals.
- All residents must be referred by the Prevention Assistance and Temporary Housing (PATH) office. Please call and speak to an Intake Coordinator at the above-listed number or go directly to the PATH office, which is located at 346 Powers Avenue in the Bronx and is open daily (including holidays) from 9am-5pm. The PATH office will try to accommodate requests for referrals to this shelter. Tolentine Zeiser Community Life Center operates another program in the Bronx, please call the above-listed number for more information.

- Offers FREE services
- English, Spanish

**Tolentine-Zeiser Community Life Center**

2345 University Avenue

Bronx, NY 10468

718-933-6935

Senior center hours: Mon-Fri, 8:30 am-3:30pm

Congregate lunch served at 12:30-1:30pm

Child care center hours: Mon-Fri, 7:30am-6pm

[www.tzclc.org/](http://www.tzclc.org/)

- Non-profit community center comprising a senior center for adults ages 60+; and a child care center offering children ages 3-5 child care, including universal Pre-K for 4-year-olds.
- Please ask for specific directions for Senior Center.
- Offers FREE services, Sliding fee scale/assistance based on need
- Suggested donations apply for senior center meals and transportation. Child care center services are based on a sliding fee scale.
- English, Spanish

**Transitional Child Care (TCC)**

150 William Street

ACS Main Office

New York, NY 10038

212-835-7681

Mon-Fri, 8am-5pm

- City-sponsored program providing short-term child care for families whose public assistance cases have been closed for employment-related reasons.
- Childcare is provided for families with children ages 13 or under. Families may apply up to 12 months after a public assistance case is closed due to employment and fall under 200% of the poverty level. Please call the number above to request an application or for additional application information. For information on the types of city-sponsored childcare services, please visit:  
[http://www.nyc.gov/html/acs/html/child\\_care/child\\_care\\_information.shtml](http://www.nyc.gov/html/acs/html/child_care/child_care_information.shtml)
- Eligible clients are charged a percentage for child care based on their income.
- English, Spanish

**Tremont Crotona Day Care Center**

1600 Crotona Park East

Bronx, NY 10460

718-378-5600

Office hours: Mon-Fri, 8am-6pm

Day care hours: Mon-Fri, 8am-5:30pm After-school hours: Mon-Fri, 3pm-6pm

- Non-profit child care program providing children of low-income families with day care (ages 2-4) and after-school programs (up to the age of 9).
- Interested individuals should call or go to the center directly.
- Child care services are available to low-income parents who are either working or in school, and that reside in one of the following zip codes: 10454 10456, 10457, 10458, 10459, 10460, 10463, 10472.
- Sliding fee scale/assistance based on need
- English, Spanish

**U.S. Department of Education - Office of Special Education and Rehabilitation Services (OSERS)**

400 Maryland Avenue, SW

Washington, DC 20202

202-401-2000

800-437-0833

<http://www2.ed.gov/about/offices/list/osers/index.html>

- Federal agency that supports and oversees special education programs for children and rehabilitation programs for adults and children with disabilities.
- OSERS provides funding to programs that serve infants, toddlers, children and adults with disabilities.
- English, Spanish

**United Cerebral Palsy of NYC - Bronx Children's Program**

1770 Stillwell Avenue

Bronx, NY 10469

877-827-2666

Preschool: Mon-Fri, 8:15am-2pm

Pre-K: Classes are five days a week and are offered in two sessions (8:30am-11am and 11:45am-2:15pm).

<http://www.ucpny.org>

- Non-profit center providing children ages who have developmental disabilities and delays with Preschool Special Education (ages 3-4) programs as well as a Universal and Integrated Pre-K (ages 4+) programs.
- For Preschool Special Education, parents must first arrange for an evaluation for their child through a local CPSE (Committee on Preschool Special Education) district office. To find a

local CPSE office, please visit:

<http://schools.nyc.gov/Academics/SpecialEducation/CSE/default.htm> After the evaluation, parents will then choose a Preschool Special Education site for their child; they may choose this site if slots are available. To qualify for Pre-K, children must be 4 years old and live in New York City.

- Offers FREE services
- The Preschool Education and Pre-K programs are funded by the New York State Education Department and the New York City Board of Education.
- English, Spanish

### **Urban Neighborhood Educational Technology for You, Inc.**

3480 Seymour Avenue

Bronx, NY 10469

718-653-2195

General hours: Mon- Fri, 9am-6pm

Adult computer literacy program: Tues and Thurs

Open Computer lab: Mon and Wed

Please call for times and additional program schedules.

[www.unety.org](http://www.unety.org)

- Non-profit community center providing computer literacy program for adults (ages 18+), recreational activities for youth (ages 18 and under), and an after school program.
- E-mail address: [info@unety.org](mailto:info@unety.org)
- There is a registration fee of 10\$ for adult computer literacy program, please call for more information. All other services free
- English, Spanish

### **Volunteers of America - Bronx Early Learning Center**

1887 Bathgate Avenue

Bronx, NY 10457

718-466-3580

Office Hours: Mon-Fri: 8:30am to 4:30pm School Hours: Mon-Fri: 8:30am - 2:30pm Integrated

Hours: Mon-Fri: 8:30am - 3pm

<http://www.voa.org/Get-Help/National-Network-of-Services/Children-Youth-Families/Early-Intervention/The-Bronx-Early-Learning-Center.html>

- Non-profit early education program offering children with developmental disabilities and/or emotional difficulties universal pre-K, family social work services, bilingual (English/Spanish) integrated pre-school classes, and early learning evaluations.
- Children must be 2yrs. 9 mos.- 5 years old to be eligible for services.
- Please call the office to determine eligibility, initiate the application process, and apply for public funding. The center will refer clients to the New York City Department of Education for intake screening.
- Self-referrals are welcome

- Offers FREE services
- All clients referred to the program receive full tuition funding through the New York City Board of Education.
- English, Italian, Spanish

**WHEDCO - Family Day Care Microenterprise Network**

50 East 168th Street

Bronx, NY 10452

718-839-1182

Office: Mon-Fri 9am-5pm Program hours vary.

<http://www.whedco.org/communityandeconomicdevelopment/childcaremicroenterprise>

- Non-profit organization providing unlicensed childcare providers (ages 18+) with family day care training, tax, and application assistance to help them establish their own childcare centers and/or maintain their licenses.
- Please call for an appointment. Eligibility Requirements: 1. Must be over 18 2. Must live in permanent housing, and that housing must meet certain state licensing regulations. 3. Must be eligible to work in the United States.
- Sliding fee scale/assistance based on need
- Pre-training (training in order to get a license) is determined by a sliding scale based on household income. For those who are already licensed and need more training, scholarship opportunities may be available through the State. Please call for more detailed information.
- English, Spanish

**Woodycrest Center for Human Development, Inc. - After-School and Summer Programs at P.S. 73**

P.S. 73, 1020 Anderson Avenue

Bronx, NY 10452

718-293-3198

Office hours: Mon-Fri, 11am-6:30pm After-school program: Mon-Thurs, 3pm-5:45pm; Fri 2pm-5:15pm School vacation/Summer program: Mon-Fri, 8am-5:45pm - School vacation hours apply to all major school breaks (i.e. Winter Break). Please call for exact dates.

- Non-profit program offering children ages 5-12 after-school and summer programs.
- Program is open to all 5-12 year olds in the community, NOT just PS 73 students. Please call or walk in to obtain an application. Natasha Richards wchdrichards@verizon.
- Offers FREE services
- English, Spanish

**Woodycrest Center for Human Development, Inc. - Main Office and Work Readiness Program**

153 West 165th Street

Bronx, NY 10452

718-99-24256

Mon-Fri, 9am-5pm

<http://bridgebuilderscpi.org/content/woodycrest-center-human-development-inc-main-office>

- Non-profit program offering teenagers ages 13-21 work readiness workshops, paid internship placement, and Summer Youth Employment Program (SYEP).
- Walk-ins accepted. SYEP is a city-sponsored program.
- Offers FREE services
- English, Spanish

**Woodycrest Center for Human Development, Inc. - Parent Support and Out of School Time Programs**

175 West 166th Street, Room 113

Bronx, NY 10452

718-538-4708

Office hours: Mon-Fri, 10am-6pm After-school program: Mon-Fri, 3pm-6pm School vacation/Summer program: Mon-Fri, 8am-5:45pm. School vacation hours apply to all major school breaks (i.e. Winter Break). Please call for exact dates. Please call for parenting class and program hours.

- Non-profit program providing members of the community with parenting classes and programs; Out-of-School-Time after-school and summer programs for children ages 5-12; and referrals for housing, education, day care, child welfare, and employment services.
- Please call to register for programs. The Out of School Time program is open to all children in the community.
- Offers FREE services
- English, Spanish

**YAI - New York League for Early Learning - Harry H. Gordon Preschool & Early Intervention Center**

2465 Bathgate Avenue

Bronx, NY 10458

718-367-5917

General hours: Mon-Fri, 8:30am-3:30pm

Programs may operate on a half-day/full-day schedule. Please call for more information on specific programs.

<http://www.yai.org/agencies/nly/nly-schools/NYL-harry-h-gordon.html>

- Non-profit organization offering several preschool and early childhood programs for children ages 2.9-5, including general preschool classrooms; center-based Early Intervention; and Preschool Special Education.

- Children with developmental and learning disabilities must be evaluated and approved prior to being admitted to the Early Intervention and Preschool Special Education programs. Please call for more information. The school annex offers limited services, including Preschool Special Education, and is located nearby at 1180 East 214 Street in the Bronx. Please call (718-) 838-5993.
- Early Intervention and Preschool Special Education services are covered by the state and are offered at no cost to families. Children must first be evaluated; please call for more information.
- Preschool classroom services are \$450/month. Half-day preschool services may also be available; please call for fees.
- English, Spanish

**YAI Network - Main Office**

460 West 34th Street, 11th Floor  
 New York, NY 10001  
 212-273-6100

Central intake office hours: Mon-Fri, 9am-5pm.

Callers may leave a message with central intake at any time and will receive a response promptly with 1-2 business days.

[www.yai.org](http://www.yai.org)

- Not-for-profit national organization offering individuals with developmental and learning disabilities, including full autism spectrum, and their families a network of direct services, including day and evening care; children's services; family support services; job training and placement; residential care; recreation and camping; primary health care, and specialty services.
- YAI LINK is the intake, information, and referral unit for YAI/NIPD. Intake Specialists answer questions about and make referrals for all the NIPD network services and provide information about the MR/DD, disability, and social service systems in the New York Metropolitan region. For detailed information on all of the programs and services in your area, please visit: [www.yai.org/services.cfm](http://www.yai.org/services.cfm) .
- Programs and services are provided in a variety of community settings and at home.
- Most services are either free or covered by Medicaid.
- Chinese, English, Hebrew, Japanese, Russian, Spanish, Yiddish
- Please call to learn about the languages we speak at specific programs.

**Young Adult Initiative - East Side House Settlement**

337 Alexander Avenue

Bronx, NY 10454

718-665-5250

Office: Mon-Fri, 9am-5pm Pre-GED Classes Tues, Thurs and Fridays at 9am -1:45 pm

[www.eastsidehouse.org/pmwiki/Main/YoungAdultInitiative](http://www.eastsidehouse.org/pmwiki/Main/YoungAdultInitiative)

- Non-profit education program offering young adults (ages 17-24) college access classes, job counseling, and referrals for job placement, computer instruction, pre-GED classes, and follow-up services.
- Please call or walk in to register for an initial screening. After the screening there will be a placement exam to test reading and math skills. If qualified, a second screening will take place prior to course placement.
- Offers FREE services
- English, Spanish

**Youth and Adult Education Serves Program (YAES)**

337 Alexander Avenue

Bronx, NY 10454

718-665-5250

Mon-Fri, 9am-5pm Mon-Fri 9am-4:45pm Walk-in hours are Mon-Thurs 10am-4pm

[www.eastsidehouse.org/](http://www.eastsidehouse.org/)

- Non-profit education program offering teens and young adults (ages 17-24) a GED program, including college access classes, job readiness workshops, and job placement; a pre-GED literacy program providing basic education; and computer instruction.
- Please call or walk in to sign up for courses. Literacy program is for individuals with 4th-7th grade reading level and meets 3 times a week from 9am-2pm. Please call to register.
- Offers FREE services
- Computer class is a free course that lasts from 5-7 weeks. A small fee is required for acquiring certification.
- English

**School, Youth & Family Services, Mental Health & Substance Abuse, Social Services**

**Fordham-Tremont Mental Health Center**

2021 Grand Concourse, 7th floor

Bronx, NY 10453

718-960-0300

Mon.-Fri., 9 am – 5 pm

[www.fordhamtremont.org](http://www.fordhamtremont.org)

- Mental health services for adults and children, including psychiatry and group counseling.
- Languages: English, Spanish

**FRIENDS Community Mental Health Service**

**(Visiting Nurse Service of New York)**

489-493 East 153rd Street, Bronx 10455

718-742-7000

Mon.-Fri. 9 am – 5 pm

[www.vnsny.org](http://www.vnsny.org)

- Works with youth ages 5-21 and their families to assess and treat serious emotional problems. Includes crisis intervention, psychiatric evaluation, skills teaching, educational support, family support, referrals to family services.
- Languages: English, Spanish

**Jewish Board of Family and Children's Services**

Pelham Office

750 Astor Avenue

Bronx, NY 10467

718-882-5000

Mon.-Thurs., 9 am – 8 pm; Fri., 9 am – 5 pm

[www.jbfcs.org](http://www.jbfcs.org)

- Provides help for adults and children, including evaluation, crisis intervention, individual, couple, family and group therapy and loss, and bereavement services.
- Languages: English, Spanish.

**Lifenet Mental Health Association of NYC**

(800)LIFE-NET (800)-543-3638

(877) AYUDESE (877-298-3373) – in Spanish

(877) 990-8585 – in Cantonese and Mandarin

24 hrs./7 days

[www.800lifenet.org](http://www.800lifenet.org)

- Provides referrals for counseling and substance abuse, suicide intervention. Staffed by trained mental health professionals.
- Languages: besides special numbers (listed above) for Spanish, Cantonese, and Mandarin, can get translators in any language

**Lincoln Hospital Child Psychiatry**

234 East 149th Street

4th Floor, Room 4A

Bronx, NY 10451

718- 579-5156

Mon.-Fri., 8:30 am – 5 pm

- Psychiatry, counseling and groups for youth ages 5 to 17.
- Languages: English, Spanish

**Saint Dominic's Home: The Astaan Program**

2341 University Avenue

Bronx, NY 10468

718-584-4407

Mon.–Fri., 9 am - 5 pm

[www.stdominicshome.org](http://www.stdominicshome.org)

- Provides help for families having trouble with parenting and at risk for children to be removed from the home.
- Languages: English, Spanish

**School, Youth & Family Services, Social Services**

**Advocates for Children – Education Helpline**

866-427-6033

Mon.-Thurs., 10 am – 4 pm

[www.advocatesforchildren.org](http://www.advocatesforchildren.org)

- Provides independent (non-governmental) information on how to register your child, find a tutor, apply for a gifted program, volunteer in your child's class, and more.
- Languages: English, Spanish.

**Center for Children's Initiative**

212- 929-4999

Mon.-Fri., 9 am – 5 pm

[www.childcareinc.org](http://www.childcareinc.org)

- Gives help finding the right type of child care for your family's needs. Free referral service to licensed day care providers in New York City.
- Languages: English, Spanish, Mandarin, Albanian

**New York City Schools**

311 – NYC Government Information Line

[www.schools.nyc.gov](http://www.schools.nyc.gov)

- List of schools by zip code.
- Translation available in 179 languages

**New York City Head Start**

311 – NYC Government Information Line

- List of Head Start programs by zip code
- Translation available in 179 languages

**New York City Child Care Services**

311 – NYC Government Information Line

- List of child care centers by zip code
- Translation available in 179 languages

**Good Counsel Homes for Unwed Mothers**

411 Clinton St

Hoboken, NJ 07030

800-723-8331

24/7

<http://www.goodcounselhomes.org/>

- Non-profit organization operating several temporary residential housing facilities providing homeless or at-risk pregnant or parenting women ages 18+ with case management, parenting and life skills counseling, education and vocational training, and assistance filing for federal financial support and permanent housing.
- Eligible pregnant women ages 18+ usually remain at the center throughout their pregnancy. Also accepts women who are not pregnant with children under age of 5 weeks.
- Self-referrals are accepted. Please call the 24hr Hotline for intake procedures.
- Center does not have waiting lists. Please call for availability.
- Facilities are located at several confidential sites in NYC and surrounding area.
- Offers FREE services
- It is requested that employed residents contribute 20% of their monthly income. Fees are waived for unemployed residents.
- English, French, Interpreter services available, Italian, Spanish

## School, Youth & Family Services, Wellness & Prevention

### **Big Brothers Big Sisters of New York City - Bronx Office**

555 Bergen Avenue, 4th Floor

Bronx, NY 10456

718-742-8530

By appointment only

[www.bigsnyc.org](http://www.bigsnyc.org)

- Non-profit organization providing at-risk children and youth ages 7-17 with the Bronx Borough Partnership mentoring program for underserved Bronx residents and the Young Mothers mentoring program for pregnant and parenting teenage girls.
- Once a child or youth is matched with a mentor, the pair meets twice a month for four hours at a time, plans their own activities, and is supervised by a professional social worker, who oversees the mentoring relationship. For more information or to enroll in the program, please call the Bronx office directly. An answering service requests that you leave a message. Your call will be returned by one of the program's case workers. There is a waiting period for the program and the waitlist may be extensive. The waiting list may be closed; please call for details.
- A long-time partner of Big Brothers Big Sisters of NYC is the Jewish Child Care Association (JCCA), a not-for-profit, multicultural agency serving children and families. BBBS of NYC has an on-site office at JCCA's Bronx location.
- Offers FREE services
- English, Spanish

### **Bronx AIDS Services - Go Girl!**

953 Southern Blvd., Suite 201

Bronx, NY 10459

718-295-5690

Mon-Fri 9am-6:30pm - Please call for specific program hours.

[www.basnyc.org/gogirl.htm](http://www.basnyc.org/gogirl.htm)

- Non-profit substance abuse, HIV, and violence prevention program for high-risk girls ages 12-17 who reside in the Bronx and are involved (or at risk of involvement) in the juvenile justice system. Provides mentoring, writing workshops, and recreational activities.
- Each Go Girl! program cycle lasts 3 months. Please contact the center to register for current or upcoming cycles.
- Offers FREE services

English, Spanish

**Bronx Health Link**

851 Grand Concourse, Room 914  
Bronx, NY 10451  
718-590-2648  
Mon-Fri, 9am-5pm  
[www.bronxhealthlink.org](http://www.bronxhealthlink.org)

- Non-profit community-based organization providing Bronx residents with phone information and referrals regarding local health services and resources; bilingual workshops on perinatal and baby care, including breastfeeding, Sudden Infant Death Syndrome (SIDS), child safety and birth control, emergency contraception, and family planning. Workshops are also offered on hypertension, diabetes, nutrition and obesity, male and female anatomy, sexually transmitted infections (STIs), and adolescent hygiene.
- All services are free.
- English, Spanish

**Bronx Newborn Home Visiting Program – NYC Dept. of Health and Mental Hygiene**

718-579-2878  
Mon.-Fri., 8 am – 5 pm  
[www.healthyfamiliesnewyork.org](http://www.healthyfamiliesnewyork.org)

- Provides one free home visit by a public health educator to help families obtain needed services, plus extra help with breastfeeding. Available to all first-time mothers in the South Bronx, regardless of age or immigration status.
- Serves people only in zip codes 10451, 10452, 10453, 10454, 10455, 10456, 10457, 10459, 10460, and 10474.
- Languages: Translation available in 179 languages.

**Bronx Teen Family Services Center - Inwood House**

522 Courtland Avenue  
Bronx, NY 10451  
718-742-8100  
Office Hours: Mon-Fri, 9am-5pm  
[www.inwoodhouse.com/programs.html](http://www.inwoodhouse.com/programs.html)

- Non-profit center providing students and their caretakers at P.S. 43, MS 363, MS 223, MS 328, and University Heights High School with after-school care, youth development programs, prevention/intervention services, family engagement, and referrals for expecting mothers.
- Individuals must be socially and financially eligible for services; please call for more details. Family day care is offered at various locations throughout the Bronx.
- Family Day Care services are based on income and family size; please call for details.
- English, Spanish

**Bronx YMCA**

2 Castle Hill Avenue

Bronx, NY 10473

718-792-9736

General Facility Hours: Mon-Fri, 5:30am-10pm; Weekends: 7am-8pm

Diabetes Prevention Program: Please call to find out when the next class cycle begins.

Participants must start from the beginning.

<http://www.ymcanyc.org/bronx>

- Non-profit, community-based organization offering children, teens, adults, and seniors health, fitness, sports, and recreation programs; a summer camp; a diabetes prevention program; and access to a computer resource center.
- For location-specific program information, please visit <https://register.ymcanyc.org/categories> For more information about the Diabetes Prevention Program, please call. This YMCA location provides after-school programming at certain local schools. For more information, please call the above-listed number.
- Membership fees apply. Financial assistance is available based on need. For more information, please visit [www.ymcanyc.org/index.php?id=252](http://www.ymcanyc.org/index.php?id=252) . Diabetes Prevention Program: \$325 per participant; \$40 for YMCA members; \$80 discounted fee for non-members.
- Financial assistance for youth available through the YMCA Strong Kids Campaign. Anyone with a referral from a health professional who meets program requirements will not be turned away due to inability to pay.
- English, Spanish

**Catholic Guardian Society and Home Bureau - 1780 Grand Concourse**

1780 Grand Concourse, 2nd Floor

Bronx, NY 10453

718-228-1515

Office Hours: Mon-Fri, 9am-5pm

<http://cgshb.org/?tabid=97>

- Non-profit organization providing families in need with access to low-cost family day care and a shelter for women who are pregnant or have children up to age 2.
- This facility also operates preventive, therapeutic, youth development, and after-care services for those involved in the foster care/adoption system or the juvenile justice system. Referrals for these programs must go through the state. Please call for more information.
- Offers FREE services, Sliding fee scale/assistance based on need
- Family day care services charge families on a sliding fee scale.
- African languages/dialects, Creole, English, French, Spanish

**Catholic Guardian Society and Home Bureau - Westchester Ave. Office**

1990 Westchester Avenue, 1st and 2nd Floors

Bronx, NY 10462

718-828-0300

Monday - Friday: 9am-5pm

<http://cgshb.org/?tabid=97>

- Non-profit organization providing foster care prevention services, family counseling, Healthy Families home visiting program, counseling for children in the program, and foster care placement.
- For foster care inquiries, please call CGSHB main office (212) 371-1000.
- Offers FREE services
- English, Spanish

**Crotona Achievement Center - South Bronx Educational Foundation**

843 Crotona Park North

Bronx, NY 10460

718-861-1495

Office hours: Mon-Fri, 9am-5pm Please call for program schedules.

<http://crotonacenter.com/>

- Non-profit educational center providing boys, ages 9-14, with after-school and summer enrichment programs that offer leadership clubs, professional skill development, mentoring and tutoring, standardized test and career preparation, and an academic achievement program.
- Prospective students are asked to attend an initial in-person registration interview before enrolling. Students with behavioral problems will not be accepted.
- Offers FREE services
- As of 2008, there are separate \$200 enrollment fees for each spring, summer, and fall. If an individual is unable to pay the full amount, he may pay what he can afford.
- English, Spanish

**Early Childhood Services - East Side House Settlement**

375 East 143rd Street

Bronx, NY 10454

718-292-5335

Mon-Fri, 8am-3:30pm

[www.eastsidemuseum.org/pmwiki/Main/EarlyChildhood](http://www.eastsidemuseum.org/pmwiki/Main/EarlyChildhood)

- Non-profit program providing children and their parents with education and social services, including nutrition counseling, assistance transitioning into the public school system, Head Start for children ages 3-5, and day care for children ages 2-5.
- Eligibility for Head Start is determined by income and family size. If eligible, all services are free.

- In order to be eligible for day care, parent must be working or in school and pay a fee determined by income. The minimum fee is \$3/week.
- East Side House has several additional Head Start and Day Care locations in the South Bronx; please call for more information.
- Head Start is free for eligible children.
- Day Care fees determined by sliding fee scale based on family income.
- English, Spanish

**Episcopal Social Services - Bronx**

500 Bergen Avenue

Bronx, NY 10455

718-665-2321

Mon-Fri 8am-7pm

<http://www.essnyc.org/>

- Multi-service non-sectarian organization providing youth under age 20 with foster care and adoption services; on-site medical, dental, and mental health care; early intervention, early Head Start, and after-school programs; family preservation services; independent living skills training; residential care; foster parent training; and certification for adoptive parents. Network program for ex-convicts provides anger management and job placement.
- Medical, dental and mental health services are only provided to children within the foster care program.
- Accepts Child Health Plus, Accepts Medicaid, Sliding fee scale/assistance based on need
- English, Spanish

**Family to Family Health Care Information & Education Center**

1050 Forest Hill Road #108

Staten Island, NY 10314

800-866-1068

Mon-Fri, 9am-1:30pm Note: leave voicemail if staff was not reached directly

<http://www.parenttoparentnys.org/healthcare/>

- Non-profit, family-staffed program that provides the families of children and youth with special health care needs with health care information, health care insurance and other medical expense information, referrals, and connections to resource parents for support.
- E-mail questions to [f2fstatenisland@verizon.net](mailto:f2fstatenisland@verizon.net)
- Offers FREE services
- English, Spanish

**Girls Incorporated of New York City**

64 Beaver St., Suite #121

New York, NY 10004

212-531-7620

Mon-Fri, 10am-6pm

[www.girlsincnyc.org](http://www.girlsincnyc.org)

- Non-profit local affiliate of a national non-profit youth organization offering girls ages 9-18 educational programs, including Operation SMART, a math and science program; Preventing Adolescent Pregnancy, education in health and sexuality; Media and Economic Literacy programs; and Project BOLD, a self-defense and violence prevention program.
- Programs are hosted by schools and community organizations in the five boroughs. Services are not held at the administrative office location.
- Girls must attend a current Girls Inc. host school or community organization to be eligible for services, therefore walk-ins are not accepted. Girls also must live in one of the five boroughs to be eligible for services. Please call for an appointment or for more information.
- Most programs are free, but some have a minimal charge which is based on a sliding scale.
- English, Spanish

**Health People - Community Preventive Health Institute**

552 Southern Boulevard

Bronx, NY 10455

718-585-8585

Mon-Fri, 9am-5pm - Please call for program schedule.

[www.healthpeople.org](http://www.healthpeople.org)

- Non-profit peer-based prevention, training, and support organization offering South Bronx residents peer counseling, support groups, workshops, walk-in crisis intervention, and preventive health education on asthma, diabetes, heart disease, HIV/AIDS, and smoking cessation.
- Some support groups and workshops may be held off-site. Please call for detailed schedule.
- Offers FREE services
- Chinese, English, Spanish

**Healthy Families Morris Heights**

2306 Walton Avenue

Health Connections

Bronx, NY 10468

718-483-1255

Mon-Fri, 9am-5:30pm

Home visitation is flexible with some evening and weekend hours available.

[www.healthyfamiliesnewyork.org/programsites.cfm](http://www.healthyfamiliesnewyork.org/programsites.cfm)

- Non-profit program providing high risk pregnant women or women with babies under 3
- months in the north Bronx area with a supportive home visiting service that includes parent-child relationship development for bonding and attachment, activities, information and referrals for health, parenting skills, child development, child safety education, and nutrition until the child is 5 years old.
- Serves residents of the 10453 and 10468 zip code. Part of the Morris Heights Health Center's Health Connections program, which helps connect community members in need with available health and social services. For more information on Health Connections, please call the above-listed number.
- Offers FREE services
- English, Spanish

**Healthy Families Parkchester**

1990 Westchester Avenue, 2nd Floor

Bronx, NY 10462

718-828-0300

Office: Mon-Fri, 9am-5pm

[www.healthyfamiliesnewyork.org/programsites\\_nyc.cfm#bronx3](http://www.healthyfamiliesnewyork.org/programsites_nyc.cfm#bronx3)

- Non-profit, community-based program providing at-risk expectant or new parents with a home visiting service that includes information and referrals for health, parenting skills, child development, child safety education, and nutrition until the child is 3 or 5 years old.
- Serves residents of the 10462, 10472, and 10460 zip code on a voluntary basis. Healthy Families Parkchester is housed in, and works closely with, the Catholic Guardian Society and Home Bureau, a non-profit child welfare organization. Please call for more information.
- Welcomes undocumented immigrants.
- Offers FREE services
- English, Spanish

**Junior Diabetes Research Foundation - New York Chapter**

432 Park Avenue South, 15th Floor

New York, NY 10016

212-698-2860

Mon-Fri, 9am-5pm

[http://www.jdrf.org/index.cfm?page\\_id=104256](http://www.jdrf.org/index.cfm?page_id=104256)

- Non-profit organization providing individuals with, or at risk of developing, Type 1 diabetes with Web-based information, community outreach, a mentoring program, and support groups.
- See website or call for specific meeting locations and times. Meetings held in the following boroughs: Manhattan, Queens, Brooklyn, and Staten Island.
- Offers FREE services
- English, Spanish

**Kingsbridge Heights Community Center - Early Head Start**

3101 Kingsbridge Terrace

Bronx, NY 10463

718-884-0700

Office Hours: Mon-Fri, 9am-5pm

<http://www.khcc-nyc.org/early-childhood/early-head-start.php>

- Non-profit early childhood learning center providing Early Head Start for low-income families who have children ages 0-3 and/or pregnant women with family-centered counseling, pregnancy support, and half-day Head Start classes for children ages 3-4.
- Must meet financial eligibility requirements to be discussed with intake coordinator. There are different geographical restrictions for each program. Please call for more information about eligibility. Please call intake for more information or walk in to register for the program.
- Services are free for eligible participants.
- English, Spanish

**Mind-Builders Creative Arts Center**

333 East 207th Street

Bronx, NY 10467

718-652-6256

Main office: Tues-Sat 10am-6pm

Each program has its own hours, please call for more information.

[www.mind-builders.org/index.html](http://www.mind-builders.org/index.html)

- Non-profit arts organization providing teens with the Positive Youth Troupe, a musical theater program that also provides free counseling, conflict resolution, and tutoring; a community folk culture paid internship program; and dance and music classes for individuals of all ages.

- The Positive Youth Troupe and internship programs require an audition/interview for admission. A stipend is awarded to interns. Please check Web site for schedules and program specifics.
- Offers FREE services. Sliding fee scale/assistance based on need. Positive Youth Troupe program is free; folk culture internship provides a stipend. Tuition subsidies, merit scholarships, work exchange, and financial aid are available. No student is turned away due to financial constraints.
- English

**MOST, Inc. (Mothers of Supertwins) / PreemieCare**

P.O. Box 306  
 East Islip, NY 11730  
 631-859-1110  
 877-434-MOST

Office and hotline: Mon, Tues, Thurs, 10am-2pm; Wed 10am-4pm

[www.mostonline.org/index.htm](http://www.mostonline.org/index.htm)

- National non-profit organization offering families affected by high-risk pregnancy (with a focus on premature infants and/or multiple births) support groups, telephone counseling, health information and education, and referrals for additional services.
- Services are available for those affected by high-risk pregnancy well beyond infancy. MOST and PreemieCare also offer individuals and non-profits assistance creating local support groups. PreemieCare is the daughter organization of MOST. For more information, please visit their Web site at [www.preemiecare.org](http://www.preemiecare.org). E-mail: Info@MOSTonline.org.
- Most services are provided over the phone or on-line. Please call for support group locations.
- PreemieCare services are free, while the MOST program requests a one-time membership payment of \$45.
- English

**New York City Child Care Resource & Referral Consortium**

110 William Street  
 New York, NY 10038  
 888-469-5999

Monday through Friday from 8:00 a.m. to 6:00 p.m.

<http://www.nycchildcareconsortium.org/>

- Non-profit program providing families with referrals for childcare from birth to school age, including answers to child care questions, contact information for local services, assistance applying for child care subsidies, workshops, and other information; also offers job training and other assistance to providers.
- The Consortium is made up of the following agencies: Center for Children's Initiatives, Child Development Support Corporation, Chinese-American Planning Council, The Committee for Hispanic Children and Families, Day Care Council of New York.

- Offers free and low-cost referral and assistance services. Families are referred to child care services that meet their income and needs.
- Creole, English, Spanish , Mandarin, Cantonese

**New York Junior Tennis and Learning**

58-12 Queens Boulevard, Suite 1

59th Street Entrance

Woodside, NY 11377

718-786-7110

Office Hours: Mon-Fri, 9am-5pm

After-school Program Hours: Mon.-Fri.: 3-6 pm

[www.nyjtl.org](http://www.nyjtl.org)

- Non-profit organization providing youth ages 6-18 throughout the five boroughs with free tennis classes, recreation programs, and free after-school programs, including the Aces Clubs program offering grades K-8 recreation and academic enrichment throughout the five boroughs.
- Interested individuals must register in person. To find a specific location and get more information about hours, please call the main office or visit the Web site. There are also programs offered for each season of the year.
- Offers FREE services
- English

**New York Public Library - Health, Fitness, and Wellness**

New York, NY 10010

917-275-6975

[http://www.nypl.org/events/classes?location=&series=&topic=4267&audience=&date\\_op=GREATER\\_EQUAL&date1=09%2F07%2F2012](http://www.nypl.org/events/classes?location=&series=&topic=4267&audience=&date_op=GREATER_EQUAL&date1=09%2F07%2F2012)

- Public program offering free fitness classes for youth and adults throughout Manhattan, Staten Island, and the Bronx.
- Offers FREE services
- English, Spanish

**New York State Department of Health - Early Intervention Program**

Corning Tower, Room 287

Albany, NY 12237

518-473-7016

800-522-5006

[http://www.health.ny.gov/community/infants\\_children/early\\_intervention/](http://www.health.ny.gov/community/infants_children/early_intervention/)

- Nonprofit program providing infants and toddlers (up to age 3) that have or are suspected of having cognitive, physical, communication, social/emotional, and/or adaptive

developmental delays with the following: early intervention services including free screenings, treatment, and supportive services.

- To request application materials, please call one of the above-listed hotlines.
- Offers FREE services
- English

**Nurse Family Partnership - NYC Dept. of Health**

8268 164th St

Jamaica, NY 11432

718-883-4195

Office hours: Mon-Fri, 8am-5pm

Drop-in center hours: Mon-Fri, 8am-4pm

[www.nyc.gov/html/doh/html/ms/ms-nfp.shtml](http://www.nyc.gov/html/doh/html/ms/ms-nfp.shtml)

- Public program providing low-income first-time mothers with weekly home visits by registered nurses (during pregnancy and until the child is 2 years old) providing case management and early childhood development curriculum; also operates an on-site drop-in center providing domestic violence victims' services, entitlements screenings, referrals, and short-term follow up.
- First-time mothers must be enrolled in the program by their 28th week of pregnancy, at the latest, and once enrolled, are encouraged to remain in the program until their child is 2 years old.
- Please call the main number above to find out more about the location that serves your community.
- Offers FREE services
- Creole, English, Spanish

**NYC HRA/Dept. of Social Services - Teen Link**

New York, NY 10001

<http://www.nyc.gov/html/hra/teenlink/html/home/home.shtml>

- Public Web site providing teens with information, resources and advice regarding intimate partner violence, reproductive health and teen pregnancy.
- Teen Link is run by the New York City Human Resources Administration.
- Offers FREE services
- English, Interpreter services available - (Web site can be translated into many other languages)

**NYC Parks and Recreation - Classes and Events**

830 Fifth Avenue

The Arsenal

New York, NY 10065

212-NEW-YORK

See website for specific event times/locations.

<http://www.nycgovparks.org/events>

- Public Web site providing New Yorkers with information on free and low-cost wellness services throughout New York City, including fitness activities, classes, facilities, and leagues; a calendar of free recreational events; and tips on wellness and nutrition.
- To find a facility, please visit [www.nycgovparks.org/facilities](http://www.nycgovparks.org/facilities). To view the events calendar, please visit [www.nycgovparks.org/events](http://www.nycgovparks.org/events). For all other Parks and Recreation programs, please visit the Web site.
- Offers FREE services
- Some centers and programs have modest fees. Please see the Web site for more information.
- Chinese, English, Russian, Spanish
- Web site available in Spanish, Russian, and Chinese. Languages spoken at various programs and facilities vary.

**Parent to Parent of New York State - Bronx Office**

1650 Selwyn Avenue

Bronx, NY 10457

347-590-2921

Parent volunteer hours vary. Weekday mornings are optimal. If no one can be reached, e-mail [bronx@parenttoparentnys.org](mailto:bronx@parenttoparentnys.org).

<http://www.parenttoparentnys.org/index.php/offices/bronx/>

- Non-profit organization providing families and providers of individuals with special needs with support, parent linkages, help accessing health care support services, trainings and workshops, and information and referrals.
- Located within Bronx Lebanon Hospital Center, Pediatric Department/Autism Center.
- Offers FREE services
- English, Spanish

**Police Athletic League - New South Bronx**

991 Longwood Avenue

Bronx, NY 10459

718-991-2447

After-School: Mon-Fri, 3pm-6pm (extra tutoring is available from 6pm-7pm)

Evening program: Tues, Thurs 6:30pm-9pm

Summer Day Camp Mon-Fri, 8am-6pm

Only the cooking program, the day camp, and the teen center run throughout the summer. All other programs run only during the school-year.

<http://www.palnyc.org/800-PAL-4KIDS/Center.aspx?id=13>

- Non-profit center offering youth after-school and summer camp programs (ages 6-13); a recreational evening program (ages 14-19); a teen employment program (ages 14-18); and YouthLink, which offers counseling, anger management, and life skills workshops for youth ages 12-19 who have been referred by the probation department.
- To become a member, please pick up registration forms on the 2nd floor between 9am and 6:30pm. All programs (except summer camp) begin at 3pm or later.
- There is a social worker on staff during the school year.
- Sliding fee scale/assistance based on need
- General membership is free. The after-school program is \$50/year, and the summer camp is \$700/summer (7-week program). There are 150 free slots available for each program through OST, but these spots fill very quickly. Please call for more information.
- English, Spanish

**Police Athletic League - Webster Center**

2255 Webster Ave.

Bronx, NY 10457

718-733-6748

Office Hours: Mon,Fri, 9am-6pm; Tues, Wed, Thurs, 9am-9pm

After-school program: Mon-Fri, 3pm-6pm Summer day camp: Mon-Fri, 8am-6pm

Teen Night: Tues, Wed, Thurs, 6:30pm-9pm

Please call or visit the website for more program hours.

<http://www.palnyc.org/800-PAL-4KIDS/Center.aspx?id=14>

- Non-profit center offering an after-school program (grades K-5) with three components, PAL SMARTS (academic enrichment), PAL ARTS (arts learning), and PAL FIT (fitness/wellness and health) ; an evening program (ages 14-19); and a summer day camp (ages 6-13).
- There may be a wait list for OST-funded services.
- Offers FREE services
- Children in grades K-5 must be signed up early to qualify for the OST-funded services; late sign-ups will be placed on a wait list. For children in middle school and older, there is an annual \$50 fee for the after-school program. The teen night program is free for all participants.
- English

**Resources for Children with Special Needs**

116 East 16th Street, 5th floor

New York, NY 10003

212-677-4650

Mon-Fri, 9am-5pm

[www.resourcesnyc.org](http://www.resourcesnyc.org)

- Not-for-profit organization for parents, caregivers and professionals seeking help for children and young adults (ages birth-27) with disabilities and special needs living within the 5 boroughs of NYC through information, training, referrals, and advocacy.
- Also provides a comprehensive resource directory of programs and services for children with special needs at [www.resourcesnyc.org](http://www.resourcesnyc.org).
- Sliding fee scale/assistance based on need
- Phone consultations are free; donations are welcome.
- English, Spanish

**Saint James Recreation Center**

2530 Jerome Avenue

Bronx, NY 10468

718-367-3657

General Hours: Mon-Fri, 9am-8:45pm; Sat, 9am-4:45pm

After-school program: Mon-Fri, 3pm-6pm

Summer Youth Program: Mon-Fri, 10am-2pm

<http://www.nycgovparks.org/facilities/recreationcenters/X044>

- Public community center providing children, adults, and seniors with social, recreational, and educational activities, including sports programs, arts and crafts, fitness classes, computer classes, and free after-school and summer youth programs.
- For information on specific classes and activities, visit the Web site and click "Schedules."
- For more information about city-sponsored after-school programming, please visit [www.nycgovparks.org/programs/recreation/afterschool](http://www.nycgovparks.org/programs/recreation/afterschool)
- Free membership for youth under 18. Discounted membership fee of \$25 for seniors over 62. All other adult users pay the full membership fee of \$150 per year. Some programming, such as any "Shape Up NYC" class, may be free to members of the community.
- English, Spanish

**Saint Mary's Recreation Center**

450 St. Ann's Avenue

Bronx, NY 10455

718-402-5155

General Facility Hours: Mon-Fri, 8am-9pm Sat, 8am-5pm

"Swim for Life" Youth Swim Program: Mon-Fri, 12pm-1pm or 2pm-3pm

After School Program: Mon-Fri, 3pm-6pm

<http://www.nycgovparks.org/facilities/recreationcenters/X045>

- Public recreation center that provides children, adults, and seniors with fitness and recreational activities, access to a computer lab, and free after-school and youth summer programs.
- For information on specific classes and activities, visit the Web site and click "Schedules." For more information about city-sponsored after-school programming, please visit [www.nycgovparks.org/programs/recreation/afterschool](http://www.nycgovparks.org/programs/recreation/afterschool) Call for availability and registration information for Swim for Life, After-school, and summer youth programs.
- Free membership for youth under 18. Discounted membership fee of \$25 for seniors over 62. All other adult users pay the full membership fee of \$150 per year. Some programming, such as any "Shape Up NYC" class, may be free to members of the community.
- English, Spanish

**SKIP (Sick Kids need Involved People) of New York**

601 W. 26th Street, 5th floor

New York, NY 10001

212-268-5999

Mon-Fri, 8:30am-5:30pm

<http://www.skipofny.org/>

- Non-profit organization offering the families of chronically ill, medically fragile, or developmentally disabled children advocacy, case management, and service coordination.
- In-home services are provided for clients who are unable to leave their homes. For first-time referrals, please dial ext. 191 for the Intake Coordinator.
- Most clients are eligible for Medicaid Waivers. Uninsured clients may get assistance obtaining coverage. Offers Medicaid Service Coordination for eligible individuals.
- English

**South Bronx Healthy Families**

1650 Selwyn Avenue, Suite 5H

Bronx, NY 10457

718-960-2084

Mon-Fri, 8:30am-5pm

[www.healthyfamiliesnewyork.org/programsites.cfm](http://www.healthyfamiliesnewyork.org/programsites.cfm)

- Non-profit organization providing at-risk expectant or new parents with a home visiting service that includes information and referrals for health, parenting skills, child development, child safety education, and nutrition until the child is 5 years old.
- Housed in the Center for Comprehensive Care at Bronx-Lebanon Hospital.
- Serves South Bronx zip codes 10457, 10458, and 10460. Please call in advance.
- Participation is voluntary and individual is free to stop participation at any point if desired.
- Offers FREE services
- African languages/dialects, English, French, Spanish

**Southeast Bronx Neighborhood Center - Jobs for Youth Apprenticeship Program**

751 East 161st Street

McKinley Community Center

Bronx, NY 10456

718-993-8259

Program Hours: Mondays-Fridays, 3pm-6pm

Youth Leadership Saturday Program: 10am-2pm

Saturday Basketball Clinic: 12pm-4pm

<http://www.sebnc.org/program11.aspx>

- Non-profit center providing youth ages 11-15, or grades 6-8, with after-school academic and vocational programming, including job-based learning and placement as well as summer programs and recreation.
- Classroom sessions are held at the McKinley Community Center. Open to all youth in the surrounding neighborhoods.
- Offers FREE services
- English

**Sports Foundation, Inc.**

871 Westchester Avenue

Bronx, NY 10459

718-665-9585

Mon-Fri, 9am-6pm - Fitness center may have extended hours, and different activities run from different times. For more specific scheduling information, please call the main office. Normal services extended during summer.

- Non-profit community center that offers youth ages 8-18 sports programs, tutoring, substance abuse prevention counseling and groups, and advice regarding alternative careers in sports; and also offers referrals to family members.
- Applications are accepted from youth in all five boroughs. Referrals are not required, walk-ins are accepted. To apply, please call to make an intake appointment. Youth (17 & under) must be accompanied by their parents or guardians when applying.
- Offers FREE services
- \$300 registration fee for summer programs
- English, Spanish
- Normal services extended during summer

**Sports & Arts in Schools Foundation**

58-12 Queens Boulevard, Suite 1

Woodside, NY 11377

718-786-7110

Office Hours: Mon-Fri, 9am-5pm

Program hours and locations vary. Please call for more information.

<http://www.sasfny.org/>

- Non-profit organization offering youth from low-income families in grades K-12 with after-school and summer activities, including educational/academic, sports, arts, college application assistance, and other recreational programming.
- Programs located throughout the five boroughs. For location information, or to apply for the program, please call the above-listed telephone number. Sports & Arts in Schools Foundation also offers school-based programming for children attending specific public schools in New York City. Please call for more information.
- Offers FREE services
- English

**The Family Center**

315 West 36th Street, 4th Floor

New York, NY 10018

212-766-4522

800-219-4522

Office Hours: Mon-Fri, 9am-5pm

Counseling hours: Mon-Fri, 9am-7pm

[www.thefamilycenter.org](http://www.thefamilycenter.org)

- Non-profit organization serving families in which one or both parents or guardians have a life-threatening illness and need assistance in planning for the future; provides home-based counseling, legal services, support services, recreational programs, education, and research.
- Parents with a life-threatening illness must be caring for one or more children under the age of 18. Intake and assessment of potential clients takes place over the phone; please call the intake number listed above. Once accepted into the program, a social worker will follow up to schedule a home assessment. This is one of two office locations for The Family Center. Services are available throughout the five boroughs. The second office is located at 493 Nostrand Avenue, Second Floor, Brooklyn, NY 11216.
- Offers FREE services
- Creole, English, French, Korean, Spanish

**United Bronx Parents - Women's Supportive Services**

603 Prospect Avenue, 1st Floor

Bronx, NY 10455

718-402-5142

Mon-Fri, 9am-5pm

[http://www.ubpinc.org/lang1/womens\\_supportive\\_services.html](http://www.ubpinc.org/lang1/womens_supportive_services.html)

- Non-profit outpatient harm reduction program offering women with HIV/AIDS support groups, educational groups, breakfast, lunch and nutrition services, transportation to and from the center, childcare for parents, and recreational activities and trips.
- All HIV-positive women and their partners/families receiving UBP HIV case management services are eligible. Referrals from other agencies that do not provide these support services are accepted.
- Please call and speak to the Intake Coordinator to begin admissions procedures.
- Accepts Medicaid
- Please call for additional information on fees.
- English, Spanish

**WHEDCO - Education and Youth Development**

1220 Gerard Avenue (Located within PS/MS 218)

Bronx, NY 10452

718-588-5712

Teen Program: Mon-Fri, 6pm-8pm

Summer camp: Mon-Fri, 8am -5:30pm (7 week program, starts first week of July)

<http://www.whedco.org/education/youthdevelopment>

- Non-profit educational center providing children and teens with a summer camp (grades K-8) and an after-school Teen Program (ages 14-18), which offers tutoring, college preparation, and recreation.
- Spots in the summer camp are first-come, first-served. Please call to confirm availability before applying. These programs are open to youth in the community and are not limited to PS/MS 218 students. However, this site also offers after-school and other academic services for students of PS/MS 218.
- Offers FREE services
- There is a fee of \$300 for the summer camp, please call for more information. Priority given to children with HRA or ACD vouchers.
- English, Spanish

**National Hispanic Family Health Helpline (Su Familia)**

866-783-2645

Mon.-Fri., 9 am – 6 pm

[www.hispanichealth.org](http://www.hispanichealth.org)

- For Hispanic families, provides confidential health information on many health topics and referrals to health care providers.
- Languages: English, Spanish.

**Child Vehicle Safety Hotline**

888-327-4236

Mon-Fri. 8 am – 8 pm

[www.safercar.gov](http://www.safercar.gov) and [www.nhtsa.gov](http://www.nhtsa.gov)

- U.S. government agency that provides information on child safety for cars. Offers referrals to safety stations to check child booster seats.
- Languages: English, Spanish.

**Child Welfare Organizing Project**

156 W. 164th St. (corner Ogden Ave.)

Highbridge, Bronx 10452

(718) 293-4352

Mon.-Fri., 9 am – 5 pm

[www.cwop.org](http://www.cwop.org)

- Organization of parents involved with the child welfare system. Provides advocacy and support groups for parents concerning ACS (Administration for Children's Services), referrals for legal services, domestic violence counseling, and other resources.
- Languages: English, Spanish.

**Poison Control Center**

800-222-1222

24 hrs./7 days

- Provides first aid information, emergency instructions, and referrals in cases of suspected poisoning.
- Languages: English, Spanish, and can obtain translators in other languages

**Bronx Fatherhood Program**

c/o Visiting Nurse Service of New York

389-391 E. 153rd St.

Bronx, NY 10455

(718) 742-7100

Mon.-Fri., 9 am-5 pm

[www.vnsny.org](http://www.vnsny.org)

- Provides workshops on parenting skills, child development, anger management, legal counseling, and job readiness.
- Language: English

**Childbirth Connection**

[www.childbirthconnection.org](http://www.childbirthconnection.org)

- No classes, but information on their website about all aspects of pregnancy, birth, and the postpartum period.
- Languages: English; some documents in Spanish.

**Childbirth Education at Jacobi Hospital**

1400 Pelham Parkway  
Building # 8, 3<sup>rd</sup> Floor,  
Bronx, NY 10461  
718-918-6391  
Mon, Wed-Fri., 9am-4:30pm and Tue., 9am-8pm

- Classes can include labor, delivery, postpartum care, infant care, and parenting.
- Languages: English, Spanish

**Childbirth Education at North Central Bronx Hospital**

3424 Kossuth Ave.  
Bronx, NY 10467  
718-519-3975

- Classes can include labor, delivery, postpartum care, infant care, and parenting.
- Languages: English, Spanish

**Choices in Childbirth**

441 Lexington Ave., 19th floor  
New York, NY 10017  
212- 983-4122  
Mon.-Fri: 10 am – 6 pm  
[www.choicesinchildbirth.org](http://www.choicesinchildbirth.org)

- Offers free workshops in Manhattan on healthy birth choices.
- Publishes New York City Guide to a Healthy Birth, with lists of care providers and childbirth information and resources.
- Website has much information on pregnant women's rights and options in childbirth.
- Language: English

**Every Person Influences Children (EPIC)**

212-870-2910  
Mon.-Fri., 9 am - 4:30 pm  
[www.epicforchildren.org](http://www.epicforchildren.org)

- Works with parents, teachers and community members through parent involvement, trainings and workshops to help parents raise responsible and academically successful children. Languages: English, Spanish

**Fathers4Progress**

c/o Fatherhood Training Center

281 East Burnside Ave.

Bronx, NY 10457

(718) 299-6500 x208

Mon., 9 am-8 pm; Tues.-Fri., 8:30 am-4 pm

[www.fathers4progress.org](http://www.fathers4progress.org)

- Offers one-on-one counseling, male peer group, family support, re-entry for formerly incarcerated men, referrals, resume building, job preparation skills, ESL classes, computer literacy training.
- Language: English.

**National SIDS/Infant Death Resource Center**

866-866-7437 (toll-free)

Bereavement Hotline: 800-221-7437

Mon.-Fri., 9 am – 5 pm

[www.sidscenter.org](http://www.sidscenter.org)

- Provides information on SUID and SIDS and referrals to support services
- Languages: English

**New York City Department of Education**

**New York Foundling Crisis Nursery**

212-472-8555

24 hrs. /7 days

Spanish-speaking operators: Mon- Fri. 9 am - 8 pm.

English – speaking Operators: Sat. 9 am - 5 pm

[www.nyfoundling.org](http://www.nyfoundling.org)

- Provides crisis intervention, counseling and referrals.
- Languages: English, Spanish

**NYC Sudden Infant and Child Death Resource Center – A Program of Public Health Solutions**

520 First Ave. and 30th St., Rm. 117

New York, NY 10016

212-447-2328

Mon.-Fri., 8 am – 4 pm

[www.healthsolutions.org/sids](http://www.healthsolutions.org/sids)

- Helps parents protect their baby from sudden death and gives support to parents who have had pregnancy loss, stillbirth, or the loss of an infant or child. Personal counseling is also available by appointment.
- Workshops are held on the second Tuesday of each month from 11 am – 12 noon.
- Languages: English (Spanish available only in literature)

**La Leche League International**

800-LALECHE (525-3243)

24/7 voicemail: 877-452-5324

Mon.-Fri., 10 am - 6 pm

[www.llli.org](http://www.llli.org)

- Breastfeeding information and mother-to-mother support

**March of Dimes**

English website: [www.marchofdimes.com](http://www.marchofdimes.com)

Spanish website: [www.nacersano.org](http://www.nacersano.org)

- Works to improve the health of pregnant women and all babies.
- For answers to your maternal/infant health questions, email askus@marchofdimes.com or visit the websites listed.

**National Advocates for Pregnant Women**

212-255-9252

[www.advocatesforpregnantwomen.org](http://www.advocatesforpregnantwomen.org)

- NAPW is a legal advocacy office helping drug-using pregnant women who have been arrested or have had their children removed from their home. NAPW cannot offer direct legal help, but may provide referrals or give information about legal assistance.
- Language: English

**National Breastfeeding Helpline**

800-994-9662

TDD: 888-220-5446

Mon.-Fri., 9 am - 6 pm

- Offers information, counseling, and referrals about breastfeeding. *Languages: English, Spanish.*

**National Hispanic Prenatal Helpline**

800-504-7081

Mon.-Fri., 9 am – 6 pm

[www.hispanichealth.org](http://www.hispanichealth.org)

- For Hispanic women, provides confidential phone information and written materials about pregnancy and referrals for prenatal care
- Languages: English, Spanish

**Rose F. Kennedy Children's Evaluation and Rehabilitation Center (CERC), Albert Einstein College of Medicine**

Van Etten Building (Building 5), Jacobi Medical Center

1225 Morris Park Ave. (near Seminole Ave.)

Bronx, NY 10461

718-430-8500

Mon.-Fri., 8:30 am - 5 pm

[www.einstein.yu.edu/cerc](http://www.einstein.yu.edu/cerc)

- Offers many kinds of diagnosis, medical care, and counseling for infants, children, and teenagers with all types of disabilities (physical, hearing, speaking, and learning).
- Children do not need to be referred by doctors; parents can call for an appointment.
- Languages: English, Spanish (French, Creole, Polish and Mandarin at certain times)

**Social Services****163rd Street Improvement Council**

490 East 167th Street

Bronx, NY 10456

718-620-6007

Mon-Fri, 9am-5pm

[www.163council.org](http://www.163council.org)

- Non-profit organization providing low-income residents of the Bronx (including individuals who are homeless and/or have special needs or mental health problems) with housing and support services including: counseling, information, advocacy, housing placement, and referrals.

- Appointments and referrals are required.
- Offers FREE services
- English, Spanish

**Acacia Network, Inc. - Housing Development Fund Corporation**

1794 Anthony Avenue

Bronx, NY 10457

718-583-1300

Mon-Fri, 8am-5pm

[http://acacianetwork.org/development\\_projects](http://acacianetwork.org/development_projects)

- Formerly known as Promesa.
- Non-profit multi-service agency providing low- and moderate- income individuals and individuals who have HIV/AIDS with affordable housing, assistance obtaining rent subsidies, and access to other Promesa services, including medical care and substance abuse treatment.
- Clients interested in services should call first to get more information and find out if they qualify. Eligible clients must meet low or moderate income levels as defined by Promesa, must reside in the Bronx, or must be HPD certified homeless.
- Please call to make sure there are vacancies.
- Offers FREE services
- English, Spanish

**Adult Day Habilitation Program - 149th Street - Services for the Underserved**

391 East 149th Street, Bronx, NY 10455

718-742-0344

Mon-Fri, 8am-3pm

<http://sus.org/>

- Non-profit day habilitation program providing developmentally disabled adults (ages 18+) with community integration skills, volunteer opportunities, recreational activities, and life skills training.
- Transportation is provided to and from the facility.
- Please call for an appointment.
- For intake, please provide documentation of psychosocial exam, annual medical exam, and LOC (Level of Care).
- Accepts Medicaid
- Please call the intake number listed above for more information on program's fees and payment options.
- English

**Adult Day Habilitation Program - Lybig Avenue - Services for the Underserved**

708 Lydig Avenue

Bronx, NY 10462

718-239-5434

Mon-Fri, 8am-3pm

[www.susinc.org/divisions/developmental-disabilities/services.aspx?service=adultdayhabilitation](http://www.susinc.org/divisions/developmental-disabilities/services.aspx?service=adultdayhabilitation)

- Non-profit day habilitation program providing developmentally disabled adults (ages 18+) with community integration skills, volunteer opportunities, recreational activities, and life skills training.
- Transportation is provided to and from the facility. For intake, please provide documentation of psychosocial exam, annual medical exam, ISP, and LOC (Level of Care).
- Please call for an appointment.
- Accepts Medicaid
- English, Sign Language, Spanish, Braille

**AHRC - Bronx Employment and Business Services**

4377 Bronx Boulevard, 3rd floor

Bronx, NY 10466

718-944-5099

Mon-Fri: 9am to 5pm

[www.ahrcnyc.org](http://www.ahrcnyc.org)

- Non-profit vocational rehabilitation program offering developmentally disabled adults ages 19+ with employment opportunities to work in private industry (supported employment) and in AHRC businesses (affirmative enterprises) with lifetime on-the-job support.
- Self-referrals are permitted. The center will assist in filing for ACCES-VR funding.
- ACCES-VR (Adult Career and Continuing Education Services - Vocational Rehabilitation) is an office of the New York State Education Department that promotes educational equity and excellence for individuals with developmental disabilities. ACCES-VR is formerly known as VESID. For more information on eligibility requirements and services offered through ACCES-VR, visit <http://www.vesid.nysesd.gov>
- Accepts Medicaid, Offers FREE services
- Program costs are completely covered for ACCES-VR-eligible consumers.
- English, Russian, Spanish, Tagalog, Bulgarian, Croatian

**AHRC - Bronx TBI Day Habilitation**

4377 Bronx Boulevard, 3rd floor

Bronx, NY 10466

718-944-5092

Office Hours: Mon-Fri, 8:30am to 4:30pm

Program Hours: Mon-Fri, 9am to 3pm

<http://www.ahrcnyc.org/services/services-by-speciality-area/tbi.html>

- Non-profit community-based day rehabilitation center providing adults who have an acquired traumatic brain injury (TBI) with educational, cultural, recreational, work, and volunteer opportunities designed to enhance independent living skills and promote community inclusion.
- Program participants must be 18 years or older and have an acquired traumatic brain injury (not a birth injury). The program is currently serving Bronx and Upper Manhattan residents. Referrals to the AHRC's Brooklyn-based TBI program are available for residents of lower Manhattan, Brooklyn, Queens and Staten Island.
- To make a referral, please call the above number. For more information on intake procedures, please call 212-780-2500 and ask for intake.
- Accepts Medicaid
- Participants may be funded through the Office of People with Disabilities, AHRC Waivers, a third-party payer, or private insurance. Staff members are available to assist with applications for coverage. Please call for more information.
- English, Spanish

**AHRC - Dorothy and Michael Styler Adult Day Center**

4377 Bronx Boulevard

Bronx, NY 10466

718-994-6060

Office Hours: Mon-Fri, 8:30am-4:30pm

Day Program Hours: Mon-Fri, 9am-3pm

[www.ahrcnyc.org](http://www.ahrcnyc.org)

- Non-profit day habilitation program providing developmentally disabled adults ages 18+ with counseling, recreational and educational activities, psychotherapy, nursing, independent living skills training, and a work readiness program to prepare participants for entry into the job market.
- Participants in the Day Habilitation program must be ages 18+ and have a documented developmental disability. Participants in the Work Readiness program must be New York City residents ages 21+, have a documented developmental disability, benefit from travel training, and demonstrate interest in working. Self-referrals welcome; please call the center for detailed intake procedures.
- Accepts Medicaid
- Consumers who are not Medicaid eligible should call the center for more information on payment policies.

- English, Russian, Spanish

**Andrew Jackson Senior Center - Presbyterian Senior Services (PSS)**

325 East 156th Street

Bronx, NY 10451

718-585-1640

718-585-1703

Mon-Fri, 8am-4pm

[http://www.pssusa.org/index.asp?Type=B\\_BASIC&SEC=%7B69D3C6AD-1004-4DB7-918D-72323CED848D%7D](http://www.pssusa.org/index.asp?Type=B_BASIC&SEC=%7B69D3C6AD-1004-4DB7-918D-72323CED848D%7D)

- Non-profit senior center providing seniors ages 60+ with recreational activities; exercise programs; monthly blood pressure screenings; educational programs and guest speakers on issues such as diabetes and nutrition; and daily breakfast and lunch.
- Walk-ins are accepted; please bring identification.
- Offers FREE services
- Breakfast: \$0.50 Lunch: \$1.25 All other services are provided free of charge.
- English, Spanish

**Argus Career Training Institute (ACT I)**

760 East 160th Street, 3rd floor

Bronx, NY 10456

718-401-5715

Mon-Fri, 9am-5pm

[www.arguscommunity.org/program/acti.html](http://www.arguscommunity.org/program/acti.html)

- Non-profit welfare-to-work program providing adults (ages 24+) on public assistance with training to become substance abuse counselors.
- Program consists of 39 weeks of classroom instruction and 90 days of post-job placement follow-up. Individuals must be ages 24+, low-income/receiving public assistance, have a high school diploma or GED, and, if there is a history of substance abuse, must be sober for at least one year. Self-referrals are accepted. Call center directly for an appointment. They will assist in filing for ACCES-VR funding.
- Offers FREE services
- Clients may apply for the program through ACCES-VR (Adult Career and Continuing Education Services - Vocational Rehabilitation; formerly known as "VESID"). ACT I will assist in filing an application.
- English, Spanish

**Argus Community - ACCESS I & II**

760 East 160th Street

Bronx, NY 10456

718-401-5734

Mon-Fri: 8:30am-4:30pm.

[www.arguscommunity.org/program/access.htm](http://www.arguscommunity.org/program/access.htm)

- Non-profit case management program for individuals with HIV/AIDS and their families, offering crisis intervention and counseling, 24-hour assistance, and home visits.
- Walk-ins taken, but appointments are preferred. Must provide proof of HIV+ status. Provides Metrocards for those coming to office for intake. Provides home-based intake for homebound individuals. All program participants are offered the Medication Education Diet Arts Lunch (MEDAL), which provides a nutritious lunch as well as informational sessions regarding medication education, nutrition, and managing one's health. For more information, please visit <http://www.arguscommunity.org/program/medal.htm> .
- Accepts Medicaid
- Accepts ADAP. Assists with public insurance application. No one will be turned away due to inability to pay or ineligibility for public insurance programs.
- English, Spanish

**Arturo Schomberg Senior Center**

1315 Franklin Avenue, Bronx, NY 10456

718-842-6880

Center hours: Mon-Fri, 9am-5pm Lunch served: Mon-Fri, 12pm

- Non-profit senior center providing individuals 60+ with social services, recreational activities, and congregate meals.
- Call intake for more information. Proof of age necessary for membership.
- Offers FREE services
- Suggested contribution for lunch is \$1.
- English, Spanish

**Athena House - Palladia**

718-860-8353

Open 24/7

<http://www.palladiainc.org/Public/Default.aspx?Housing=46>

- Non-profit Tier II domestic violence and sexual abuse shelter that provides housing for families affected by domestic violence.
- To enter this shelter, you must be referred through HRA. All individuals must be on public assistance. Some domestic shelters only allow clients over age 18. Clients under age 18 may be placed in youth programs and given special assistance.
- Offers FREE services, Sliding fee scale/assistance based on need
- English, Spanish

**Bartow Senior Center - JASA**

2049 Bartow Avenue

Bronx, NY 10475

718-320-2066

Mon-Fri, 9am-4pm Lunch is served at noon.

<http://www.jasa.org/services/senior-centers/bronx>

- Non-profit senior center providing the elderly ages 60+ with recreational and social programs, daily lunches/hot meals, home visits, discussion groups, nutritional education, blood pressure screenings, social work services, weekly shopping trips, and transportation to and from the center.
- Center open to anyone (including individuals residing outside of Co-op City).
- Offers FREE services
- Suggested donation for lunch is between \$1 and \$2, but those who cannot pay can still participate. Trips require a nominal fee. All other activities are free of charge.
- English, Russian, Spanish

**Bay Eden Senior Center**

1220 East 229th Street

Bronx, NY 10466

718-882-3815

Mon-Fri: 8am-4pm

<http://www.jasa.org/locations/bronx>

- Non-profit senior center offering individuals ages 60+ daily congregate breakfast and lunch, recreational activities, and assistance in filling out forms for government programs, such as food stamps and social security benefits.
- Please walk-in to register. Co-sponsored by Aging in America. For more information, please call (718) 409-7970.
- Offers FREE services
- Suggested donation of \$1.25 for lunch and \$0.75 for breakfast
- English

**Bedford Park Senior Center**

243 East 204th Street

Bronx, NY 10458

718-365-3725

Monday-Friday 8:00am-4:00pm

- Non-profit senior center providing adults ages 60+ case assistance, daily congregate lunch, recreational activities, and computer classes.
- Offers FREE services
- Suggested donation of \$2 for lunch

- English

**Betances Senior Center**

787 E 149th Street

Bronx, NY 10454

718-292-4922

Mon-Fri, 9am-5pm

[www.iprhe.org/directory.php](http://www.iprhe.org/directory.php)

- Non-profit senior center providing seniors ages 60+ with case assistance, recreational activities, arts & crafts, meals and an exercise program.
- Please bring photo identification to register. Registration is free.
- Offers FREE services
- \$1 suggested donation for meals.
- English, Spanish

**Boys Town National Hotline**

Boys Town, NE 68010

800-448-3000

Hotline is open 24 hours a day/7 days a week.

[www.boystown.org/Pages/default3.aspx](http://www.boystown.org/Pages/default3.aspx)

- Non-profit, 24-hour toll-free hotline providing callers with crisis counseling, resource information, and referrals to local services, with a focus on issues affecting children, teens, and parents.
- E-mail: [hotline@boystown.org](mailto:hotline@boystown.org) Boys Town also operates [www.parenting.org](http://www.parenting.org), a Web site with informational resources for parents.
- Offers FREE services
- English, Spanish

**Bronx County District Attorney's Satellite Office - Crime Victims Unit**

4101 White Plains Road

Bronx, NY 10466

718-798-5892

Mon-Fri, 9am-5pm (open some evenings)

[www.bronxda.net/frames.html](http://www.bronxda.net/frames.html)

- Public program of the D.A.'s office providing crime victims (including victims of attempted homicide, domestic violence, sexual abuse, rape, or assault) with free counseling, relocation assistance, legal services, and information and referrals.
- Please walk in to receive services. Individuals under 18 must have parental consent. Involvement in an active prosecution is not necessary to receive services.
- Offers FREE services
- English, Spanish

**Bronx Educational Opportunity Center**

1666 Bathgate Avenue

Bronx, NY 10457

718-530-7000

Mon-Fri, 9am-5pm

[www.bronxeoc.org](http://www.bronxeoc.org)

- Non-profit educational advancement center providing low-income adults with academic and vocational training; case management; an academic support center, library, and computer lab; adult basic education classes; GED testing in English and Spanish; career information and counseling; interview and resume preparation; and internships.
- Prospective students must register in person Mondays and Wednesdays at 9:30 (walk-in only). Please bring proof of income, social security card, residency (for at least one year), and state ID. Some programs may require high school diploma or GED. If receiving assistance please provide award letter. Please call for income guidelines. Computer labs are open to the public.
- Offers FREE services
- Eligibility requirements apply for some services. For income guidelines please visit: [www.bronxeoc.org](http://www.bronxeoc.org)
- English, Spanish

**Bronx Independent Living Services**

4419 Third Avenue

Bronx, NY 10457

718-515-2800

Mon-Fri: 9am-5pm

[www.bils.org](http://www.bils.org)

- Non-profit advocacy and resource center providing Bronx residents who are elderly or have disabilities with individual and group counseling and crisis intervention; emergency shelter referrals, eviction prevention, and tenant's rights; legal services, referrals and entitlements assistance; independent living skills program; services for the deaf or hard-of-hearing; and assistance for victims of violent crimes.
- Please call the center before coming in.
- Offers FREE services
- English, Sign Language, Spanish

**Bronx River Senior Center**

1619 East 174th Street

Bronx, NY 10472

718-617-6114

Office Hours: Mon-Fri, 8:30am-4:30pm

Program Hours: Mon-Fri, 8:30am-4pm

Breakfast: 8:30am-10am Lunch: 12pm-1pm

- Non-profit senior center providing adults ages 60+ with case management, government entitlements/ public benefits assistance, daily congregate breakfast and lunch, and exercise classes and recreational activities.
- Please walk in for registration.
- Offers FREE services
- Suggested contribution of \$1.00 for lunch and \$.50 for breakfast.
- English, Spanish

**Bronx Shepherds Restoration Corporation**

1932 Washington Avenue

Bronx, NY 10457

718-299-0500

Mon-Fri: 9am-5pm

[www.bronxshepherds.org](http://www.bronxshepherds.org)

- Non-profit organization providing low-income individuals and families with affordable housing placement and weatherization services.
- Eligibility determined on a case-by-case basis. Please call for an appointment to begin application process.
- There may be a long waiting list. Please call for more information.
- Offers FREE services
- English, Spanish

**BronxWorks - E. Roberts Moore Senior Center**

515 Jackson Avenue

Bronx, NY 10455

718-665-5559

Main center hours: Mon-Fri, 8am-4pm

Breakfast: 8:30am-10:30am

Lunch: 12noon-1:30pm

<http://www.bronxworks.org/programs/services-for-seniors/senior-centers>

- Non-profit senior center providing the seniors ages 60+ with meals, educational and recreational activities, workshops, information and referrals, field trips, and cultural activities.
- Walk-ins welcome.

- Offers FREE services
- \$1.00 suggested donation for breakfast and lunch.
- English, Spanish

**BronxWorks - East Concourse Senior Center**

236 East Tremont Avenue

Bronx, NY 10457

718-731-6300

Center hours: Mon-Fri, 8am-4pm Lunch hours: Mon-Fri, 12pm-1pm

<http://www.bronxworks.org/programs/services-for-seniors/senior-centers>

- Non-profit senior center providing the elderly ages 60+ with meals, exercise programs, educational and recreational activities, information and referrals, field trips, and cultural activities.
- Walk-ins welcome.
- Offers FREE services
- \$1.00 contribution is suggested for lunch.
- English, Spanish

**BronxWorks - Heights Neighborhood Senior Center**

200 West Tremont Avenue, Bronx, NY 10453

718-299-0300

General center hours: Mon-Fri, 8am-4pm

Breakfast: 8:30am-10:30am

Lunch: 12pm-1:30pm

<http://www.bronxworks.org/programs/services-for-seniors/senior-centers>

- Non-profit senior and geriatric mental health center providing the elderly ages 60+ with congregate meals, educational and recreational activities, information and referrals, support groups, cultural activities.
- A social worker visits the center during the week to conduct support group meetings. Please call for the specific information as the days of visit vary each week.
- Offers FREE services
- \$1.00 suggested contribution for breakfast and lunch.
- English, Spanish

**BronxWorks - Homeless Outreach Team**

60 East Tremont Avenue

Bronx, NY 10453

718-716-6049

Office Hours: Mon-Fri, 9am-5pm

The Outreach Team operates throughout the Bronx 24 hours a day.

<http://www.bronxworks.org/programs/homeless-services/homeless-outreach-team>

- Non-profit mobile outreach unit providing homeless families and individuals of all ages with case management, food, crisis intervention, emergency medical and psychiatric services, and referrals to shelters and detox programs.
- Walk-ins are welcome. The Outreach Team is affiliated with The Living Room Drop-in Center where individuals can obtain on-site shelter and living assistance.
- Free transportation to the office is available for clients in the Bronx. Please call for more information.
- Offers FREE services
- English, Spanish

**Cardinal McCloskey Family Foster Care Program**

529 Courtlandt Ave., 2nd Floor

Bronx, NY 10451

718-993-7700

Mon-Fri, 8:30am-7pm

[www.cardinalmccloskeyservices.org/fbh.shtml](http://www.cardinalmccloskeyservices.org/fbh.shtml)

- Non-profit organization providing children (under age 18) who are removed from their home with temporary family living situations while providing casework, counseling, mental health assessments and treatment, educational assistance, and medical and dental care.
- Children are referred from the Administration for Children's Services (ACS). Please call 311 for further information on obtaining a referral.
- Offers FREE services
- English, Spanish

**Caregiver.com**

New York, NY 10001

800-829-2734

<http://www.caregiver.com/regionalresources/index.htm>

- National, for-profit Web site offering caregivers information on local support groups and other caregiver resources (searchable by county), as well as articles, message forums, magazines, and newsletters.
- There is a fee for a subscription to Caregiver.com's print magazine. All other resources, including an online version of their magazine, are free of cost.
- English

**Casa Boricua Senior Center**

910 East 172nd Street, Bronx, NY 10460

718-542-0222

Mon-Fri, 9am-4pm.

Lunch is served from 12noon-1:30pm.

Case Management: Mon-Fri: 9am-4pm

Legal services are available once a month.

- Non-profit senior center offering individuals ages 60+ congregate lunch and recreational activities, such as trips, exercise, arts and crafts, bowling, and bingo.
- Offers FREE services
- Suggested donation of \$1 for lunch.
- English, Spanish

**Castle Hill Senior Center**

625 Castle Hill Avenue

Bronx, NY 10473

718-824-8910

Mon-Fri, 8:30am-4:30pm

Breakfast is served 8:30am-9:30am

Lunch is served 12pm-1pm

- Non-profit senior center providing individuals ages 60+ with recreational activities and congregate meals.
- Please bring a photo ID, proof of age, and emergency and doctor contact information to become a member.
- Offers FREE services
- Suggested donation of \$1 per meal.
- English, Spanish

**Center for Independence of the Disabled, New York**

841 Broadway, Room 301,

New York, NY 10003

212-674-2300

Mon.-Fri., 9:30 am -5:30 pm

[www.cidny.org](http://www.cidny.org)

- Provides help with getting insurance and public benefits, and housing searches. Offers programs on advocacy. Holds social events
- Languages: English, Spanish, Cantonese, Bengali, Hindi, Tagalog, Urdu Mandarin, Toysanese, and American Sign Language.

**CenterLight Health System - Bronx**  
2275 Olinville Avenue, Lower Level  
Bronx, NY 10467  
718-944-2255  
Office: 9am-5pm Registration: 9am-12pm  
Please call for class schedules.

<http://www.bestchoicehomehealthcare.org/services/category/home-health-aide-training>

- Non-profit family health services organization providing a free 3-week home healthcare aide training program.
- In order to register, potential students must bring a photo I.D., Social Security or Green card, two references, and an updated physical.
- For more information on how to register, please visit:  
<http://www.bestchoicehomehealthcare.org/get-started/category/faqs>
- There is also a Brooklyn location. Please call 718.362.1440 for more information.
- Offers FREE services
- Program is free, but students must purchase the course textbook and uniform. Please call for more information.
- English

**Cerebral Palsy Associations of New York State - Residential Services**

330 West 34th Street  
New York, NY 10001  
212-947-5770

Central Office Hours: Mon-Fri; 9am-5pm

Residential settings are supervised 24 hours a day, seven days a week.

<http://www.cpofnys.org/Metro/OurServices/Residential.aspx>

- Non-profit residential services program providing developmentally disabled adults (ages 18+) with community living housing services, including nursing and primary health care management, nutrition, mental health, rehabilitation therapy, recreation and community integration, and service coordination.
- Applicants must be eligible through the Office for People with Developmental Disabilities.
- Accepts Medicaid
- Please call for more detailed fee information.
- English; Some residences may have Spanish-speaking staff; please call for more information.

**Child Abuse & Maltreatment Register**

PO Box 4480  
Albany, NY 11224  
800-342-3720  
24/7

[www.ocfs.state.ny.us/main/cps/](http://www.ocfs.state.ny.us/main/cps/)

- Public 24-hour hotline for reporting child abuse, neglect, and mistreatment, providing immediate assistance and referrals for counseling, healthcare, public assistance, and legal services.
- New York State residents only.
- Offers FREE services
- English, Interpreter services available, Sign Language

**Child Advocacy Center at Lincoln Medical and Mental Health Center (CASA Clinic)**

234 East 149th Street, #4A  
Bronx, NY 10451  
718-579-5446  
Mon-Fri, 9am-5pm

- Public child advocacy center providing children (up to age 18) who have undergone abuse or neglect with medical exams, family psychosocial assessments, and short-term crisis management counseling.
- Please call first to arrange a visit. Short-term crisis management involves three counseling sessions. If it is believed that long-term treatment is needed, the patient will be referred to the psychology department at Lincoln Medical.
- Accepts Medicaid, Sliding fee scale/assistance based on need
- Those who are uninsured may still be eligible for care.
- English, Interpreter services available, Spanish

**Child and Family Support Services**

1686 Grand Concourse, Suite B  
Bronx, NY 10457  
718-618-7535  
Mon-Fri, 9am-5pm

- Non-profit program providing Medicaid service coordination to individuals with developmental disabilities, ages 3 and up.
- Works in partnership with United We Stand of New York to provide services. On-site speech therapy services are also offered.
- Clients must have or, be eligible for, straight Medicaid or Medicaid Waivers. Please call for more information.
- Creole, English, French, Spanish

**Childhelp USA - Hotline**  
15757 North 78th Street  
Scottsdale, AZ 85260  
800-422-4453  
Hotline: available 24/7  
<http://www.childhelp.org/>

- National anonymous and confidential child abuse and neglect hotline offering crisis intervention; counseling; and referrals to thousands of emergency, social service, and support resources.
- The website also contains helpful information, resources, links, news, and events. Can be reached regarding crisis in any USA location. Also have international resource linkage. Those seeking help can also text the Crisis Line at 847-411.
- Offers FREE services
- English, Interpreter services available

**City Bar Justice Center/New York City Bar Association - Legal Hotlines**  
42 West 44th Street  
New York, NY 10036  
212-626-7383  
Legal Hotline: Mon-Fri, 9am-12:30pm/Tues, Thurs 4pm-7pm  
Legal Referral Service: Mon-Fri, 8:30am-5:30pm  
<http://www2.nycbar.org/citybarjusticecenter/legalhotline/>

- Not-for-profit organization offering two legal hotlines, including: a legal information, advice, and referral hotline for low-income New Yorkers with civil legal issues; and a legal referral service hotline offering the general community referrals to free and fee-based legal representation and services.
- For more information on the Legal Referral Service, please visit <http://www.nycbar.org/index.php/get-legal-help/legal-referral-service>. The Legal Hotline is a non-profit affiliate program of the New York City Bar Association, a not-for-profit, voluntary association of lawyers and law students. The Legal Referral service is a joint program of the New York City Bar Association and the New York County Lawyers' Association. For more information, please visit <http://www.nycbar.org/>.
- The Legal Hotline is free. The Legal Referral Service is also free. Callers can be referred to private/fee-based legal services. Others may be referred to free legal services if they are unable to pay for legal assistance. Please call for information on specific cases.
- English, Interpreter services available, Spanish

**City Island Senior Center - Presbyterian Senior Services (PSS)**

160 Pilot Street

Bronx, NY 10464

718-885-0727

Mon-Fri, 9am-1pm

[http://www.pssusa.org/index.asp?Type=B\\_BASIC&SEC={9477A65D-F19C-4B08-83F7-9ECB63B6B9CE}](http://www.pssusa.org/index.asp?Type=B_BASIC&SEC={9477A65D-F19C-4B08-83F7-9ECB63B6B9CE})

- Not-for-profit senior center offering the elderly (ages 60+) lunch, nutrition education, exercise programs, and limited transportation for doctor appointments and day trips.
- Depending on geographic location of residence and destination, limited transportation services are available to senior center members. Exercise programs are offered at satellite locations. Please call for more information.
- Offers FREE services
- Suggested contribution of \$1.50 for lunch (ages 60+ only.) Roundtrip transportation costs: \$1.00 from City Island; \$2.50 from off-island
- English

**City-Wide Task Force on Housing Court**

111 Centre Street

New York, NY 10013

212-962-4795

Hotline: Mon-Fri, 9am-5pm City court hours: Mon-Fri, 9am-12pm

[www.cwtfhc.org](http://www.cwtfhc.org)

- Non-profit coalition providing NYC tenants with a telephone assistance hotline, on-line fact sheets, housing advocate trainings, and information tables in housing courts to answer questions and provide referrals to legal service providers and other eviction prevention resources.
- Staff information tables available in Manhattan, Brooklyn, Bronx, Staten Island, and Queens Housing Courts Mon-Fri, 9am-12pm. For more information, please visit:  
<http://www.cwtfhc.org/contact-us>.
- Offers FREE services
- Chinese, English, French, Russian, Spanish
- Mandarin Fact sheets available in Spanish

**Co-Dependents Anonymous (CoDA) - NYC, Long Island, and Westchester Meetings**

P.O. Box 1480

New York, NY 10159

646-289-9954

<http://codependentsnyc.org/>

- To find meeting locations and times, visit <http://codependentsnyc.org/> .

- Non-profit 12-step support group for men and women working to develop healthy relationships.
- CoDA meetings are held at locations in New York City, Long Island, and Westchester County. For information on CoDA chapters outside of New York City, visit [www.codependents.org](http://www.codependents.org). This chapter is part of a national network of Co-Dependent Anonymous (CoDA) support groups. Please do not leave a message at the above-listed telephone number; it is for informational purposes only. General e-mail address: coda@codependentsnyc.org
- Offers FREE services
- English

**Concourse Village Adult Senior Center**

773 Concourse Village East #LD  
 Bronx, NY 10451  
 718-293-6552  
 Mon-Fri, 10am-4pm

- Non-profit senior center providing the elderly ages 60+ with recreational and social activities.
- Lunch is NOT provided at the center.
- Offers FREE services
- English, Thai

**CONNECT**

P.O. Box 20217  
 New York, NY 10001  
 212-683-0605  
 Helpline is available Monday-Friday 9:30am-5:00pm  
[www.connectnyc.org](http://www.connectnyc.org)

- Non-profit organization providing victims of domestic violence with advocacy and a telephone hotline that offers immediate access to legal information; referrals to the police, district attorney, criminal and family court; and assistance in obtaining social services, such as shelter, housing, public assistance, and immigration support; also in certain circumstances, provides direct representation for immigrants who are victims of domestic violence.
- CONNECT also offers an additional service: an institute for professionals that provides introductory and core specialized trainings on family violence. If interested, please call the above-listed number.
- Offers FREE services
- English, Interpreter services available, Spanish

**CUNY Preparatory School**

212-2 White Plains Road

Bronx, NY 10462

718-839-8862

718-239-5236

Day Program (for teens): 9am-3pm

Night Program (for adults): 6pm-9pm

The building is open from Mon-Fri, 8am-9pm.

<http://www.cunyprep.net/>

- City program offering out-of-school youth and adults full-time preparation for re-entering high school or admission to college, with a focus on college readiness and GED prep.
- Students who take this course are guaranteed admission to a CUNY college.
- Offers FREE services
- English

**Davidson Senior Center - Presbyterian Senior Services (PSS)**

950 Union Avenue

Bronx, NY 10459

718-328-2810

718-893-3454

Mon-Fri: 8am-4pm

[http://www.pssusa.org/index.asp?Type=B\\_BASIC&SEC={0ADAB9AE-ECC4-4B15-B0B0-B20768C68ECE}](http://www.pssusa.org/index.asp?Type=B_BASIC&SEC={0ADAB9AE-ECC4-4B15-B0B0-B20768C68ECE})

- Non-profit senior center offering older adults ages 60+ recreational activities, breakfast and lunch, case assistance, workshops, education, health screenings and referrals.
- Offers FREE services
- Suggested \$1 donation for lunch and \$0.35 for breakfast.
- English, Spanish

**Dreiser Senior Center - JASA**

177 Dreiser Loop

Bronx, NY 10475

718-320-1345

Mon-Fri, 9am-4pm

- Non-profit senior center offering adults ages 60+ recreational activities and exercise, trips, health screenings, kosher and non-kosher hot lunches, and transportation to and from the center.
- Please visit the center for registration.
- Offers FREE services
- Suggested contribution for lunch: \$1.00
- English, Spanish

**Einstein Senior Center - JASA**

135 Einstein Loop, Room 49

Bronx, NY 10475

718-671-5161

718-320-2066

Mon-Fri, 9am-4pm

Lunch is served from 1pm-2pm.

- Non-profit senior center offering adults ages 60+ kosher and non-kosher hot lunches, recreational activities and exercise, Spanish classes, self-defense classes, trips, health screenings, access to social workers, and transportation to and from the center.
- Offers FREE services
- Suggested contribution of \$1.00 for lunch
- English, Spanish

**Day One**

P.O. Box 1507, Canal Street Station

New York, NY 10013

212-566-8120

Program Hours: Mon-Fri, 10am-6pm

Telephone Helpline Hours: Mon-Fri, 10am-6pm

If you call after hours, leave a message and someone will get back to you.

[www.dayoneny.org](http://www.dayoneny.org)

- Non-profit organization providing survivors of intimate partner violence ages 24 and under individual and group counseling, case management, community education, supportive services, legal advocacy and leadership development.
- Please call for services and someone will respond on information on how to proceed (location is confidential).
- Offers FREE services
- English, Spanish

**Edith W. MacGuire Residence - The Jericho Project**

89 West Tremont Avenue

Bronx, NY 10457

718-874-1010

24-hour residential facility Office Hours: Mon-Fri: 9am-5pm

<http://www.jerichoproject.org/index.php/supportive-housing>

- Non-profit supportive housing facility providing homeless men and women ages 18+ with permanent low-income housing, case management, vocational and educational counseling, family reunification services, and computer lab access and training.

- Clients must be referred through the New York City Department of Homeless Services (DHS) or one of its shelters. For more information or to request a housing referral, please call 311 or visit the DHS website at: [www.nyc.gov/html/dhs/html/homeless/homeless\\_now.shtml](http://www.nyc.gov/html/dhs/html/homeless/homeless_now.shtml)
- Limited space in the shelter is available for self-referral. Please call to check if there is a waitlist.
- Although the facility is considered permanent housing, the average length of residence is 2-3 years.
- Sliding fee scale/assistance based on need
- Accepts SSI, SSD, and public assistance All residents must show proof of some form of income.
- English, Spanish

### **Enroll NY**

303 South Broadway, Suite 420

Tarrytown, NY 10591

914-372-2100

[www.enrollny.org](http://www.enrollny.org)

- Non-profit web site that screens uninsured individuals for preliminary eligibility for Medicaid, Child Health Plus, and Family Health Plus and connects them to nearby facilitated enrollment sites.
- Screens applicants in New York State for public health insurance programs. Enroll NY is a project of the Hudson Center for Health Equity & Quality (HCHEQ), a health care advocacy organization. For more information, please visit [www.hcpeq.org](http://www.hcpeq.org).
- Offers FREE services
- English

### **Erma Cava Houses Senior Center**

887 Southern Boulevard

Bronx, NY 10459

718-617-3465

Mon-Fri, 8am-4pm

<http://www.sebcodevelopment.org/senior/senior.htm>

- Non-profit senior center offering adults ages 60+ social services, case management, lunch, health and nutrition education, a computer lab, and trips and recreational activities.
- Offers FREE services
- Suggested contribution of \$1.00 for lunch
- English, Spanish

**Families Anonymous, Inc.**

701 Lee St., Suite 670 - Meeting locations vary.

Des Plaines, IL 60016

800-736-9805

FA Meetings are held on different days / times throughout the US and in 28 foreign countries.

See the FA website for a complete meeting directory

<http://www.familiesanonymous.org/>

- E-meeting is active 24/7 and group “discussions” take place through email messages sent to all members. Visit Web site for more information.
- Non-profit 12-step support fellowship providing those affected by substance abuse or related behavioral problems in a family member or other loved one. This is a spiritual, not religious program, and uses first names only to protect anonymity.
- For the latest meeting directory and information on FA online meetings, visit <http://www.familiesanonymous.org/> or contact FA via phone or e-mail. Email: [famanon@familiesanonymous.org](mailto:famanon@familiesanonymous.org)
- Offers FREE services
- English - Some Spanish, depending on location

**FEGS - Day Habilitation Services**

2432 Grand Concourse, 3rd floor

Bronx, NY 10458

718-741-7300

718-741-7215

Mon-Fri, 8:30am-2:30pm

[http://www.fegs.org/index.html#/developmental\\_disabilities/day\\_hab/](http://www.fegs.org/index.html#/developmental_disabilities/day_hab/)

- Seven non-profit progressive day habilitation programs for adults with autism and mild/moderate/severe mental retardation, providing the following: community participation, productive volunteer experiences, opportunities for computerized learning, communication training, exercise/fitness, special services and enhanced supported employment.
- Individuals with diagnoses of mental retardation and/or autism-with the possibility of co-occurring cerebral palsy, seizure disorder, or neurological impairment-are eligible. Clinical services are individualized to maximize consumer capacities for communication, socialization, self-care and independent functioning. Please call the intake coordinator regarding enrollment directions. No walk-ins accepted.
- Accepts Medicaid
- English, Spanish

**FEGS - H.A.R.B.O.R. Supported Living Program**

2432 Grand Concourse

Bronx, NY 10458

718-220-0110

24-hour residential facility Office: Mon-Fri: 8:30am-4:30pm

[http://www.fegs.org/index.html#/residential/developmental\\_disabilities/supportive\\_iras/](http://www.fegs.org/index.html#/residential/developmental_disabilities/supportive_iras/)

- Non-profit residential program providing disabled adults ages 21+ with supportive housing, day and residential habilitation, integrated employment, and case management services.
- Individual Residential Alternatives (Supportive IRAs) are also offered through this office. Supportive IRAs are supervised residential living arrangements with on-site living skills training for 3 to 21 hours per week. Please call for eligibility requirements.
- All clients are referred through FEGS' Central Residential Intake unit in Manhattan. Please call the unit's number above to initiate the application process.
- Sliding fee scale/assistance based on need
- English, Spanish

**FEGS - Harbor Day Habilitation**

2190 Barnes Avenue

Bronx, NY 10467

718-671-8159

Mon, Tues, Thurs, Fri, 10am-5pm Sat, 9am-4:30pm Closed on Wednesdays.

[http://www.fegs.org/index.html#/developmental\\_disabilities/day\\_hab/](http://www.fegs.org/index.html#/developmental_disabilities/day_hab/)

- Non-profit day habilitation program offering adults with developmental disabilities individual and small-group computer skills, health information, and meal preparation classes; cultural events, including movie discussions and trips to museums; and community integration activities.
- Must be enrolled in Fegs Harbor program. Please call the above-listed number for additional information.
- Accepts Medicaid
- Medicaid waiver eligibility required. Please call and speak to Intake Coordinator for more detailed information.
- English, Spanish

**Franklin Shelter - Department of Homeless Services**

1122 Franklin Avenue

Bronx, NY 10456

347-417-8240

Shelter is open 24 hours a day, 7 days a week.

[www.nyc.gov/html/dhs/html/homeless/adultserv.shtml#shelter](http://www.nyc.gov/html/dhs/html/homeless/adultserv.shtml#shelter)

- Public shelter providing single homeless women and transgendered individuals (ages 18+) who have never been in a shelter before, or who have been out of the shelter system for

over one year, with an assessment program lasting up to 21 days during which caseworker will assess individual needs and refer to more permanent housing. The shelter provides psychiatric and medical services as well as recreational activities.

- While in shelter individuals will have a TB test, psychological evaluation and caseworker who will refer them to more permanent housing. Must bring some form of identification for intake.
- Offers FREE services
- English, Spanish

#### **Ft. Independence Group Home**

3356 Ft. Independence St.

Bronx, NY 10463

718-548-2504

Open 24 hours a day/7 days a week.

- Non-profit group home providing at-risk boys ages 13-21 with housing and a surrogate family settling, job placement assistance, counseling, and psychiatric assistance.
- This group home provides 8 to 9 spots for youth between the ages of 13-21. Most youth leave at 18, and are all aged out at 21. However, length of stay varies. Youth are placed through the courts or by ACS.
- Offers FREE services
- English, Spanish

#### **Girls Educational and Mentoring Services (GEMS)**

New York, NY 10039

212-926-8089

Mon-Fri, 9:30am-7pm

[www.gems-girls.org/services.html](http://www.gems-girls.org/services.html)

- Non-profit organization providing preventive and transitional services to young women ages 12-24 who are at-risk for or involved in sexual exploitation and violence; services include counseling, therapeutic treatment, recreational and educational groups, youth leadership, trainings, intervention, advocacy, housing, and referrals.
- Web site contains important facts and useful links.
- Offers FREE services
- English, Spanish

**Girls Prep - Bronx**

681 Kelly Street, Room 205

Bronx, NY 10455

718-292-2113

Mon-Thurs, 7:30am-4pm Fri, 7:30am-1:40pm

[http://publicprep.org/schools/bronx\\_elementary/](http://publicprep.org/schools/bronx_elementary/)

- Public charter school for girls in grades K-3.
- To enroll a student, you must submit an application. To start your application process, please visit <http://publicprep.org/enroll>. Girls Prep Bronx will be extending to K-2 by next year.
- Please note that Girls Prep has other prep schools throughout New York City. For more information, please visit the website.
- Offers FREE services
- English, Spanish

**Goodwill Industries - Bronx Back to Work Center**

369 East 148th Street

Bronx, NY 10455

718-401-2148

Mon-Fri, 9am-5pm

Extended hours to 7pm on Tues, Weds, and Thurs for working individuals.

[www.goodwillny.org/programs\\_employment.aspx](http://www.goodwillny.org/programs_employment.aspx)

- Non-profit training and job placement center providing Bronx residents transitioning from welfare to work with referrals to local job training providers, assistance in searching for employment, and adult education programs.
- Clients must be on public assistance to qualify for services and must be referred by an HRA/DSS case manager. For more information on the HRA, please visit: [www.nyc.gov/html/hra/html/home/home.shtml](http://www.nyc.gov/html/hra/html/home/home.shtml) Please call the center directly to find out about specific classes offered through the adult education program, and which classes are available at this location, as they rotate among locations.
- Offers FREE services
- English, French, Spanish

**Grace Outreach**

378 East 151st Street, Fifth Floor  
Bronx, NY 10455  
718-328-0580

Office hours: Mon-Fri: 8:30am-4pm Classes are offered in the morning and evening; please call for specific class times.

<http://graceoutreachbronx.org/>

- Non-profit organization offering women ages 18+ GED preparation, as well as college application assistance, employment and vocational program assistance, mentoring, and counseling and support services.
- Please note that night classes are only open to clients who have full-time jobs.
- Classes and support services are free. However, there is a materials fee for books and calculators: Day program: \$40 Evening program: \$50
- English

**Helmets to Hardhats**

<https://www.helmetstohardhats.org/jobs/>

- Non-profit organization providing National Guard, Reserve, and retired and transitioning active-duty military service members with information on local skilled training and career opportunities in the construction industry.
- No prior experience is needed for the apprenticeship programs. Programs are regulated and approved at both federal and state levels. Veterans can utilize their Montgomery G.I. Bill benefits to supplement their income while they are learning skills and completing on-the-job training.
- Offers FREE services
- English

**HELP/PSI - Bronx C.O.B.R.A. Case Management**

1765 Townsend Avenue

Bronx, NY 10453

718-681-8700

Mon-Fri, 9am-4:30pm

[http://www.projectsamaritan.org/programs/helppsi\\_cobra.html](http://www.projectsamaritan.org/programs/helppsi_cobra.html)

- Non-profit organization offering individuals with HIV/AIDS intensive case management, including advocacy and referrals to permanency planning, medical care, HASA service coordination, and entitlements .
- Patients must have Medicaid to be eligible for these services.
- Accepts Medicaid
- Assists with Medicaid/public benefits applications
- English, Spanish

**HIV/AIDS Services Administration (HASA)**

400 Eighth Avenue

New York, NY 10001

212-971-0626

Mon-Fri, 9am-5pm

[www.nyc.gov/html/hra/html/directory/hasa.shtml](http://www.nyc.gov/html/hra/html/directory/hasa.shtml)

- Public NYC agency that provides individuals and families infected and affected by HIV/AIDS with financial, medical, social, and vocational services, including direct links to Public Assistance, Medicaid and Food Stamp benefits; referrals to emergency, transitional, and permanent housing; and employment and vocational services.
- Eligibility is based solely on applicant's medical diagnosis and permanent residency within the five boroughs of New York City. Clients must have documented proof of an HIV/AIDS diagnosis to qualify for services. To request an application by mail or to determine eligibility, please speak to a representative at the number listed above.
- Offers FREE services, Sliding fee scale/assistance based on need
- Must meet medical criteria to obtain benefits. Some program/service fees vary based on income.
- English, Interpreter services available

**Hope of Israel Senior Citizen Center**

1068 Gerard Avenue

Bronx, NY 10452

718-665-8400

718-665-7643

Program Hours: Mon-Fri: 9am-4pm - Lunch Hour: Mon-Fri: 12pm

- Non-profit community-based senior center providing older adults ages 60+ with daily congregate lunches, information and referrals, health promotion activities (exercise classes, stress management workshop, blood pressure screenings), arts programs (painting, collage & assemblage, choral group, creative writing), and computer lab.
- Please call or visit the center for membership registration.
- Offers FREE services
- Suggested \$1.50 lunch contribution
- English, Spanish

**Hostos Community College - Allied Health Career Pipeline Program**

427 Walton Avenue

Bronx, NY 10451

718-664-2537

Please call for specific class times.

<http://www.hostos.cuny.edu/cewd/programs/pipeline.html>

- Public education program providing public assistance recipients and other low-income individuals with job training for various allied health careers; and other supportive services.  
Part of Hostos Community College's Division of Continuing Education and Workforce Development of the City University of New York (CUNY)
- Eligibility requirements:
  - Must be 18 or older
  - Pass background check and drug screening
  - Meet income eligibility
  - Meet minimum education and English language requirements (high school diploma/GED preferred)
  - Provide proof that they are able to work in the US-Provide documentation to prove eligibility
  - Be able to attend, fully participate, and complete all aspects of the program, including committing to training, internships, and job opportunities
  - Take a TABE test in Math and Reading and achieve a minimum score
- Please call the intake number above for more information about specific eligibility requirements.
- Offers FREE services
- English

**inSPOT.org - New York City**

New York, NY 10001

[www.inspot.org/Home.aspx?regionid=45&sitelvl=1](http://www.inspot.org/Home.aspx?regionid=45&sitelvl=1)

- Non-profit health information Web site allowing individuals who have sexually transmitted diseases (STDs) to send former partners anonymous or personal e-cards notifying them of infection; also provides a testing and/or treatment site locator and STD education and prevention information.
- inSPOT is a project of the Internet Sexuality Information Service, or I.S.I.S. Inc., a California-based non-profit organization providing sexual health and STD education resources on Web. The New York City site is provided in conjunction with the NYC DOHMH Bureau of STD Control. To see other cities or states for which inSPOT posts information, please visit their home page at [www.inspot.org](http://www.inspot.org).
- Offers FREE services
- English

**Iraq and Afghanistan Veterans of America (IAVA)**

292 Madison Avenue

New York, NY 10017

212-982-9699

Office hours: Mon-Fri, 10am-6pm

[www.iava.org](http://www.iava.org)

- Non-profit organization offering Iraq and Afghanistan veterans and their families advocacy, an online social network connecting veterans with each other and local area resources, and a resource directory for veterans.
- You must be a member to access IAVA services. Membership is completely FREE. Membership is available to veterans of Operation Iraqi Freedom (OIF) and Operation Enduring Freedom (OEF).
- Offers FREE services
- English, Spanish

**James Monroe Senior Center**

1776 Story Avenue

Bronx, NY 10473

718-893-3484

Program hours: Mon-Fri: 8am-4pm

- Non-profit community-based senior center providing older adults ages 60+ with daily congregate breakfast and lunch; educational and recreational activities; exercise; and basic case assistance.
- To register, please walk in for application. You may fill it out at the center or take it home and return it.
- Offers FREE services
- Suggestion meal contributions: Breakfast: \$0.50 Lunch: \$1.00
- English, Spanish

**JASA Co-Op City Extended In-home Services for the Elderly Program (EISEP)**

135 Einstein Loop, Room 34

Bronx, NY 10475

718-379-0433

Mon-Fri, 9am-5pm

<http://www.jasa.org/locations/bronx>

- Non-profit program providing frail homebound elderly (ages 60+) who live in East Bronx residences with Meals-on-Wheels.
- Please call for more information on obtaining Co-Op City housing. To be eligible, clients must not be enrolled in Medicaid.
- Sliding fee scale/assistance based on need
- English, Spanish

**JBFCS - Genesis**

PO Box 994  
Bronx, NY 10453  
212-304-1430

Open 24 hours a day, 7 days a week.

<http://www.jbfcs.org/programs.php?id=187>

- Non-profit domestic violence shelter providing victims and their children with crisis intervention, individual, group, and family counseling, support groups, advocacy for housing and public benefits, child care, and help with independent living skills.
- Individuals eligible for this housing must be victims of domestic violence. Please call to see if there are openings in this shelter; if not, staff will guide callers to appropriate resources. Individuals are welcome to stay for 90 days, after which they can apply for a 35 day extension. Most of this facility's residents are referred from Safe Horizon (1-800-621-HOPE) and the NYS Domestic Violence Hotline (1-800-942-6906), though admission is not limited to them.
- Offers FREE services
- English, Spanish

**JBFCS - New York City Self-Help Center**

135 West 50th Street, 6th Floor  
New York, NY 10020  
212-632-4531

Phone is always on, but the best hours to call are Mon, Wed, Thu: 10am-12pm Please leave a message, and someone will return your call.

<http://www.jbfcs.org/programs.php?id=65>

- Non-profit volunteer-run community group offering New York residents a hotline that provides information and referrals for self-help support groups, consultation to mutual support groups, and training in running mutual support groups.
- This organization does not directly facilitate any support groups; they only provide phone referrals and training information.
- Offers FREE services
- English

**Jericho Project - Veterans' Initiative**

2701 Kings Bridge Terrace, 9th Floor  
Bronx, NY 10463  
718-530-6050

Office Hours: Mon-Fri, 9am-5pm

<http://www.jerichoproject.org/index.php/innovative-programs/veterans-initiative>

- Non-profit organization providing veterans with access to permanent supportive housing, which includes employment and comprehensive services, and the Homeward-Bound Veteran's Project, which offers housing referrals for those who were unable to find placement at their facility.
- Secondary Veteran's Housing Location is located at the following nearby address: East 194th Street Bronx NY 10458
- Sliding fee scale/assistance based on need
- Veterans will be allocated housing according to income. Call for application process and more information.
- English

**Jericho Residence I - The Jericho Project**

1846 Anthony Avenue

Bronx, NY 10457

718-299-1400

24-hour residential facility Office Hours: Mon-Fri: 9am-5pm

<http://www.jerichoproject.org/index.php/supportive-housing>

- Non-profit supportive housing facility providing homeless men and women ages 18+ with permanent low-income housing, case management, vocational and educational counseling, and family reunification services.
- Clients must be referred through the New York City Department of Homeless Services (DHS) or one of its shelters. For more information or to request a housing referral, please call 311 or visit the DHS website at: [www.nyc.gov/html/dhs/html/homeless/homeless\\_now.shtml](http://www.nyc.gov/html/dhs/html/homeless/homeless_now.shtml)
- Limited space in the shelter is available for self-referral. Please call to check if there is a waiting list.
- Sliding fee scale/assistance based on need
- Accepts SSI, SSD, and public assistance Sliding fee scale offered to individuals ineligible for SSI, SSD, or PA. All residents must show proof of some form of income (public assistance, pay stubs, etc).
- English, Spanish

**Jericho Residence II - The Jericho Project**

1840 Anthony Avenue

Bronx, NY 10457

718-583-8300

24-hour residential facility

Office Hours: Mon-Fri: 9am-5pm

<http://www.jerichoproject.org/index.php/supportive-housing>

- Non-profit supportive housing facility providing homeless men and women ages 18+ with permanent low-income housing, case management, vocational and educational counseling, and family reunification services.
- Clients must be referred through the New York City Department of Homeless Services (DHS) or one of its shelters. For more information or to request a housing referral, please call 311 or visit the DHS website at: [www.nyc.gov/html/dhs/html/homeless/homeless\\_now.shtml](http://www.nyc.gov/html/dhs/html/homeless/homeless_now.shtml)
- Limited space in the shelter is available for self-referral. Please call to check if there is a waitlist.
- Although the facility is considered permanent housing, the average length of residence is 2-3 years.
- Sliding fee scale/assistance based on need
- Accepts SSI, SSD, and public assistance Sliding fee scale for individuals ineligible for SSI, SSD, and PA
- All residents must show proof of some form of income
- English

**Jewish Home Lifecare - Caregiver Message Boards**

120 West 106th Street

New York, NY 10025

800-544-0304

<http://www.jewishhome.org/healthy-aging-resources/caregiver-message-board>

- Non-profit website providing caregivers with an online message board on various caregiver-related topics, monitored by a licensed Social Worker.
- The message board is open to the general community. Discussions are confidential. You can also sign up by emailing bclark@jewishhome.org or [connections@jewishhome.org](mailto:connections@jewishhome.org)
- Offers FREE services
- English

**Job Accommodation Network (JAN)**

PO Box 6080

Morgantown, WV 26506-6080

800-526-7234

Hotline: Mon-Fri, 9am-6pm

<http://askjan.org>

- Government-sponsored, free national phone line and Web site providing employers, employment providers, and people with disabilities and their families with individualized work site accommodation solutions, technical assistance and information on the Americans with Disabilities Act (ADA) and other disability legislation, and information regarding self-employment and small business opportunities.
- JAN is not an enforcement agency and does not take complaints made against employers, nor does it provide vocational training or job placement.
- Offers FREE services
- English, Spanish

**Katherine C. Williams Residence - The Jericho Project**

1928 Loring Place South

Bronx, NY 10453

718-294-1400

24-hour residential facility

Office Hours: Mon-Fri: 9am-5pm

<http://www.jerichoproject.org/index.php/supportive-housing>

- Non-profit supportive housing facility providing single homeless men and women, without children, ages 18+ with permanent low-income SRO housing; vocational, educational, crisis counseling; social services; and socialization activities.
- Clients must be referred through the New York City Department of Homeless Services (DHS) or one of its shelters. For more information or to request a housing referral, please call 311 or visit the DHS website at: [www.nyc.gov/html/dhs/html/homeless/homeless\\_now.shtml](http://www.nyc.gov/html/dhs/html/homeless/homeless_now.shtml)
- Although the facility is categorized as permanent housing, the average length of residence is two to three years. sabrina lopez
- Fees based on referral from Department of Homeless Services. Clients must obtain employment in order to be admitted.
- English, Spanish

**Kingsbridge Heights Community Center - Adult Day/Weekend Respite Program**

3101 Kingsbridge Terrace

Bronx, NY 10463

718-884-0700

Program Coordinator available: Mon-Fri: 10am-2:30pm; Saturday: 10am-3pm (for ages 15-25);

Sunday: 10am-2pm (for ages 18+)

[http://www.oneplaceforspecialneeds.com/resources\\_local/resource\\_local\\_details.html?ID=983](http://www.oneplaceforspecialneeds.com/resources_local/resource_local_details.html?ID=983)

- Non-profit program offering developmentally disabled adults (ages 18+) activities that promote independent living skills, including gym activities, cooking classes, arts and crafts, music, and day trips.
- Please call to begin intake process during program coordinator's hours. Parents/caregivers must make appointment with program coordinator and bring disabled individual, individual education plan, psycho-social evaluation, psychological evaluation, and physical exam documentation. Transportation is provided to and from the center on Saturdays and Sundays for those living in Bronx County. Please call for more detailed information.
- Offers FREE services
- Clients must have a Medicaid Service Coordinator in order to begin the application process. Please call for more information.
- English, Spanish

**Legal Aid Society - Bronx Neighborhood Office**

260 East 161st Street, 8th floor

Bronx, NY 10451

718-991-4600

Mon-Fri 9am-5pm

<http://www.legal-aid.org/en/las/findus/locations/thebronx/bronxneighborhoodoffice.aspx>

- Non-profit legal aid office providing low-income Bronx residents with free legal assistance in civil matters, including housing, government benefits, divorce, foreclosures, and the citywide Disability Advocacy Project.
- Please call for an appointment. To qualify for services, individuals must reside in the Bronx and meet low-income eligibility requirements.
- Housing Assistance Intake: Wednesdays from 9am-11am, 646-340-1920
- Benefits Intake: Thursdays from 9am-1am, 646-340-1917
- For Family Legal Assistance Intake: Fridays from 9am-11am, 646-340-1919
- Foreclosure Intake: Mon-Fri from 9a-5pm, 646-340-1908
- Offers FREE services
- English, Spanish. For interpreter services, please call number listed above

**Legal Aid Society of New York - Bronx Criminal Practice**  
260 E 161st Street  
Bronx, NY 10451  
718-579-3000  
Mon-Fri, 9am-5pm  
[www.legal-aid.org/en/las/findus/locations/thebronx/bronxcountycriminaldefenseoffice.aspx](http://www.legal-aid.org/en/las/findus/locations/thebronx/bronxcountycriminaldefenseoffice.aspx)

- Non-profit organization providing low-income criminal justice offenders with legal representation.
- Most clients are appointed to this office by the courts. All clients must meet financial and geographic eligibility requirements. All cases are subject to thorough review to determine eligibility.
- Offers FREE services
- English, Spanish

**Legal Aid Society of New York - Bronx Housing Court Office**  
1118 Grand Concourse, Room 540  
Bronx, NY 10451  
718-681-8712  
Office Hours: M-F, 9-5 pm  
Phone Line: Wednesdays, 9-5 PM  
First come, first serve basis.  
<http://www.legal-aid.org/en/las/findus/locations/thebronx.aspx>

- Non-profit organization providing free legal housing information for Bronx residents.
- Each day, the center will assist only the first seven people signed up on a list in front of the Legal Aid office. Please arrive early to sign up. Bronx residents only. Please bring proof of residence. This office only provides information, not an attorney. To obtain an attorney from Legal Aid, please call the main office at (718) 991-4600 for intake. To contact Bronx Housing Court, please call (718) 466-3005.
- Offers FREE services
- Services free for those whose income falls below the poverty line.
- English, Spanish - Interpreters available - call to find out which languages employees speak.

**Legal Information for Families Today (LIFT)**  
350 Broadway, Suite 501  
New York, NY 10013  
212-343-1122  
Mon-Fri, 9am-5pm  
[www.LIFTonline.org](http://www.LIFTonline.org)

- Non-profit organization offering providing families and individuals a bilingual Family Law Information Hotline, Family Legal Center, and Family Court-based information sites and help

centers with free information on family court, family law, and child welfare matters, as well as referrals to local legal assistance and social service agencies.

- LIFT also operates a Family Law Email Hotline available [www.lifthotline.org](http://www.lifthotline.org). Please note that LIFT does not offer legal representation, although they will provide referrals.
- Offers FREE services
- English, Spanish - Website contains Legal Resource Guides in: Chinese Haitian/Creole Korean Russian Spanish French Hebrew English

**Leon Senior Center**

735 East 152nd Street

Bronx, NY 10455

718-708-6897

Monday-Friday, 8am-4:30pm

[www.hpmsc.org/douglas.htm](http://www.hpmsc.org/douglas.htm)

- Non-profit senior center offering individuals ages 60+ recreation, meals, case assistance, and social activities.
- Walk-ins accepted. Must bring proof of age to register. Lunch program is open to senior center members and their spouses (regardless of age).
- Offers FREE services
- Suggested donation of \$1.25 for lunch
- English, Spanish - 95% of clients are Spanish-speaking

**Lifespire - Main Office**

1 Whitehall Street

New York, NY 10004

212-741-0100

Mon-Fri, 9am-5pm

Residential Program Services available 24/7

[www.lifespire.org](http://www.lifespire.org)

- Non-profit multi-service agency providing developmentally disabled adults (ages 18+) with service coordination, mental health care, day habilitation and treatment, housing and support, pre-vocational and supportive employment, and in-home individual and family support.
- The agency has service centers and residential facilities in all five boroughs. Please call the main office (at the number listed above) for intake. Formerly known as ACRMD.
- Accepts Medicaid
- English, Interpreter services available, Russian, Spanish. Please call in advance if an interpreter is needed.

**Mechler Hall Senior Center**

2158 Watson Avenue (entrance behind church in the basement)  
Bronx, NY 10472  
718-892-1396  
Mon-Fri: 9am-2pm

- Non-profit senior center providing individuals ages 60+ with daily congregate lunch and recreational activities.
- Sponsored by the Jewish Association Serving the Aging (JASA) <http://www.jasa.org/>
- Offers FREE services
- \$1.50 suggested contribution for lunch; \$3.50 for those under 60.
- English, Spanish

**Medicare Rights Center**

520 Eighth Avenue, North Wing, 3rd Floor  
New York, NY 10018  
212-869-3850  
Toll-free hotline & NYC office hours: Mon-Fri, 9am-5pm  
[www.medicarerights.org/](http://www.medicarerights.org/)

- Non-profit organization that provides information on Medicare, including advice on navigating the Medicare program and free Medicare counseling provided by counselors who staff a telephone hotline.
- Offers FREE services
- English, Spanish

**Melrose Mott Haven Senior Center**

372 East 152nd Street  
Bronx, NY 10455  
718-665-2280  
Mon-Fri, 8am-4pm 12to 1  
[www.eastsidehouse.org/pmwiki/Main/Seniors](http://www.eastsidehouse.org/pmwiki/Main/Seniors)

- Non-profit senior center providing individuals ages 60+ with daily lunch, case assistance, and recreational activities.
- In order to receive services, seniors must bring identification, proof of medical insurance, a list of current medications and an emergency contact to their initial visit.
- Offers FREE services
- Suggested donation of \$1.50 for lunch.
- English, Spanish

**Metro Developmental Disabilities Services Office - Bronx**  
2400 Halsey Street  
Bronx, NY 10461  
718-430-0757  
Mon-Fri: 8am-7:30pm

- District office of the NYS OPWDD (Office for People With Developmental Disabilities) providing developmentally disabled individuals (ages 3+) in the Bronx with coordination of all services, including residential placement; Medicaid service coordination; and family support services, including respite care, home attendant, recreation, and camp reimbursement.
- Call this office and a staff person will schedule an intake and evaluation appointment to determine you or your client's eligibility and need for services. Clients must have a recent psychological, psychosocial and medical evaluation. The main office for Manhattan and the Bronx is in Manhattan at 75 Morton Street (212-229-3132).
- Offers FREE services
- Information and referrals are free, but particular programs and services may charge a nominal fee.
- English, French, Spanish

**Metro Developmental Disabilities Services Office - Bronx**  
2400 Halsey Street, Bronx, NY 10461  
718-430-0757  
Mon-Fri: 8am-7:30pm

- District office of the NYS OPWDD (Office for People With Developmental Disabilities) providing developmentally disabled individuals (ages 3+) in the Bronx with coordination of all services, including residential placement; Medicaid service coordination; and family support services, including respite care, home attendant, recreation, and camp reimbursement.
- Call this office and a staff person will schedule an intake and evaluation appointment to determine you or your client's eligibility and need for services. Clients must have a recent psychological, psychosocial and medical evaluation. The main office for Manhattan and the Bronx is in Manhattan at 75 Morton Street (212-229-3132).
- Offers FREE services
- Information and referrals are free, but particular programs and services may charge a nominal fee.
- English, French, Spanish

**Metropolitan Council on Housing (Met Council)**

339 Lafayette Street, #301

New York, NY 10012

212-979-0611

Hotline operates Mon, Wed, Fri, 1:30pm-5pm

Housing clinic and weekly member meetings are held on Tuesdays at 6:30pm in the Cooper Square office at 61 East 4th Street.

[www.metcouncil.net](http://www.metcouncil.net)

- Non-profit citywide organization offering tenants telephone advice on housing-related issues, a weekly walk-in housing clinic, assistance with organizing for better services and repairs; and advocacy, organizing tenants to win stronger tenant legislation at the City and State level.
- Also publishes a monthly newsletter for members. Please call for information on membership benefits.
- Offers FREE services
- Hotline and weekly walk-in clinic services are free to tenants, however the organization is supported through membership dues, which start at \$25 per year.
- English, Spanish

**Mid Bronx Desperadoes (MBD) Community Housing Corporation**

1762 Boston Road

Bronx, NY 10460

718-842-0256

Mon-Fri: 9am-5pm

<http://www.mbdhousing.org/>

- Non-profit organization providing affordable housing for low-income families and social support services for the residents.
- Currently there is a wait list for this program. Please call for availability inquiries.
- Families must meet income guidelines to be eligible for housing. If eligible, tenants will be responsible for paying 60% of the apartment's market rate monthly.
- English, Spanish
- Please call for more information and to request an application.

**Miracle House**

630 9th Ave.

New York, NY 10036

212-989-7790

Mon-Fri: 9am-5pm

<http://www.miraclehouse.org>

- Non-profit organization providing low-cost, temporary housing to patients and their caregivers coming to New York City for critical medical treatment.

- Meals, counseling, and other support services are provided to guests at no additional cost.
- Please note that New York City residents do not qualify.
- There is a client fee of \$50.00 per night.
- English

**Mitchel Senior Center**

188 Lincoln Avenue

Bronx, NY 10454

718-665-2168

Mon-Fri: 8am-4pm Lunch: 12pm-1pm

[www.eastsidehouse.org/pmwiki/Main/Seniors](http://www.eastsidehouse.org/pmwiki/Main/Seniors)

- Non-profit senior center offering the elderly ages 60+ congregate lunch, recreational activities, and nutrition workshops.
- You may walk-in to register. In order to register, you need a valid state ID and emergency contact information.
- Offers FREE services
- Suggested donation for lunch is \$1.25.
- English, Spanish

**Morris Senior Center - BronxWorks**

80 East 181st Street

Bronx, NY 10453

718-933-5300

General hours: Mon-Fri, 8am-4pm

Breakfast: 8:30am-10am

Lunch: 12pm-1:30pm

<http://www.bronxworks.org/programs/services-for-seniors/senior-centers>

- Call for more information on specific times. Gym and Personal Trainer: 8:30am - 3:30pm. Painting and hair salon programs are only available on Tuesdays.
- Non-profit senior center offering the elderly ages 60+ meals, case assistance, educational and recreational activities, information and referrals, support groups, field trips, and cultural activities.
- Transportation to the center may be available, depending on where in the Bronx the individual lives. Please call for more information.
- Offers FREE services
- \$1.00 suggested contribution for breakfast and lunch. Contributions/tips accepted for the hair salon program. There may be a charge for field trip bus rides. Please call for more information.
- Creole, English, Spanish

**Moshulu Montefiore Community Center - Marble Hill Senior Center**

5365 Broadway

Bronx, NY 10463

718-562-8551

Mon-Fri, 8:30am-4:30pm

<http://www.mmcc.org/index.php?submenu=Seniors&submenu=Seniors&src=gendocs&ref=SeniorCenter&category=Programs>

- Non-profit senior center offering the elderly ages 60+ recreational programs and outings, educational programs, social work assistance, congregate meals, and health and exercise programs.
- In order to register, individuals must apply at the center and provide identification indicating age and residence, emergency contact information, physician contact information, and a list of current medications.
- Offers FREE services
- Voluntary contribution of \$1 for lunch.
- English, Spanish

**Moshulu Montefiore Community Center - Senior Services**

3450 DeKalb Avenue

Bronx, NY 10467

718-798-6601

Mon-Fri, 8:30am-3:30pm

[www.mmcc.org/index.php?submenu=Seniors&src=gendocs&ref=SeniorCenter&category=Programs](http://www.mmcc.org/index.php?submenu=Seniors&src=gendocs&ref=SeniorCenter&category=Programs)

- Non-profit community center providing seniors ages 60+ with congregate meals, information and referrals, nutrition education, trips, round-trip transportation to the center, computer classes, free legal advice, and educational and recreational programs.
- Please call directly or walk in to register for services. Seniors need to provide proof of age, emergency contact information, and fill out a registration form in order to participate in programs. Shuttle bus is available for seniors depending on where the individual lives. Please call for more information.
- Voluntary contributions of \$1.50 per day and \$2 for round-trip transportation to the center.
- English, Russian, Spanish

**Mount Carmel Center for Senior Citizens**

2405 Southern Boulevard

Bronx, NY 10458

718-733-8852

Mon-Fri, 9am-5pm Lunch is served at noon.

- Non-profit senior center providing individuals ages 60+ with recreational activities and daily congregate lunch.

- Please bring proof of age and identification to register. Sponsored by the Council of Belmont Organizations (COBO).
- Offers FREE services
- \$2 suggested donation for lunch.
- English, Italian, Spanish

**Narco Freedom - Hope Case Management**

368 East 148th Street

Bronx, NY 10451

718-402-2614

Office Hours: Mon-Fri, 9am-5pm.

Intake Hours: Mon-Fri, 9am-3:30pm.

No appointment necessary; walk-ins welcomed.

[http://www.narcofreedom.com/hiv\\_drug\\_abuse\\_casemanagement.html](http://www.narcofreedom.com/hiv_drug_abuse_casemanagement.html)

- Non-profit intensive case management facility offering individuals and families affected by HIV/AIDS housing assistance; counseling; education; referrals for mental health, substance abuse, and detox services; financial management; and referrals for legal assistance.
- Upon intake, individuals must have:
  - verification of HIV+ status
  - Medicaid card or be eligible for Medicaid
  - updated M11Q -Updated TB status (within the past 6 months).
  - Individuals without an updated TB status will be referred to Narco Freedom's clinic for testing.
- Accepts Medicaid
- Provides Medicaid enrollment assistance
- English, Spanish

**National College Access Program Directory**

1001 Connecticut Avenue

Washington, DC 20036

202-347-4848

[www.collegeaccess.org/accessprogramdirectory](http://www.collegeaccess.org/accessprogramdirectory)

- Non-profit Web site providing low-income, first-generation, and underrepresented students with a free directory of local college access and preparation programs.
- Offered by the National College Access Network (NCAN), a national network of college access programs. NCAN operates the directory in partnership with the Pathways to College Network (PCN), an alliance of national organizations and funders concerned with issues surrounding college access. To read about college access and other education-related topics, please visit either organization's Web site.
- Offers FREE services
- English

**National Runaway Switchboard**

Chicago , IL 60657

800-786-2929

24 hours a day, 7 days a week

[www.1800-runaway.org/youth\\_teens/nrs\\_help.html](http://www.1800-runaway.org/youth_teens/nrs_help.html)

- Non-profit hotline and referral network providing runaway youth and teens, as well as their families, with phone-based counseling, crisis intervention, referrals, and a return home transportation program (Home Free).
- Home Free program provides free Greyhound bus return home transportation to eligible teen runaways. Please call the hotline for detailed eligibility information.
- Offers FREE services
- English, Interpreter services available, Spanish

**National Suicide Prevention Hotline**

New York, NY 10001

800-273-8255

888-628-9454

24 hours/7 days a week

Lifeline Chat: Mon -Fri: 5pm-1am

[www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)

- Non-profit hotline providing 24-hour confidential counseling, support, and treatment referrals to those in suicidal crisis and their families, including a Spanish-language hotline, a lifeline chat, and one specifically for Veterans.
- For more information about the Veterans Suicide Prevention Hotline, visit [www.suicidepreventionlifeline.org/Veterans/Default.aspx](http://www.suicidepreventionlifeline.org/Veterans/Default.aspx)
- To start a Lifeline chat session, visit: <http://www.suicidepreventionlifeline.org/GetHelp/LifelineChat.aspx>
- Offers FREE services
- English, Spanish

**Neighborhood Coalition for Shelter (NCS) - Emporium Online**

1323 Louis Nine Boulevard

Bronx, NY 10459

917-477-2210

Mon-Fri: 9am-5pm

[www.ncsinc.org/programs\\_and\\_services.html#emporium](http://www.ncsinc.org/programs_and_services.html#emporium)

- Non-profit program providing homeless and formerly homeless individuals with a 16-week on-the-job training on how to operate an online virtual store selling new and gently used donated items such as CDs, DVDs, video games, software and books.
- Please contact the NCS Administrative Offices for information regarding all of the NCS programs currently available. Some programs accept referrals from various sources, 212--537-5100.

- Offers FREE services
- English

**Neighborhood Coalition for Shelter (NCS) - OPTIONS Program**

1323 Louis Nine Boulevard

Bronx, NY 10459

917-477-2210

Mon-Fri: 9am-5pm

[www.ncsinc.org/programs\\_and\\_services.html#options](http://www.ncsinc.org/programs_and_services.html#options)

- Non-profit vocational services program providing homeless and formerly homeless adults with pre-employment and educational support, literacy tutoring, GED preparation, computer classes, resume-writing workshops, individual and group vocational counseling, work experience through paid internships & job placement.
- Please contact the NCS Administrative Offices for information regarding all of the NCS programs currently available. Some programs accept referrals from various sources, 212--537-5100.
- Offers FREE services
- English, Spanish

**New York Association for Gender Rights Advocacy (NYAGRA)**

24 W. 25th St., 9th floor,

New York, NY 10010

[212-675-3288, ext.338](tel:212-675-3288)

Mon.-Fri., 9 am - 5 pm

[www.nyagra.com](http://www.nyagra.com)

- Advocates for freedom of gender identity and expression for all. Website includes directory of transgender-friendly health care providers in the NYC metro area.
- Languages: English, French.

**New York City Alliance Against Sexual Assault**

32 Broadway, Suite 1101

New York, NY 10014

212-229-0345

The Website is available 24/7. Telephone lines are open Mon-Fri, 9am-5pm to answer callers' questions about information on the Web site: [www.nycagainstrape.org](http://www.nycagainstrape.org)

- Non-profit anti-violence organization offering victims of sexual abuse advocacy; community education; and free online information, including a resource directory, survivor stories, and answers to FAQs regarding sexual abuse and violent crime.
- The resource directory can be found at <http://www.nycagainstrape.org/resources.html>
- Offers FREE services

- English, Interpreter services available

**New York City Department for the Aging - Expanded In-Home Services for the Elderly**

2 Lafayette St

New York, NY 10007

Office: Mon-Fri, 9am-5pm

<http://www.nyc.gov/html/dfta/html/services/case-management.shtml>

- Public program providing homebound seniors age 60+ who are not eligible for Medicaid with community-based case management service and non-medical in-home services, such as personal care (such as bathing, and mobility assistance), and housekeeping services.
- Please call 311 for more information on this program. 311 directs inquiries to community organizations within each person's neighborhood that provide case management services, including a full assessment of needs and referral for in-home services such as home care and/or home-delivered meals.
- English

**New York City Family Justice Center - Bronx**

198 East 161st Street, 2nd Floor

Bronx, NY 10451

718-508-1222

800-621-4673

Mon-Fri: 9am-5pm

NYC's Domestic Violence Hotline provides 24-hour emergency assistance

[www.nyc.gov/html/ocdv/html/fjc/fjc.shtml](http://www.nyc.gov/html/ocdv/html/fjc/fjc.shtml)

- Public victims assistance center providing victims of domestic or elder abuse, stalking, teen dating violence, sexual assault and other forms of domestic violence with crisis and long-term counseling, emergency assistance and transportation, legal services, lock replacement, play therapy, support groups, public benefits, referrals, court and police accompaniment, shelter and housing assistance, and on-site child care while clients are receiving services.
- Please call 311 for more information on this location and affiliated offices in Queens and Brooklyn.
- Offers FREE services
- English, Interpreter services available

**New York City Housing Authority (NYCHA) - Public Housing**

250 Broadway

New York, NY 10007

212-306-3000

Mon-Fri, 8:30am-4:30pm

[www.nyc.gov/html/nycha/html/assistance/app\\_for\\_pubhsg.shtml](http://www.nyc.gov/html/nycha/html/assistance/app_for_pubhsg.shtml)

- Public agency providing affordable housing and tenant-landlord mediation for low- and moderate-income residents throughout the five boroughs of New York City.
- For more information on other programs and services offered by this agency, please see their website: <http://home.nyc.gov/html/nycha/home.html>. For participation in the affordable housing program an application must be filled out. Applications can be picked up at the following borough offices: Bronx: 1 Fordham Plaza, 5th floor, Bronx, NY 718-329-7859 or TTD/TTY, 718-329-7735 Brooklyn/Staten Island: 350 Livingston Street, 2nd fl., Brooklyn, NY 718-250-5900 or TTD/TTY, 718-222-4113 Manhattan/Queens: 55 West 125th Street, 7th floor, NY, NY 212-828-7100 or TTD/TTY, 212-828-7118
- Offers FREE services
- Rent is based on 30% of the family's adjusted gross income.
- English, Spanish, Interpreter services are available in more than 39 languages.

**New York State Department of Public Service - Public Service Commission**

Empire State Plaza

Albany, NY 12223-1350

800-342-3355

Mon-Fri, 9am-4:45pm

<http://www.dps.ny.gov/>

- Statewide public program that offers New York State residents assistance with utility and energy disputes, complaints, and service interruptions and shut-offs.
- Consumers may also file a complaint online at the following link:  
[http://www3.dps.state.ny.us/ocs/itgate.nsf/\(webDPS\\_welcome\)?OpenForm](http://www3.dps.state.ny.us/ocs/itgate.nsf/(webDPS_welcome)?OpenForm)
- The Public Service Commission also operates the Website <http://www.askpsc.com>, which offers information on energy rights, conservation, tips, and related information.
- Offers FREE services
- English

**New York State Division of Human Rights - Bronx**

One Fordham Plaza, 4th Floor

Bronx, NY 10458

718-741-8400

Mon-Fri 9am-5pm

[www.dhr.ny.gov](http://www.dhr.ny.gov)

- New York State agency providing individuals with investigation to resolve complaints of unlawful discrimination.
- Another New York State Division of Human Rights office is located in Brooklyn at: 55 Hansen Place Room 304, Brooklyn, New York 11217. For additional information on its services, please call (718-) 722-2385.
- Offers FREE services
- English, Interpreter services available, Spanish

**New York State Office for the Aging - Senior Citizens' Hotline**

Albany, NY 12223

800-342-9871

Mon-Fri, 8am-4pm

After 4pm, please leave a voicemail and someone will try to return your call on the following day.

[www.aging.ny.gov/](http://www.aging.ny.gov/)

- Non-profit free hotline providing callers with information about local Office for the Aging programs & services, including long-term care, Meals on Wheels, elder abuse prevention, and other health and related referral programs.
- Please call for information and referral.
- Offers FREE services
- English, Spanish

**New York State Workers' Compensation Board**

328 State St.

Schenectady, NY 12305

877-632-4996 / 800-580-6665

Telephone hours: Mon, Thurs, Fri, 8:30am-4:30pm Tues, Weds, 8:30am-6pm

<http://www.wcb.ny.gov/>

- Public program providing employees who are injured or become ill as a direct result of their job with Workers' Compensation benefits and assistance; includes the Advocate for Injured Workers, which offers advocacy and case assistance related to Workers' Compensation claims.
- To begin filing a claim, call the above-listed phone number. Those who have an open case and would like to contact the Advocate for Injured Workers should call 800-580-6665 and have their case number ready, if possible.

- Offers FREE services
- English, Interpreter services available

**New York Urban League - Bronx Employment Services**

3008 Eastchester Road

Bronx, NY 10469

718-944-3734

Mon-Fri, 9am-5pm

<http://www.nyul.org/employment.html>

- Non-profit organization providing community members with employment support services, including assistance with resume and cover letter writing, interviewing techniques, and job searches; and access to a computer lab.
- Individuals must bring a photo ID, Social Security card, and a resume (if available). Those without resumes will receive assistance creating one.
- Offers FREE services
- English, Spanish - For Spanish support services, please call and make an appointment.

**Northeast Bronx Senior Citizen Center**

2968 Bruckner Blvd.

Bronx, NY 10465

718-892-6090

Mon-Fri: 9am-4pm Lunch is served at 12pm Dancing opportunities available Wed, Fri: 1pm-3pm

Bingo available Mon, Tues, and Thurs: 1pm-3pm

- Non-profit senior center providing individuals ages 60+ with recreational activities, trips, and congregate lunch.
- Proof of age is required to become a member.
- Offers FREE services
- \$2 suggested contribution for lunch
- English, Italian, Spanish

**Nurse Aide Program - Highbridge Community Life Center**

1438 Ogden Avenue, Bronx, NY 10452

646-393-9533

Office hours: Mon-Fri, 9am-8pm. Courses run on cycles throughout the year. Please call for placement test times and availability.

[www.highbridgelife.org/ourservices/classes.asp#link\\_6](http://www.highbridgelife.org/ourservices/classes.asp#link_6)

- Non-profit organization offering adults ages 17+ a 22-week training program to become New York State Certified Nurse Aides (CNA); also provides current CNAs with advanced phlebotomy and EKG training programs.
- Training program includes a 2-week internship.
- Current CNAs interested in EKG and phlebotomy classes do not have to be graduates from Highbridge CNA program.

- Please bring the following to your placement exam:
  - Photo identification
  - Social Security card
  - Proof of address
  - Proof of income
- Offers FREE services
- English

**NYC Dept. of Health - Contact Notification Assistance Program (CNAP)**

125 Worth Street

New York, NY 10013

212-693-1419

Mon-Fri: 8:00-4:00pm

[www.nyc.gov/html/doh/html/std/std3.shtml](http://www.nyc.gov/html/doh/html/std/std3.shtml)

- Public program providing HIV+ individuals with third-party partner notification services at the request of HIV+ individuals and/or their service providers. Also provides HIV+ individuals and medical and social service providers with information and workshops on HIV partner notification.
- All services are accessed via the hotline listed above (not by walk-in office visits). Callers have the option of remaining anonymous.
- Offers FREE services
- English, Spanish

**NYC Youth Connect - Department of Youth and Community Development**

156 William Street, 6th Floor

New York, NY 10038

800-246-4646

Mon-Fri, 9am-7pm

[www.nyc.gov/html/dycd/html/youth\\_connect/youth\\_connect.shtml](http://www.nyc.gov/html/dycd/html/youth_connect/youth_connect.shtml)

- Confidential, toll-free hotline providing youth and families with peer counseling and crisis intervention, and referrals for job assistance, educational and recreational programs, immigrant support, and social service programs.
- The hotline is staffed by 16-24 year old "Listeners" who are trained and supervised by adult professionals to provide assistance.
- Offers FREE services
- English, Interpreter services available

**NYHousingSearch.gov**

Albany, NY 12207

877-428-8844

866-275-3427

Call center: Mon-Fri, 9am-8pm Information line: Mon-Fri, 9am-5pm

[www.nyhousingsearch.gov](http://www.nyhousingsearch.gov)

- Public Web site offering low- and middle-income New York State residents information on statewide housing resources, including a database of affordable housing, information on housing and energy assistance programs, and related resources.
- Web site is provided by the New York State Division of Housing & Community Renewal (DHCR) in conjunction with the New York State Department of Health (DOH) and Office for People With Developmental Disabilities (OPWDD). For more information on state housing programs, please visit [www.dhcr.state.ny.us/ahd](http://www.dhcr.state.ny.us/ahd) .
- Offers FREE services
- English, Spanish
- Spanish mirror Web site: [www.nyhousingsearch.gov/index.html.ESP](http://www.nyhousingsearch.gov/index.html.ESP)

**NYSARC, Inc.**

393 Delaware Avenue

Delmar, NY 12054

518-439-8311

Main office: Mon-Fri, 8am-5pm

[www.nysarc.org](http://www.nysarc.org)

- Statewide not-for-profit agency offering individuals with mental retardation and developmental disabilities early intervention, health care, education, preparation for employment, help in finding independent living, skill training, recreational activities, and support for family members.
- To find your local NYSARC chapter, please call the main office for referrals or visit: [www.nysarc.org/chapters/nysarc-chapters-locator.asp](http://www.nysarc.org/chapters/nysarc-chapters-locator.asp) .
- Offers FREE services
- English. Interpreter services vary at each chapter; please call your local chapter for more information.

**Office of Adult Career and Continuing Education Services (ACCES) - Vocational Rehabilitation (VR)**

1215 Zerega Avenue

Bronx, NY 10462

718-931-3500

Mon-Fri, 8am-5pm

[www.vesid.nysed.gov/bronx/home.html](http://www.vesid.nysed.gov/bronx/home.html)

- District office of a state agency offering eligible individuals (ages 16+) with disabilities vocational and educational services, including job counseling, coaching, training, placement, and follow-up.
- To qualify for services, individual must be 18 or older and have a disability that is an impediment to employment. Please call and speak to an intake counselor to set up an orientation appointment and to learn more about eligibility and services. For application and orientation information, please visit: [www.vesid.nysed.gov/bronx/apply.htm](http://www.vesid.nysed.gov/bronx/apply.htm) For eligibility information, please visit: [www.vesid.nysed.gov/do/handbook.htm#If](http://www.vesid.nysed.gov/do/handbook.htm#If). NOTE: Individuals who are legally blind are served by a separate agency, the New York State Commission for the Blind and Visually Impaired. For more information, please visit: <http://www.ocfs.state.ny.us/main/cbvh/>. Formerly called VESID (Vocational and Educational Services for Individuals with Disabilities).
- Offers FREE services
- English, Sign Language, Spanish

**Older Adults Technology Services, Inc. (OATS)**

168 7th Street, Suite 3A

Brooklyn, NY 11215

718-360-1707

Office Hours: Mon-Fri, 9am-5pm

[www.oats.org](http://www.oats.org)

- Non-profit organization offering older adults (ages 50+) technology services, including computer training courses, intergenerational computer training, Medicare peer counseling clinics, technology expos, workshops and seminars
- Classes are held at various organizations throughout the city; they are not offered on-site. Please call for class location information and schedules. New alternative location: Senior Planet Exploration Center, 127 West 25th St., NY, NY 10001. Call ahead for status of the center.
- Offers FREE services
- English, Spanish

**Palladia - Cedar Tremont House**

264 West Tremont Avenue

Bronx, NY 10453

718-583-8376

718-583-0061

Mon-Fri, 9am-5pm

<http://www.palladiainc.org/Public/Default.aspx?Housing=54>

- Non-profit supportive program providing formerly homeless families living with disabilities with housing and support services, including case management; entitlement advocacy; health education; substance abuse counseling; and educational and recreational services for children, teens, and adults.
- Families interested in services should call to schedule an intake appointment. The program houses up to 17 families.
- Offers FREE services
- English, Spanish

**Palladia - Jerome Court**

1769 Jerome Avenue

Bronx, NY 10453

718-294-1700

Office Hours: Mon-Fri, 9am-5pm

<http://www.palladiainc.org/Public/Default.aspx?Housing=57>

- Non-profit supportive housing facility offering previously homeless individuals with disabilities furnished studio apartments and on-site substance abuse counseling and case management.
- Applications based on HRA referral only.
- Sliding fee scale/assistance based on need. Rent is based upon individual income.
- English, Spanish

**Paradise Transitional Housing Program**

2395 Grand Concourse

Bronx, NY 10468

718-364-7650

24-hour facility Social services and referrals are available Mon-Fri, 9am-5pm.

[www.ParadiseTransitional.org](http://www.ParadiseTransitional.org)

- Non-profit single-room occupancy residential facility providing HIV/AIDS-infected adults ages 18+ with transitional housing, permanent housing referrals, social services, medical and mental health assessment, nutrition education, and recreational activities. For more information, please visit: [www.tzclc.org](http://www.tzclc.org)

- Clients must be referred by HASA. For more information, contact HASA Mon-Fri from 9am to 5pm at (212) 971-0626. E-mail address: [pthpny@gmail.com](mailto:pthpny@gmail.com). Housing expenses are covered for all HASA-eligible clients.
- English, Spanish

**Parkchester Enhancement Program for Seniors - JASA**

1525 Unionport Road  
 Bronx, NY 10467  
 718-409-1619  
 Mon-Fri, 9am-5pm  
<http://www.jasa.org/services/senior-centers>

- Non-profit organization providing seniors ages 60+ with case managers who assist in determining eligibility and completing applications for programs such as food stamps, SCRIE, and Medicaid and Medicare.
- Walk-ins and appointments accepted.
- Offers FREE services
- English, Spanish

**Parkside Senior Center - Presbyterian Senior Services (PSS)**

644 Adee Avenue  
 Bronx, NY 10467  
 718-881-7780  
 Mon-Fri, 8am-4pm  
[http://www.pssusa.org/index.asp?Type=B\\_BASIC&SEC=%7B56353FAA-C588-4092-8B8D-8DE90A75ABD7%7D](http://www.pssusa.org/index.asp?Type=B_BASIC&SEC=%7B56353FAA-C588-4092-8B8D-8DE90A75ABD7%7D)

- Not-for-profit senior center offering seniors (ages 60+) recreational activities; breakfast and lunch; social services, including case assistance, information and referrals; and health, education, and computer workshops.
- No transportation is provided. Please bring identification and proof of age to apply for membership. Must be 60+.
- Offers FREE services. For members, there is a suggested contribution of \$.75 for breakfast, \$1.25 for lunch.
- English, Spanish

**Patterson Houses Senior Center**

308 East 145th Street  
 Bronx, NY 10451  
 718-993-5146  
 Mon-Fri, 8am-4pm  
[www.eastsidehouse.org/pmwiki/Main/Seniors](http://www.eastsidehouse.org/pmwiki/Main/Seniors)

- Non-profit senior center offering individuals ages 60+ case management, entitlements assistance, health-related workshops, daily lunch, and recreational activities.

- Non-members must bring proof of age and ID for congregate lunch.
- Offers FREE services
- Members: \$1.25 for lunch (suggested) Non-members: \$2.50 for lunch
- English, Spanish

**Per Scholas**

804 138th St., Bronx, NY 10454

800-877-4068

718-991-0362

Mon-Fri, 9am-5pm

Some programs are Mon-Thurs. Call for more information.

<http://www.perscholas.org/>

- Non-profit organization providing low-income, underemployed adults ages 18+ with free vocational technology training, and computer recycling services.
- Must have a GED or High School Diploma to enroll in vocational training program, NY resident and live in the tri-state area. Computer systems may also be purchased online. Per Scholas also works with local schools and senior centers to provide computer training workshops and free computers. Per Scholas especially encourages women 18-24 and women veterans of OIF/OEF/OND campaigns to enroll.
- Offers FREE services
- Vocational training and other community programs are free. Exam is free the first time, after that it is discounted.
- English, Spanish

**Prevention Assistance and Temporary Housing (PATH) Office - Dept. of Homeless Services**

151 East 151st Street

Bronx, NY 10451

917-521-3900

Shelter is open 24/7. Intake hours: 7 days/week, 9am-5pm

[http://www.nyc.gov/html/housinginfo/html/em\\_assist/emergency\\_assistance.shtml](http://www.nyc.gov/html/housinginfo/html/em_assist/emergency_assistance.shtml)

- Public office providing temporary emergency housing on a walk-in basis to homeless families with children under age 21 or who are expecting.
- Applicants for emergency shelter should bring social security card, child's birth certificate, parents' photo identification, eviction notice, or any other supportive documentation regarding housing situation. After initial intake, families will be placed in a temporary shelter for up to 10 days while eligibility for more permanent shelter is investigated. If eligible, families will be placed in appropriate housing and assisted by shelter staff in searching for permanent housing.
- Offers FREE services
- English, Interpreter services available, Russian, Spanish

**Rape, Abuse, and Incest National Network (RAINN) - Sexual Assault Hotline**

Washington, DC 20036  
800-656-HOPE(4673)  
24 hours a day, 7 days a week

[www.rainn.org/get-help/national-sexual-assault-hotline](http://www.rainn.org/get-help/national-sexual-assault-hotline)

- Non-profit nationwide free and confidential hotline offering sexual assault counseling, health information, and referrals to local crisis centers, via both telephone and Internet.
- For the Online Hotline, please visit <http://apps.rainn.org/ohl-bridge/>.
- Offers FREE services
- English, Interpreter services available

**Regional Aid for Interim Needs (RAIN) - Bailey Senior Center**

2660 Bailey Avenue  
Bronx, NY 10463  
718-796-2559  
Mon-Fri, 9am-3pm

[www.raininc.org/bailey.asp](http://www.raininc.org/bailey.asp)

- Non-profit senior center offering seniors ages 60+ recreational activities and congregate breakfast and lunch.
- Clients can walk in during business hours and register with the center. Registration is free.
- Offers FREE services
- Suggested contribution for lunch is \$1.25.
- English, Spanish

**Regional Aid for Interim Needs (RAIN) - Boston East Senior Center**

3450 Boston Road  
Bronx, NY 10469  
718-654-9200  
Mon-Fri: 8:00am-4pm

[www.raininc.org/bostoneast.asp](http://www.raininc.org/bostoneast.asp)

- Non-profit senior center providing adults ages 60+ with daily congregate meals, nutritional education, recreational and educational activities, benefits/entitlement, and case assistance.
- Clients may walk in for registration. Proof of age is required for registration.
- Offers FREE services
- Suggested \$1.50 lunch contribution
- English, Spanish

**Regional Aid for Interim Needs (RAIN) - Boston Road Senior Center**

2424 Boston Road

Bronx, NY 10467

718-547-8827

Monday-Friday, 8:00am-4:00pm.

[www.raininc.org/boston.asp](http://www.raininc.org/boston.asp)

- Non-profit senior center offering individuals ages 60+ recreational activities and daily lunches.
- Bring proof of age and a record of medical history when you register. Center serves Kosher meals. Undocumented immigrants welcomed; provides services to all individuals, regardless of immigration status.
- Offers FREE services
- There is a suggested donation of \$1.75 for lunch.
- English, Russian, Spanish

**Regional Aid for Interim Needs (RAIN) - College Avenue Senior Center**

1020 College Avenue (Located in Basement)

Bronx, NY 10456

718-681-7993

Mon-Fri, 8am-4pm

[www.raininc.org/college.asp](http://www.raininc.org/college.asp)

- Non-profit senior center offering individuals ages 60+ recreational and educational activities, nutrition education, trips, and breakfast and lunch.
- Offers FREE services
- A suggested \$1.50 contribution is requested for breakfast and \$1.00 for lunch. Participants will be asked to pay for the costs of trips; all other services are free of charge.
- English, Spanish

**Regional Aid for Interim Needs (RAIN) - Gunhill Senior Center**

3445 Holland Avenue

Bronx, NY 10467

718-881-5589

Mon-Fri, 8am-4pm

[www.raininc.org/gunhill.asp](http://www.raininc.org/gunhill.asp)

- Non-profit senior center offering individuals ages 60+ breakfast, lunch, and recreational activities.
- Offers FREE services
- Suggested contribution of \$1.00 for breakfast and \$1.25 for lunch
- English, Spanish

**Regional Aid for Interim Needs (RAIN) - Middletown Senior Citizens Center**

3035 Middletown Road

Bronx, NY 10461

718-822-1120

Mon-Fri, 8am-4pm

Lunch served at 12pm

[www.raininc.org/middletown.asp](http://www.raininc.org/middletown.asp)

- Non-profit senior center offering individuals ages 60+ recreational activities and daily lunch.
- Transportation to and from the senior center may be provided, depending on address. Please call for more information.
- Offers FREE services
- Suggested contribution for lunch: \$1.50
- English, Spanish

**Regional Aid for Interim Needs (RAIN) - One Stop Program**

1168 Castle Hill Avenue

Bronx, NY 10462

718-239-4358

Office hours: Mon-Fri, 9am-5pm Walk-ins: Wed, 9am-12:00pm

<http://raininc.org/one.asp>

- Non-profit senior service center offering Bronx residents ages 60+ case assistance and benefits/entitlements advocacy.
- First-time clients should come on Wednesdays during walk-in hours to go through intake. Clients who are unable to make those times should call for an appointment. Clients may be asked to bring the following documents: [http://www.raininc.org/one\\_req.asp](http://www.raininc.org/one_req.asp) .
- Offers FREE services
- English, Italian, Spanish

**Regional Aid for Interim Needs (RAIN) - Parkchester Senior Center**

1380 Metropolitan Avenue, 2nd Floor

Bronx, NY 10462

718-597-9220

Office hours: Mon-Fri, 8am-4pm

[www.raininc.org/parkchester.asp](http://www.raininc.org/parkchester.asp)

- Non-profit senior center offering individuals age 60+ recreational activities, case assistance, and daily congregate breakfast and lunch.
- Seniors interested in services can walk in during the hours listed above for intake. Seniors should bring the following:
  - Photo identification
  - Proof of address
  - Social Security card or Medicare card

- Proof of health insurance
- List of all medications taken and dosages
- Emergency contact
- Offers FREE services
- A small contribution is requested for meals (\$1.00 for breakfast/\$1.50 for lunch) and transportation to recreational events.
- English, Spanish

**Riverdale Y Senior Center**

5625 Arlington Avenue

Bronx, NY 10471

718-548-8200

Mon-Fri, 8:30am-4pm

[http://www.riverdaley.org/index.php?src=gendocs&ref=SSC\\_SimonSeniorCenter&category=seniors](http://www.riverdaley.org/index.php?src=gendocs&ref=SSC_SimonSeniorCenter&category=seniors)

- Non-profit community center offering seniors 60+ exercise and recreational activities, information and education, arts and crafts, transportation to and from the center, and a hot lunch.
- Seniors do not have to join the Riverdale Y in order to use the senior center. Please bring a proof of age. Transportation is available to those in the Riverdale area.
- Offers FREE services
- Suggested lunch donation is \$2.25. Suggested transportation donation is \$2.25.
- English

**Safe Horizon - Manhattan and Bronx Community Program**

100 East 22nd Street - Ground Floor

Bronx, NY 10458

212-316-2100

Mon-Fri, 9am-5pm

[http://www.svfreenc.org/resource\\_14.html](http://www.svfreenc.org/resource_14.html)

- Non-profit support center providing survivors of domestic violence, elder abuse, rape, sexual assault, and other crimes and abuses with limited counseling and domestic violence support groups; police and court advocacy; housing application and transportation assistance; limited emergency cash and food assistance; and referrals for long-term counseling, financial management, and social security.
- Self-referrals welcome. The center does not require identification and all services are confidential. Clients must be ages 18+ to be eligible for services, except for rape and sexual assault counseling, which is available for clients ages 15+.
- Offers FREE services
- English, Italian, Spanish

**Safe Horizon - Project Safe**

2 Lafayette Street, 3rd floor

New York, NY 10007

866-689-HELP

800-621-HOPE

Program office hours: Mon, Wed, & Thurs, 11am-4pm Hotlines are available 24 hours a day, 7 days a week.

<http://www.safehorizon.org/index/pressroom-5/safe-horizon-in-the-news-28/news/nonprofit-partners-instill-sense-of-security-29.html>

- Non-profit domestic violence and crime victims support program offering victims who have filed a police report free installation of new locks or cylinders.
- Please call either hotline number and ask for Project Safe for more information. Eligibility requirements for free locks: - must reside in one of 5 boroughs of NYC - must be a victim of a qualifying crime within past 30 days and provide a police report number - in certain cases, an order of protection is required
- Offers FREE services
- English, Interpreter services available, Spanish

**Safe Horizon/44th Precinct - Bronx Domestic Violence Department**

2 East 169th Street

Bronx, NY 10452

718-590-5500

800-621-4673

Office hours: 9am to 5pm Hotline services are available 24 hours a day, 7 days a week.

- Branch of New York City Police Department, also staffed with Safe Horizon case workers, providing victims of domestic violence with legal advocacy and referrals to counseling centers and domestic violence shelters.
- Please call directly to receive services. Most cases served are within catchment area of the 44th Precinct.
- Offers FREE services
- English, Interpreter services available, Spanish

**Sally and Henry Pearce Help Center/Hotline - JASA**

247 West 37th Street

New York, NY 10018

212-273-5272

Mon-Fri, 9am-1pm, 2pm-5pm

[www.jasa.org/get-help](http://www.jasa.org/get-help)

E-mail: [help@jasa.org](mailto:help@jasa.org)

- Non-profit telephone hotline for seniors 60+ providing referrals to appropriate resources, assistance filing for benefits and entitlements, and scheduling of in-home meetings with social workers.
- Please note that this agency does not provide direct services, only referrals.
- Most services are free including telephone case management. Follow up services and in-home visits may have a small fee, depending on the service.
- Chinese, Creole, English, Russian, Spanish, Cantonese Mandarin - Please note that language availability is based on the language staff speaks.

**Samaritans of New York**

New York, NY 10159

212-673-3000

Hotline is operated 24 hours a day Support groups are offered at several times and locations; please call for more information.

[www.samaritansnyc.org/mission.html](http://www.samaritansnyc.org/mission.html)

- Non-profit organization providing a free and confidential suicide prevention hotline and support groups for individuals contemplating suicide and/or individuals who have lost loved ones to suicide.
- Please call or visit the Web site for more information.
- Offers FREE services
- English

**SEBNC - Leisure Time I & II and Leisurely Yours Recreation Programs**

955 Tinton Avenue

Bronx, NY 10456

718-542-2727

Leisure Time I: Tues & Thurs, 5pm-9pm & Sat, 9am-4pm (Tues and Thurs sessions take place at Third Avenue location; please call above-listed number for more information)

Leisure Time II (Adults who live at home): Sat & Sun, 9am-4pm Leisurely Yours: Sat, 9am-4pm

<http://www.sebnc.org/program2.aspx>

- Non-profit organization providing developmentally disabled Bronx residents ages 18+ with therapeutic recreational activities and social outings.
- Evening meals are provided on weekdays, but not on weekends.

- All program participants must be referred by their Medicaid Service Coordinator, who will assist with enrollment and completion of necessary paperwork.
- English, Spanish

**Selfhelp Community Services - Evelyn Frank Legal Resources**

520 Eighth Avenue

New York, NY 10018

212-971-7658

866-811-5243

Office: Mon-Fri, 9am-5pm Call between 9am-5pm for assistance.

Web site and hotline available 24/7.

<http://www.selfhelp.net/community-services/evelyn-frank-legal-resources-program-eflrp>

- Non-profit organization's legal resource department providing senior citizens with legal information and advocacy throughout New York City and Long Island; also co-sponsors legal information Web sites offering information on health insurance rights, prescription drugs, and related issues.
- Elderly Selfhelp clients are principally assisted by one of Selfhelp's social workers working at diverse sites in four boroughs and Nassau County. The social worker teams up with the Evelyn Frank lawyer or legal assistant to do legal advocacy for the client. Legal assistance can be provided to those that are not Selfhelp clients through the Legal Assistance Hotline. For the healthcare resources page co-sponsored by Selfhelp Community Services, Empire Justice Center, and Western New York Law Center, please visit  
[http://onlineresources.wnyc.net/healthcare/health\\_care.asp](http://onlineresources.wnyc.net/healthcare/health_care.asp)
- Offers FREE services
- English, Spanish

**Shalom Task Force**

P.O. Box 137

New York, NY 10274

888-883-2323

718-337-3700

Mon & Thurs, 9am-12am Tues & Wed, 9am-10pm Fri & Sun, 9am-12noon

[www.shalomtaskforce.org/shalom/hotline/](http://www.shalomtaskforce.org/shalom/hotline/)

- Non-profit confidential and anonymous Jewish domestic violence hotline offering services to individuals of all ages, including over-the-phone crisis counseling, domestic violence services, elder abuse services, legal services, referrals and community education.
- Offers FREE services
- English, Hebrew, Spanish

**Soundview Senior Center**

1674 Seward Avenue

Bronx, NY 10473

718-328-1809

Mon-Fri, 9am-5pm

Winter hours: Mon-Fri: 8am-4pm

- Non-profit senior center offering adults (ages 60+) exercise and recreational activities, a daily snack and lunch, and classes and workshops.
- Lunch is based on a first come, first serve basis.
- Offers FREE services
- Suggested contribution for meals: \$.50 for snack, \$1.00 for lunch, and \$1.00 for beverages. Coffee and tea are provided free of charge.
- English, Spanish

**St. Anthony Shelter**

410 East 156th Street

Bronx, NY 10455

718-993-5161

Office: Mon-Fri 9am-5pm

[www.stanthonyshelter.org](http://www.stanthonyshelter.org)

- Non-profit church-based homeless shelter for men.
- Walk-ins and referrals welcomed.
- Please NOTE: the shelter usually has a waiting list due to capacity limitations. Please call to verify if the shelter has availability.
- Offers FREE services
- English

**STI Resource Center Hotline**

P.O. Box 13827

Research Triangle Park, NC 27709

919-361-8488

800-232-4636

English: Mon-Fri, 8am-6pm

Spanish: Mon-Fri, 8am-2pm

TTY: Mon-Fri, 10am-10pm

<http://www.ashastd.org>

- Non-profit confidential hotline/helpline providing information about prevention, risk, treatment and other STD/STI-related concerns.
- Due to high call volume, operators may not be available at certain times. If you want immediate assistance, visit the website or call the CDC hotline. Sponsored by the US Center

for Disease Control (CDC). For more information on the American Social Health Association and other support services please see their website: [www.ashastd.org](http://www.ashastd.org)

- Offers FREE services
- English, Spanish, TTY

### **Sue Ginsberg Senior Center**

975 Waring Avenue

Bronx, NY 10469

718-881-1758

Program Hours: Mon-Fri: 9am-5pm Lunch: Mon-Fri: 12pm (registration begins at 11am)

- Non-profit community senior center providing older adults 60+ with recreational and educational activities, exercise, and daily congregate lunch.
- Seniors must visit the center and fill out a registration card in order to become a member.
- Offers FREE services
- Suggested \$1.50 lunch contribution
- English

### **Survivors of Incest Anonymous**

PO Box 1603

New York, NY 10156

410-893-3322

<http://www.siawso.org>

- Non-profit 12-step self-help recovery program for adults (18+) who are survivors of childhood sexual abuse through in-person and online meetings.
- For information about online and in-person meetings, please visit <http://www.siawso.org/meetings>.
- Information/self-help packets available for those who cannot pay full price.
- English - Packets available in the following languages: Dutch, French, German, Italian, Portuguese, Spanish, Swedish

### **The Compassionate Friends**

900 Jorie Blvd., Suite 78

Oak Brook, IL 60522

877-969-0010

Support group times vary. Please contact individual chapters for hours.

[www.compassionatefriends.org](http://www.compassionatefriends.org)

- National non-profit organization providing support groups for bereaved parents, grandparents, and siblings at local chapter sites throughout the country.
- Age groups vary by chapter. To find the chapter nearest you, please call the above-listed toll-free number or visit: [http://compassionatefriends.org/Local\\_Chapters/Chapter\\_Locator.aspx](http://compassionatefriends.org/Local_Chapters/Chapter_Locator.aspx)

- Offers FREE services
- Arabic, English, Spanish - Bilingual support groups may be available, depending on location. Please call toll-free number for more information.

**The Dennelisse Corporation - Bronx Office**

349 East 149th Street, Suite 605

Bronx, NY 10451

718-993-5580

Mon-Fri, 9am-5pm

[www.dennelisse-lhcsa.org](http://www.dennelisse-lhcsa.org)

- Non-profit corporation offering HIV+ individuals and their families case management, including benefits and entitlements assistance and information and referrals.
- Client eligibility: - Medicaid-eligible - Reside in Manhattan or Bronx - Provide documentation of HIV+ status
- The Dennelisse Corporation also operates a center at 16 East 40th Street, 12th Floor, New York, NY. For more information, please call (212-) 265-8320.
- Clients must be Medicaid eligible to receive services
- English, Spanish

**The Doe Fund - A Better Place**

232 East 84th Street

New York, NY 10028

212-971-0626

Facility is open 24 hours a day, 7 days a week. Office hours: Mon-Fri, 9am-7pm

[www.doe.org/programs/?programID=22](http://www.doe.org/programs/?programID=22)

- Non-profit 28-bed permanent supportive housing program offering HIV/AIDS+ homeless men and women single-room occupancy housing and residential support, including medication distribution, social activities, counseling, and substance abuse treatment referrals.
- Individuals must be referred by the HIV/AIDS Services Administration (HASA). Please call (212-) 971-0626 for more information.
- Offers FREE services
- English, Spanish

**The Institutes of Applied Human Dynamics - Bronx Residential Services**

3690 Jerome Avenue

Bronx, NY 10467

718-920-0861

Mon-Fri: 9am-5pm

[www.iahdny.org/services/residential/](http://www.iahdny.org/services/residential/)

- Non-profit housing office providing mentally retarded and/or developmentally disabled adults ages 18+ with residential placement in the Institute's Intermediate Care Facility, Supportive Community Residence, Supervised Community Residence, Residential Habilitation Program, and Individualized Residential Alternative (IRA).
- All referrals must be made through the New York State Office for People With Developmental Disabilities (OPWDD). For more information or to initiate an application, please visit their website at: [www.omr.state.ny.us/hp\\_individuals.jsp](http://www.omr.state.ny.us/hp_individuals.jsp)
- Accepts Medicaid, Sliding fee scale/assistance based on need. The IRA only serves Medicaid-eligible individuals. All other residential programs are funded by the New York State Office for People With Developmental Disabilities (OPWDD). When applying through the New York State Office, the intake coordinator will determine aid and funding eligibility.
- English, Spanish

**The Neighborhood Association for Intercultural Affairs (NAICA)**

1075 Grand Concourse, Suite 1B

Bronx, NY 10452

718-538-4830

Mon-Fri: 9am-5pm

[http://nysdhcr.gov/apps/profiles/profile\\_detail.asp?applid=194](http://nysdhcr.gov/apps/profiles/profile_detail.asp?applid=194)

- Not-for-profit organization providing low-income families facing eviction with housing and legal assistance through FEPS (Family Eviction Prevention Supplement), a public eviction prevention and rent support program.
- Clients must be facing eviction in housing court, be on public assistance, and have children under age 18. This is the main office for NIACA. Additional community services, such as case management and education programs, are offered at satellite offices throughout the Bronx. For additional information on services and eligibility, please call the number above.
- Offers FREE services
- English, Spanish

**The New York State Parent Education and Awareness Program**

25 Beaver Street, Room 809

New York, NY 10004

888-809-2798

Hours vary by site. Please call or visit Web site for more information.

[www.nycourts.gov/ip/parent-ed/](http://www.nycourts.gov/ip/parent-ed/)

- Public program offering divorcing or separating parents classes on reducing related stress and negative effects, as well as the legal processes involved in divorce/separation.
- Classes are certified through the program and offered at community-based organizations throughout the state. For a list of participating sites, please visit: <http://www.nycourts.gov/ip/parent-ed/pdf/PublicCertifiedPEP01.pdf>. Each class covers the following topics: - Creating/maintaining supportive parent-child relationships. - Providing a stable, supportive home environment. - Maintaining healthy parental functioning and psychological well-being. - Protecting children from ongoing parental conflict. E-mail: nyparent-ed@courts.state.ny.us This program is an initiative of the New York State Unified Court System.
- Some classes are free and others are fee-based (but no more than \$100 per person). Those who fall at or below 240% of the poverty income guidelines attend for free.
- English

**Thorpe Family Residence & Community Services - Park Avenue Thorpe**

406 East 184th Street

Bronx, NY 10458

718-295-2550

Mon-Fri, 9am-5pm

Food Pantry: Every Wednesday from 8:30 am to 9:30 am

[http://thorpeonline.org/Home\\_Page.html](http://thorpeonline.org/Home_Page.html)

- Non-profit supportive housing facility providing mothers and children transitioning from shelters with low-cost permanent housing, case management, food pantry and supportive services; also providing the general community with social service referrals and a free clothing room.
- Thorpe Family Residence, Inc. also provides a community food pantry at their temporary shelter, located at 2252 Crotona Avenue. For more information on this site, please call (718-) 933-7312.
- Sliding fee scale/assistance based on need. Monthly rent is determined by a residents' income and apartment size. All other services are free.
- English, Spanish

**Throgs Neck Senior Center - JASA**

2705 Schley Avenue

Bronx, NY 10465

718-823-1771

Mon-Fri, 8:30am-4pm

<http://www.ujafedny.org/view-agency-program/view/jasa-throgs-neck-senior-center/>

- Non-profit senior center providing the elderly ages 60+ with daily lunches, recreational programs, trips, and discussion groups on health-related topics.
- Offers FREE services
- Suggested \$1.50 donation for lunch.
- English, Spanish

**Transgender Legal Defense & Education Fund (TLDEF)**

151 West 19th Street

New York, NY 10011

646-862-9396

914-920-4057

Mon-Fri, 9:30am-6pm

<http://www.transgenderlegal.org/>

- Non-profit organization providing transgender individuals with legal advice and referrals.
- Legal advice is primarily offered over the phone. Please note that TLDEF mainly provides legal advice. Representation may be offered in very few cases; however, most clients seeking representation will be referred to another organization.
- Offers FREE services
- English

**U.S. Dept. of Housing and Urban Development (HUD)**

451 7th Street S.W.

Washington, DC 20410

[www.hud.gov](http://www.hud.gov)

- Government Web site providing information on home buying, applying for public housing, and filing housing discrimination complaints; on-line library and handbooks; and forms and applications for housing needs.
- To find your local HUD office, please visit: <http://www.hud.gov/localoffices.cfm>
- Offers FREE services
- English, Spanish - Website information is available in Spanish by clicking "en Espanol" on the upper left hand side of the home page.

**UJA-Federation of New York - Resource Line**

130 East 59th Street

New York, NY 10022

800-852-3337

877-852-6951

Mon-Fri, 9am-4pm - Messages left after 3:30pm will be returned the next business day.

[www.ujafedny.org/site/c.cgiLUI0OzGpF/b.1461869/](http://www.ujafedny.org/site/c.cgiLUI0OzGpF/b.1461869/)

- Non-profit information and referral line for health and social services in the New York area.
- Offers FREE services
- English, Russian

**United Cerebral Palsy of NYC - Manhattan Adult Day Services**

80 Maiden Lane, 8th floor

New York, NY 10038

877-827-2666

212-683-6700

Day Habilitation: Mon-Fri, 9am-4pm (morning session) and 4pm-9pm (evening session)

<http://www.ucpny.org/site>

- Non-profit day habilitation program providing developmentally disabled adults ages 22+ with pre-vocational skills training; behavior modification intervention; social work; skill development; volunteer opportunities; and community integration.
- The day habilitation program is open to adults ages 22+ who have diagnosed developmental disabilities and are eligible for Medicaid Waiver services. Please call the Project CONNECT line for application information.
- Accepts Medicaid
- There is no direct cost to participants of these programs. Day habilitation program and transportation funding is provided by OPWDD through the Medicaid Waiver program.
- English, Spanish

**University Consultation and Treatment Center - Ehrlich Apt. Program**

1020 Grand Concourse

Bronx, NY 10451

718-588-2850

Office: Mon-Fri: 9am-5pm

- Non-profit scatter site housing program providing individuals with HIV/AIDS and their families housing, case management, healthcare coordination, counseling, entitlements assistance, and recreational activities.
- All tenants must be referred by HIV/AIDS Service Administration (HASA). Please contact HASA directly for admissions at (212) 971-0626.

- Sliding fee scale/assistance based on need. Tenants are expected to contribute 30% of their income towards rent. Utilities and phone bills are subsidized by the facility. (\$40 on utilities, \$20 on phone bills)
- English, Spanish

**University Behavioral Associates - Supporting Healthy Relationships Program**

334 East 148th Street, 2nd Floor

Bronx, NY 10451

718-401-5050

Workshops conducted Mon-Fri: 5:30pm-8:30pm

[http://www.montefiore.org/whoweare/stories/healthy\\_marriage\\_program/](http://www.montefiore.org/whoweare/stories/healthy_marriage_program/)

- Non-profit, hospital-based 10-week program providing parents or expectant couples (18+) with marriage education workshops, case management, communication workshops, anger management and conflict resolution classes and family activities.
- Both individuals must be over the age of 18; and have at least one child under the age of 18 living at home or be expecting a child. Offers FREE services
- English, Spanish

**Van Cortlandt Village Senior Center - JASA**

3880 Sedgewick Avenue

Bronx, NY 10462

718-549-4700

Office hours: Mon-Fri, 9am-5pm

Program hours: Mon-Fri, 9am-4pm

<http://www.ujafedny.org/view-agency-program/view/jasa-van-cortlandt-senior-center/>

- Non-profit senior center providing seniors ages 60+ with kosher lunches, educational and recreational programs, case assistance, and social work services.
- Please call or visit the center for a free application.
- Offers FREE services
- There is a suggested donation of \$2 for lunch.
- English, Hebrew, Russian, Spanish

**VetsFirst - United Spinal Association**

East Elmhurst, NY 11370

718-803-3782

877-483-8717

Mon-Fri, 8:30am-4:30pm

<http://www.VetsFirst.org>

- Non-profit website providing veterans with service-related disabilities with information about benefits counseling, how to obtain wheelchairs and equipment, advocacy, and linkages to representation in claims appeals for benefits and services.

- Veterans eligible for services should have had 90 consecutive days of active service and have been honorably discharged.
- Offers FREE services
- English, Spanish

**Victim Information and Notification Everyday (VINE) - Batterer Release Info**

888-846-3469

24/7

<http://www.nycourts.gov/courts/nyc/criminal/specialprojects.shtml#VINE>

- State-funded service providing victims of crime with a website and hotline to search for information regarding their offender's custody status and register to receive telephone and e-mail notification when their offender's custody status changes.
- VINE provides information regarding a prisoner in the NYC Department of Correction, NY State Department of Correctional Services, and 60 other County Correctional Facilities. Individuals must first register for the service online or by phone. Funded by the Dept. of Correctional Services. For more information, please visit <http://www.docs.state.ny.us/VictimSvc/vine.html> .
- Offers FREE services
- English, Spanish - Website also available in Spanish: <https://www.vinelink.com/vinelink/siteInfoAction.do?lang=es&siteld=33004>

**Violence Intervention Program**

P.O. Box 1161

Triborough Station

New York, NY 10035

212-410-9080

Additional Hotlines:

NYS Spanish Hotline: 800-942-6908

NYS Spanish Hotline TTY: 800-780-7660

NYS English Hotline TTY: 800-818-0656

Office: Mon-Fri, 9am-5pm Hotline: 24/7

[www.vipmujeres.org](http://www.vipmujeres.org)

- Non-profit domestic violence intervention organization providing counseling, legal referrals, emergency shelter referrals, 18-24 month supportive housing, and assistance in securing permanent housing for victims and survivors of domestic violence via national, statewide, and citywide hotlines.
- Note that this is a nationally recognized Latina organization, but it provides services to women of any/all backgrounds.
- Offers FREE services
- English, Spanish

**Visiting Nurse Service of New York - Community Connections Timebank**

1250 Broadway, 4th Floor

New York, NY 10001

212-609-7811

Office hours are Mon-Fri, 9am-5pm

<http://www.vnsny.com/timebank>

- Non-profit organization providing individuals of all ages with opportunities to trade volunteered community service through a "Time Bank."
- Members earn one "Time Credit" for every hour they contribute helping another member. Members can then use their credits to receive a community service. To join, participants must first attend an enrollment sessions in one of the following areas: Manhattan: Washington Heights/Inwood and Lower East Side/Chinatown Brooklyn: Sunset Park/Bay Ridge. For more information about the program, please call the above-listed number.
- Offers FREE services
- Chinese, English, Spanish

**WomensLaw.org**

New York, NY 10001

800-799-SAFE

800-787-3224

Available 24 hours a day.

[www.womenslaw.org](http://www.womenslaw.org)

- Website providing female victims of domestic violence with state-by-state legal information.
- Offers FREE services
- English, Spanish

**Workers Defense League**

P.O. Box 618, New York, NY 10159

212-627-1931

Mon-Fri, 9am-5pm

- Non-profit organization providing free phone-based legal information and referrals, and representation to individuals who are believed to have been unfairly denied unemployment insurance benefits after losing or leaving their jobs.
- The Workers Defense League offers information and referrals over the telephone. Please call to speak to someone regarding your case. Representation is available to individuals who work in the New York City area; residence in New York City is not a requirement. Those working outside of the New York City area may still receive information and referrals. Please note that individuals providing advice and representation are not lawyers, but are qualified to represent unemployment insurance claimants at hearings.
- Offers FREE services

- English

**Wounded Warrior Resource Center (WWRC)**

800-342-9647

Hotline is open 24/7

<http://2fwww.woundedwarriorresourcecenter.com/>

- Government-sponsored Web site and 24/7 hotline providing wounded, injured, or ill military service members and veterans, their families, and their caregivers with information regarding health care, benefits, and military support services through a resource guide; also helps families connect for support and recreation.
- WWRC serves veterans who are wounded, injured, or ill on or off duty. Operated by the U.S. Department of Defense. E-mail: [wwrc@militaryonesource.com](mailto:wwrc@militaryonesource.com)
- Offers FREE services
- English, Interpreter services available

**Youth Success NYC**

224 West 29th Street

New York, NY 10001

<http://www.youthsuccessnyc.org>

- Non-profit Website providing youth who are currently or formerly in foster care with information on local health and social services, such as education, health, nutrition, housing, counseling and mental health, legal assistance, employment, finance, and other needs.
- Website sponsored by Represent, the magazine by and for youth in foster care, New Yorkers for Children, the Administration for Children's Services; and Youth Communication.
- Offers FREE services
- English

**Anti-Violence Project**

240 W. 35<sup>th</sup> St. (bet. 7<sup>th</sup> & 8<sup>th</sup> Ave.)

New York, NY 10001

212-714-1141

Hotline: 24 hrs. / 7 days

Walk-in services: Mon.-Fri., 10 am – 3 pm

[www.avp.org](http://www.avp.org)

- Provides counseling, advocacy, and support groups for lesbian, gay, bisexual and transgender survivors of domestic violence or anti-gay / anti-transgender violence.
- Languages: English, Spanish

**Domestic Violence Coordinator at  
Jacobi Medical Center**  
(718) 918-5387

**Domestic Violence Coordinator at  
Lincoln Hospital and Mental Health Center**  
(718) 579-4687

**Jewish Board of Family and Children's Services**  
212-582-9100  
Mon.-Thurs., 9 am – 9 pm and Fri. 9am – 5pm  
[www.jbfcs.org](http://www.jbfcs.org)

- Provides referrals for mental health and social services, including for survivors of domestic violence.
- Languages: English, Spanish, Russian

**New York City Domestic Violence Hotline**  
800-621-HOPE (4673)  
24 hrs./7 days

- Provides counseling, shelter, legal aid, and referrals to many services. Has specific shelters for pregnant women and women with children.
- Translation available in 179 languages.

**New York City Rape Hotline / New York Police  
Department**  
212-267-7273  
24 hrs./7 days

- Provides referrals to counseling, services, and shelters.
- Languages: English, Spanish

**New York State Coalition Against Domestic Violence**  
800- 942-6906 – English  
800-942-6908 – Spanish  
800-818-0656 – English TDD/TTY  
800- 780-7660 – Spanish TDD/TTY  
24 hrs./7 days

- Provides referrals to domestic violence and sexual abuse programs
- Languages: English, Spanish

**Sanctuary for Families**

c/o NYC Family Justice Center  
198 E. 161st St., 2nd Floor, Bronx 10451  
718- 993-5990 or 212-349-6009

Mon.-Fri., 9 am – 5 pm; some evening appointments may be available.

[www.sanctuaryforfamilies.org](http://www.sanctuaryforfamilies.org)

- For domestic violence survivors, provides adult/children's counseling, legal services, crisis/transitional shelter, and referrals.
- Languages: English, Spanish, French, Japanese, and other languages

**Transportation****Access-A-Ride**

2 Broadway, 11th Floor

New York, NY 10004

646-252-5252

877-337-2017

Office hours: Monday-Friday 9am-5pm

Access-A-Ride service: 24 hours a day, 7 days a week, including holidays

[www.mta.info/nyct/paratran/guide.htm](http://www.mta.info/nyct/paratran/guide.htm)

- Public transportation program providing shared ride, door-to-door paratransit service for people who are unable to use public bus or subway service.
- You must register to receive Access-A-Ride services. In order to register for Access-A-Ride, applicant must have a letter from their doctor, passport size photo, and completed application. Please call or visit website for application.
- The one-way fare for each registered passenger and each guest is the same as the full fare on MTA mass transit. All passengers must pay with exact change upon boarding vehicle. Personal Care Attendant (PCA) traveling with an Access A Ride (AAR) customer is permitted to ride free of charge ("PCA" must be noted on the customer's AAR ID card). A family member can also travel as a PCA if passenger does not have a PCA. If a family member wants a ride as well as a PCA, the PCA rides free of charge, and the family member must pay for fare.
- English. Translator needed for other languages

**ACCESS New York - A Guide to Accessible Travel in NYC**

[www.nyc.gov/html/mopd/downloads/pdf/access\\_ny\\_review\\_2006.pdf](http://www.nyc.gov/html/mopd/downloads/pdf/access_ny_review_2006.pdf)

- Public guide to accessible travel in and around New York City for individuals with disabilities: includes information on travel assistance, services, features, and reduced fares; and information on disabled access for NYC landmarks and attractions.
- This is a free public website.
- English

**Angel Flight Northeast**

Lawrence Municipal Airport

North Andover, MA 01845

800-549-9980

978-794-8779

Mon-Fri, 9am-5pm

[www.angelflightne.org/index.php?src=](http://www.angelflightne.org/index.php?src=)

- Not-for-profit organization with a volunteer corps of pilots who provide patients and their families residing in the Northeastern U.S. with free transportation to hospitals for medical treatment.
- To qualify for a free flight, individuals must have a medical diagnosis, demonstrate financial need, and be unable to afford other means of commercial transportation. Must also have some mobility and be medically stable and able to fly in an unpressurized plane.
- Angel Flight Northeast is part of the nationwide Air Charity Network (<http://aircharitynetwork.org/>). U.S. residents living in other areas of the country who are interested in accessing free air transportation can call (877) 621-7177 to be directed to the chapter closest to them.
- English, Spanish

**Medicaid Transportation - New York City**

New York, NY 10001

212-630-1513

Office: Mon-Fri, 9am-5pm

Transportation services are provided 24 hours a day.

- Non-profit service providing Medicaid recipients residing in New York City with non-emergency transportation to and from medical appointments.
- For emergency medical transport, please call 911. Transportation is provided within the 5 boroughs, unless there is a serious reason why a client must be transported outside of the 5 boroughs. A transportation form must be filled out by a certified health care provider, such as a doctor or social worker. Please call for more information.
- Accepts Medicaid
- English, Interpreter services available
- Providers arranging transportation on behalf of the client should indicate this when calling.

**MTA Half-Fare Program**

3 Stone Street  
New York, NY 10004  
718-243-4999

<http://www.mta.info/nyct/fare/rfindex.htm>

- Public transportation office offering seniors ages 65+ and individuals with a qualifying disability half-fare travel on MTA subways, buses, Metro North, and Long Island Railroad.
- Individuals may apply for a Reduced-fare Metrocard in person at the walk-center on Stone Street; mail in the application form that applies to you, which can be found at <http://www.mta.nyc.ny.us/nyct/fare/rfapply.htm>; OR pay reduced-fare at a ticket booth or aboard a train or bus by presenting one of the following forms of identification:
  - -Access-A-Ride Card
  - -NYC Dept. for the Aging Card
  - -Medicare Card
- Reduced-fare benefits are available on:
  - -MTA New York City Transit subways and local buses
  - -MTA Bus
  - -NYC Transit and MTA Bus express buses offer reduced fares during non-rush hours only
  - -MTA Long Island Bus
  - -MTA Long Island Rail Road and the MTA Metro-North Railroad anytime except weekday rush hours to New York City terminals
- Reduced fare is half fare or less with Reduced-Fare MetroCard discounts. If you are 65 years of age or older or have a disability that qualifies, you are eligible.
- English

**RightRides**

26 Court Street, Suite 505  
Brooklyn, NY 11242  
718-522-0822  
888-215-7233

Office: Mon-Fri, 10am-6pm; late-night Fridays, 12am-3am (aka early Saturday morning); late-night Saturdays, 12am-3am (aka early Sunday morning); "On call" program (no advance reservations)

[www.rightrides.org](http://www.rightrides.org)

- Non-profit community transportation program providing women and LGBTQ individuals of all ages with late-night car transportation to their homes.
- Right Rides takes riders directly home, not to an alternative location, and can transport 2-3 passengers at a time. Catchment area includes: Brooklyn: Bedford-Stuyvesant, Boerum Hill, Borough Park, Bushwick, Carroll Gardens, Clinton Hill, Crown Heights, Downtown Brooklyn, Flatbush, Fort Greene, Gowanus Canal, Greenpoint, Kensington, Lefferts-Gardens, Park Slope, Prospect Heights, Red Hook, Sunset Park, Williamsburg, Windsor Terrace Bronx:

Hunts Point, Mott Haven, Port Morris, The Hub Uptown Manhattan: All of Harlem (areas from 96th Street and north on the Eastside and from CPN/110th Street on the Westside, up to 165th Street) Midtown Manhattan: Only offers pick-ups in the areas from 23rd street to 60th street Downtown Manhattan: All neighborhoods located 23rd Street and south, including Battery Park, Chelsea, Chinatown, East Village, Lower East Side, MPD, NYU, West Village Queens: Astoria, Long Island City, Ridgewood, Sunnyside, Woodside

- This organization is a founding member of New Yorkers for Safe Transit: <http://nyfst.org/>
- Offers FREE services
- English

#### **National Patient Travel Center (NPTC)**

4620 Haygood Road, Suite 1

Virginia Beach, VA 23455

800-296-1217

The helpline operates 24 hours a day, 7 days a week.

[www.patienttravel.org/index.html](http://www.patienttravel.org/index.html)

- Non-profit organization offering patients in need of travel for specialized medical evaluation, diagnosis or treatment and their escorts a hotline that provides referrals to affordable or free long-distance medical air transportation.
- Offers FREE services
- English

#### **Transportation and Travel Assistance Guide**

[www.nyc.gov/html/mopd/downloads/pdf/tourist\\_cultural\\_info.pdf](http://www.nyc.gov/html/mopd/downloads/pdf/tourist_cultural_info.pdf)

- Public guide to accessible travel in and around New York City for individuals with disabilities; includes information on travel assistance and access to NYC landmarks and attractions.
- Offers FREE services
- English

## **Wellness & Prevention**

### **AIDSinfo**

P.O. Box 6303  
Rockville, MD 20849-6303  
800-448-0440

Health Information Specialists are available on line or over the phone: Mon-Fri, 12pm-5pm EST.  
Spanish-speaking specialists are available.

Internet Chat - Live Help: Mon-Fri: 12pm-4pm EST

[www.aidsinfo.nih.gov](http://www.aidsinfo.nih.gov)

- Public web site and hotline providing information about HIV/AIDS treatment and research, including informational publications, links to federally approved clinical trials, and access to health information specialists over the phone and via Internet chat rooms.
- Email: ContactUs@aidsinfo.nih.gov Inquiries are answered in the order received. Most inquiries are answered within 5 working days. Sponsored by the US Department of Health and Human Services.
- Offers FREE services
- English, Spanish
- Spanish-speaking specialists available for Internet chat. Spanish-language e-mail inquiries will be answered.

### **American Lung Association**

61 Broadway  
New York, NY 10006  
800-548-8252

Helpline: Mon-Fri 8am-8pm

[www.lungusa.org](http://www.lungusa.org)

- Non-profit national organization providing individuals affected by pulmonary diseases with a helpline and website containing information on lung health and advocacy initiatives.
- Offers FREE services
- English, Spanish

### **American Lyme Disease Foundation (ALDF)**

PO Box 466  
Old Lyme, CT 06371  
<http://www.aldf.com/programs.shtml>

- National private non-profit foundation providing the general public with educational materials and a nationwide physician referral service for assistance regarding tick-borne diseases.

- To obtain a physician referral, please e-mail your name and address to [physref@aldf.com](mailto:physref@aldf.com). Names of local physicians will be forwarded in reply. For more information, visit <http://www.aldf.com/physicianReferral.shtml> .
- Offers FREE services
- English, Spanish

### **American Liver Foundation**

75 Maiden Lane  
 New York, NY 10038  
 800-465-4837  
 212-943-1059  
 Mon-Fri, 9am-5pm  
 Hepatitis C support line available to 7pm.  
[www.liverfoundation.org/chapters/greaterny](http://www.liverfoundation.org/chapters/greaterny)

- Non-profit organization providing those affected by liver-related diseases (including hepatitis) with educational materials, referrals, and a national helpline.
- The American Liver Foundation is a national organization with local chapters throughout the country. Brochures and other materials are available online or may be requested via telephone. For information on support groups in New York State, please call or visit <http://www.liverfoundation.org/chapters/greaterny/resources/> .
- Offers FREE services
- English

### **Bike New York**

475 Riverside Drive, 13th Floor  
 New York, NY 10115  
 212-870-2080  
 Mon-Fri, 9am-5pm  
 To view the class calendar, please visit [www.bikenewyork.org/learn/classes-workshops/overview](http://www.bikenewyork.org/learn/classes-workshops/overview)  
<http://www.bikenewyork.org/>

- Non-profit organization providing children and adults with free bicycle education classes and events throughout the five boroughs.
- Youth programs also available at summer camps. Some classes include bike rides while other classes cover related educational topics. Please visit Web site for more information.
- Most classes are free. Some events require small registration fees. Call for specific information.
- English

**Brain Injury Association of New York State - Main Office**

10 Colvin Avenue

Albany, NY 12206

518-459-7911

800-228-8201

Mon-Fri, 8am-4pm

[www.bianys.org](http://www.bianys.org)

- Statewide non-profit membership organization providing individuals and families affected by brain injury with information, advocacy, support groups, a toll-free family helpline, and the F.A.C.T.S. (Family Advocacy Counseling and Training Service) program for individuals who were brain injured before the age of 22; also provides services for returning veterans with brain injuries.
- Please call to learn about local services and support groups in your area.
- Offers FREE services
- English, Interpreter services available
- Some informational publications are available in languages other than English; please call for more information.

**Bronx AIDS Services - Main Office**

540 East Fordham Road

Bronx, NY 10458

718-295-5605

Office Hours: Mon-Fri, 9am-5pm

Walk-in hours: Mon-Fri, 9am-3pm Food pantry pick-up: Tues-Fri, 10:45am-12pm

Legal Services walk-In Hours: Tues & Thurs, 9am-12pm & 2pm-4pm

[www.basnyc.org/index.html](http://www.basnyc.org/index.html)

- Non-profit organization providing HIV/AIDS+ patients of all ages with legal advocacy, case management, nutrition counseling, and a food pantry.
- Must have status form for legal services. BAS also has a separate medical services clinic: BAS also has a separate medical services clinic: Prevention Center 953 Southern Boulevard, 2nd Floor Bronx, NY 10459; Phone: (718) 295-5690; Fax: (718) 295-8841
- Accepts Medicaid, Offers FREE services
- English, Spanish

**Centers for Disease Control and Prevention (CDC) Info**

800-232-4636 TTY/TDD: 888 232-6348

Mon.-Fri., 8 am – 8 pm

[www.cdc.gov/vaccines](http://www.cdc.gov/vaccines)

- Government agency providing information on recommended vaccines, side effects, and safety concerns.
- Languages: English, Spanish.

**National Amputation Foundation**

40 Church Street

Malverne, NY 11565

516-887-3600

Mon-Thurs, 10am-4pm

[www.nationalamputation.org](http://www.nationalamputation.org)

E-mail: [amps76@aol.com](mailto:amps76@aol.com)

- Non-profit organization providing those who have had or will undergo limb amputation with support, referrals, information services, and student scholarship opportunities.
- To apply for membership, please fill out online application at <http://www.nationalamputation.org> (click on "Contact Us" button on left side) and send to address above.
- In-person support groups and hospital visits generally limited to areas in Nassau County. For visits outside the area, referrals are given. Please call for more information.
- Amputee scholarship program limited to amputees with full-time university enrollment status. Please call or e-mail for more information.
- Medical equipment must be picked up at the office. Delivery is NOT available.
- Offers FREE services. There is a \$25 membership fee for those who wish to become Honorary Members; however, membership is not required to receive services, which are free to all amputees.
- English

**National Association of Anorexia Nervosa and Associated Disorders (ANAD)**

PO Box 640

Naperville, IL 60566

630-577-1330

Monday-Friday, 9am-5pm CST

<http://www.anad.org/>

- Non-profit organization providing individuals affected by eating disorders with treatment information, health education, and referrals to local support groups, therapy and social services agencies.
- Individuals and/or families can find local support groups, therapists and clinics by calling the hotline, emailing [anadhelp@anad.org](mailto:anadhelp@anad.org) or visiting the following link: <http://www.anad.org/get-help/support-groups/> .
- Offers FREE services
- English

**National Eating Disorder Association**

165 West 46th Street

New York, NY 10036

800-931-2237

212-575-6200

Helpline: Mon, Wed, Fri 9am-5pm, EST Tues, Thurs 9am-8pm, EST

24 hour informational website

<http://www.nationaleatingdisorders.org>

- Non-profit health hotline and informational website providing the general public with free information about eating disorders and providing individuals who suffer from eating disorders with referrals to local support groups and treatment providers.
- To find support groups or treatment providers in your area, visit <http://www.nationaleatingdisorders.org/find-help-support>
- Offers FREE services
- English, Interpreter services available - Language availability varies by volunteer; please call for more information.

**Academy of Nutrition and Dietetics**

120 South Riverside Plaza

Chicago, IL 60606

24-hour informational website and database

[www.eatright.org](http://www.eatright.org)

- Non-profit national organization of food and nutrition professionals providing the general public with an informational Web site for nutrition information and dietitian referrals.
- Membership is limited to health care professionals and students. Educational resources and directories are open to the general public.
- To search for a dietitian online, please visit: <http://www.eatright.org/Media/content.aspx?id=6442467512>
- English

**Adelphi NY Statewide Breast Cancer Hotline & Support Program**

1 South Avenue

P.O. Box 701

Garden City, NY 11530

800-877-8077

516-877-4320

Hotline: 9am-9pm; Please leave a message after hours.

Support Groups: Hours vary; please check the program's online calendar for specific information: [www.adelphi.edu/nysbreastcancer/events.html](http://www.adelphi.edu/nysbreastcancer/events.html)

[www.adelphi.edu/nysbreastcancer](http://www.adelphi.edu/nysbreastcancer)

- Non-profit toll-free hotline and support center providing women affected by breast cancer with telephone counseling, on-site individual and family counseling, monthly support groups, and nutrition and exercise workshops.
- Pre-registration is required for all workshops. Please call the hotline to enroll. Most support groups are held at the School of Social Work (the above-listed address). However, some workshops and forums may be held at different locations. Ask for further details while registering for a specific group. Spanish-speaking support group for women with breast cancer takes place at the Nassau University Medical Center. For more information on programs on programs and services offered, please visit [www.adelphi.edu/nysbreastcancer](http://www.adelphi.edu/nysbreastcancer)
- Services are free and confidential
- English, Spanish - Telephone and on-site counseling is offered in both Spanish and English through bilingual social worker.

**Albert Einstein College of Medicine - Psychosocial Oncology Program**

1300 Morris Park Ave. - Belfer Building, 10th Floor

Bronx, NY 10461

718-430-2380

Mon-Fri, 9am-5pm

Please call for more information on times for various workshops and support sessions.

<http://www.einstein.yu.edu/centers/cancer/support/splash.asp>

- Hospital-based support offering cancer patients and their loved ones various support groups and programs, including individual and group counseling, the BOLD (Bronx Oncology Living Daily), which includes a set of wellness workshops and services for those affected by cancer.
- Please see Web site or call for more program information.
- Offers FREE services
- Be Smart, Quit Smoking Program - \$50 initial charge, members get \$5 back for each of the 8 weeks if they attend the meeting.
- English, Spanish

**Alzheimer's Foundation of America**

322 8th Avenue

New York, NY 10001

866-232-8484

646-638-1546

Hotline: Mon-Fri: 9am-5pm

Live phone support group: 2nd Thurs of the month, 1pm

[www.alzfdn.org](http://www.alzfdn.org)

- Non-profit organization offering those affected by Alzheimer's disease (including families and caregivers) a telephone support group and hotline providing information and referrals for counseling, recreational activities, and respite services.

- If calling outside of office and hotline hours, please leave a message and a social worker will call you back for assistance. For the Care Connection teleconference broadcast schedule, please visit: [www.askdrijamie.net/careconection.html](http://www.askdrijamie.net/careconection.html) .
- Offers FREE services
- English, Hebrew, Italian, Russian, Spanish

### **American Cancer Society**

Atlanta, GA 30368

800-227-2345

Available 24 hours a day, 7 days a week

[www.cancer.org](http://www.cancer.org)

- National non-profit organization providing supportive services, information, and a hotline for individuals affected by cancer.
- Headquartered in Atlanta, Georgia, the ACS has state divisions and more than 3,400 local offices. For information on ACS programs provided in your area, please call the above-listed number or visit [www.cancer.org/docroot/COM/COM\\_0.asp](http://www.cancer.org/docroot/COM/COM_0.asp)
- Offers FREE services
- English, Interpreter services available, Spanish

### **American Cancer Society - Bronx Region**

2330 Eastchester Road, 3rd Floor

Bronx, NY 10469

718-991-4576

Office: Mon-Fri, 9am-5pm

Hotline: 24hrs/7days

<http://www.cancer.org/docroot/home/index.asp>

- Local non-profit branch office providing borough residents with cancer and their families with free wigs and prostheses, information and referrals to appropriate programs, support groups for women with breast or ovarian cancer, and support groups for men with prostate cancer; free breast cancer and cervical cancer screenings for women (40+), and free colon screenings for men and women (50+).
- Also operates the Bronx Cancer Service Program Partnership.
- Offers FREE services
- English, Spanish, Interpreter services available 24/7 on the hotline.

**American Diabetes Association**

333 Seventh Avenue, 17th Floor  
New York, NY 10001  
212-725-4925

New York office hours: Mon-Fri, 9am-5pm  
National hotline hours: Mon-Fri, 8:30am-6:30pm  
[www.diabetes.org](http://www.diabetes.org)

- National non-profit health organization operating a hotline and Web site that provide information and resources on diabetes risks, prevention, and treatment.
- Contact ADA's New York office for more information or educational materials, or to become a member of the Association. The New York chapter holds fundraising activities throughout the year but does not provide any on-site direct services to individuals with diabetes.
- Offers FREE services
- English, Spanish

**American Heart Association**

7272 Greenville Avenue  
Dallas, TX 75231  
800-242-8721  
Mon-Fri, 9am-5pm  
[www.americanheart.org](http://www.americanheart.org)

- National non-profit organization offering a website and hotline that provide support, outreach, and information on cardiovascular disease and stroke.
- Offers FREE services
- English; on the upper right hand corner of the website several languages options are available.

**American Parkinson Disease Association (APDA)**

135 Parkinson Avenue  
Staten Island, NY 10305  
800-223-2732  
718-981-8001  
Mon-Fri: 8:30am-4:30pm  
[www.apdaparkinson.org](http://www.apdaparkinson.org)

- National non-profit health organization providing individuals affected by Parkinson's disease and their caretakers with an informational website and toll-free national information line that offers educational materials as well as health and support group referrals.
- Offers FREE services
- English

**Arthritis Foundation - New York Chapter**

122 East 42nd Street, 18th Floor

New York, NY 10168

212-984-8730

Helpline: Mon, Wed, Fri, 10am-4pm Office: Mon-Fri 9am-5pm

[www.arthritis.org/new-york](http://www.arthritis.org/new-york)

- Non-profit health organization providing individuals who have arthritis and their caregivers with online health information, the New York Arthritis Exchange telephone helpline, exercise programming, and limited financial support to low-income families coping with juvenile arthritis.
- The New York Arthritis Helpline is an information and referral helpline that provides:
- Booklets and brochures about arthritis
- Information on exercise programs, support groups, and educational courses offered through the Foundation Information on community resources and advocacy
- Please note that membership is not required to receive the services listed above.
- Offers FREE services
- English, Spanish

**Blood & Marrow Transplant Information Network**

2310 Skokie Valley Road, Suite 104

Highland Park, IL 60035

847-433-3313

Mon-Fri, 8:30 am - 4:00 pm

<http://www.bmtinfonet.org/>

- Non-profit organization that provides transplant patients, survivors, and their loved ones with emotional support, information about bone marrow, stem cell, and cord blood transplants, and access to a resource directory and referrals.
- Offers FREE services
- English; some information resources are in Spanish. Call to see if a translator for any other language is available.

**BronxWorks - Positive Living Department - Chronic Illness Services**

2054 Morris Avenue

Bronx, NY 10453

718-716-5559

Mon-Fri, 9am-5pm

<http://bronxworks.org/programs/chronic-illness/health-home>

- Non-profit organization providing individuals and families with chronic illness including HIV, diabetes, asthma, hypertension, heart disease, obesity, substance use, and mental health issues with the following: substance abuse counseling, recreation, meals, case management, support groups, housing assistance, and health education.

- Please call main number or walk-in to schedule an appointment.
- Offers FREE services
- English, Interpreter services available, Spanish

**Calvary Hospital Bereavement Support Groups**

1740 Eastchester Road

Bronx, NY 10461

718-518-2125

Office hours: Mon - Fri 8am-4pm

Men's discussion group: Every 1st and 3rd Tuesday of the month, 1pm to 2:30pm

For all other groups, please call for specific times and locations.

- Non-profit hospital program providing bereavement support groups for adults, children, and teens who have lost loved ones. Must call in advance to participate.
- Available to anyone who has lost a loved one, regardless of whether he or she was treated at Calvary Hospital.
- Offers FREE services
- English

**Cancer Services Program - American Cancer Society Bronx**

2330 Eastchester Road

Bronx, NY 10469

718-547-5064

Operator available, Mon-Fri, 9am-5pm

<http://www.cancer.org/docroot/home/index.asp>

- Non-profit program offering uninsured women ages 40+ referrals for free breast exams, mammograms, and pap tests. Also provide free colorectal cancer screenings for men and women over ages 50-64.
- Located within the Bronx branch of the American Cancer Society.
- Please call for eligibility requirements and to be referred to a clinic near you.
- If an attendant is not available when you call, please leave a message and your call will be returned promptly.
- Offers FREE services
- English, Spanish

**CDC National Prevention Information Network (NPIN) and Info Line**

P.O. Box 6003  
Rockville, MD 20849  
800-232-4636 / 800-243-6348  
Hotline hours: Mon-Fri, 9am-6pm  
[www.cdcnpin.org/scripts/index.asp](http://www.cdcnpin.org/scripts/index.asp)

- National health information line and website providing information on health topics, referrals to local health departments, clinics, and testing sites as well as travelers health information.
- Offers FREE services
- English, Spanish

**Colon Cancer Alliance**

1025 Vermont Ave. NW  
Washington, DC 20005  
877-422-2030  
866-304-9075  
Mon-Fri, 9am-5pm  
Helpline: 9:30am-4:30pm  
[www.ccalliance.org](http://www.ccalliance.org)

- National non-profit organization offering colon and rectal cancer survivors and their families an on-line support network, an on-line resource center with educational materials, a toll-free patient support helpline, and a buddy program.
- Toll-free, 24-hour patient support hotline is live from 9:30am-4:30pm and computerized any other time. Clients can request more information or enroll in the buddy program.
- Offers FREE services
- English, Spanish

**Colorectal CareLine**

421 Butler Farm Road  
Hampton, VA 23666  
866-657-8634  
757-952-2031  
Mon-Thurs, 8:30am-5pm; Fri, 8:30am-4pm  
[www.colorectalcareline.org/index.php](http://www.colorectalcareline.org/index.php)

- Non-profit hotline providing patients who have been diagnosed with colorectal cancer with information, case management, benefits/entitlements assistance, referrals for medical and social services, and an online directory of resources.
- The Colorectal CareLine provides an online directory of services for individuals who have been diagnosed with colorectal cancer. The directory is located at [www.colorectalcareline.org/resources.php](http://www.colorectalcareline.org/resources.php).

- Offers FREE services
- English, Interpreter services available, Spanish

**Foundation for AIDS Research (amFAR)**

120 Wall Street, 13th Floor

New York, NY 10005

212-806-1600

[www.amfar.org](http://www.amfar.org)

- Non-profit organization offering the public information related to AIDS research, HIV prevention and treatment education, and the advocacy of AIDS-related public policy with a Web site, which includes information, referral services, statistics, prevention, and global initiatives.
- To find out about HIV/AIDS resources in your local area, call the CDC National AIDS Hotline at: 1-800-342-2437 English 1-800-344-7432 Spanish 1-800-243-7889 TTY
- Offers FREE services
- English, French, Spanish. The website is largely in English with some Spanish language links.

**GLBT National Help Center - Hotline**

New York, NY 10001

888-843-4564

800-246-7743

National & Local Hotlines: Mon-Fri, 4pm-Midnight; Sat, Noon-5pm

Youthtalk Talkline: Mon-Fri, 4pm-Midnight; Sat, Noon-5pm

E-mail address: [glnh@GLBTNationalHelpCenter.org](mailto:glnh@GLBTNationalHelpCenter.org)

[www.GLBTNationalHelpCenter.org](http://www.GLBTNationalHelpCenter.org)

- Non-profit organization providing a free and confidential helpline for the gay, lesbian, bisexual, and transgender community.
- Offers FREE services
- English

**Growing Up Healthy Hotline**

New York, NY 10001

800-522-5006

800-655-1789

24 hours a day, 7 days a week

[www.health.state.ny.us/nysdoh/perinatal/en/guh.htm](http://www.health.state.ny.us/nysdoh/perinatal/en/guh.htm)

- Non-profit free and confidential hotline providing callers with information on pregnancy, prenatal care, nutrition, child health, health insurance, WIC enrollment, and related areas.
- Please visit the Web site for a list of health topics and information that the hotline provides.
- Offers FREE services
- English, Interpreter services available

**Hepatitis Foundation International**

504 Blick Drive  
Silver Spring, MD 20904  
800-891-0707  
301-622-4702

Mon-Fri, 8:30am-4:30pm Toll-free hotline has voicemail during after-hours; office representative will call back as soon as possible.

[www.hepatitisfoundation.org](http://www.hepatitisfoundation.org)

- Non-profit organization offering a Web site and toll-free hotline providing free information regarding the diagnosis, treatment and prevention of viral hepatitis; liver wellness education; database of hepatitis support groups; and referrals.
- Offers FREE services
- English

**Hospital for Special Surgery - Charla de Lupus (Lupus Chat)**

535 East 70th Street  
New York, NY 10021  
212-606-1958  
866-812-4494

Program Associate office hours: Mon-Fri, 9am-5pm (EST)

Education and support provided at mutually convenient time.

Teen and Parent Lupus Chat Groups meet the third Thursday of each month, 6pm-8pm

[www.hss.edu/CharladeLupus.asp](http://www.hss.edu/CharladeLupus.asp)

- Non-profit national peer health education program providing support to those coping with lupus and their families and friends, with an emphasis on reaching Spanish-speaking communities; also sponsors a monthly chat group for teens with lupus and their parents.
- Please call during office hours for telephone screening and to be matched with a trained volunteer. Education and support provided either in person at area hospitals or over the telephone, both at a mutually convenient time.
- Teen and Parent Lupus Chat Groups are monthly in person chat groups for teens 13-19 years old who have lupus; their parents meet separately at the same time. These groups offer informal discussion, support, and special activities and celebrations, as well as guest speakers. Chat Groups meet at alternating hospital sites in New York City. For initial screening and to join mailing list, please call the number above or visit [www.hss.edu/LupusTeenParent.asp](http://www.hss.edu/LupusTeenParent.asp) for more information.
- Offers FREE services
- English, Spanish

**Hospital for Special Surgery - LupusLine®**

535 East 70th Street

New York, NY 10021

212-606-1952

866-375-1427

Mon-Fri, 9am-5pm (EST)

[www.hss.edu/LupusLine.asp](http://www.hss.edu/LupusLine.asp)

- Non-profit national telephone peer counseling services staffed by trained volunteers who are lupus veterans, or family members, who provide lupus education and support.
- After an initial telephone screening by a professional social worker, you will be matched with a trained volunteer who also has lupus or is a family member of someone with lupus.
- Offers FREE services
- English

**Look Good...Feel Better**

Washington, DC 20036

800-395-LOOK

24/7

<http://lookgoodfeelbetter.org/>

- National, non-profit program offering cancer patients assistance with beauty techniques to manage appearance-related side effects of treatment; assistance is provided at locations throughout the country and through the Web site. Part of the Personal Care Products Council Foundation.
- The Look Good...Feel Better program is administered through local cancer organizations and treatment facilities. To find a program location, please call the above-listed number or visit <http://lookgoodfeelbetter.org/programs>.
- Additional Look Good...Feel Better Web sites:
  - For men: <http://www.lookgoodfeelbetterformen.org/>
  - For teens: <http://www.2bme.org/2bMe.html>
- Offers FREE services
- English

**Lupus Foundation of America**

2000 L Street, N.W.

Washington, DC 20036

202-349-1155

Mon-Fri, 8:30am-5pm ET

[www.lupus.org](http://www.lupus.org)

- National non-profit organization providing individuals living with lupus (and their families) with advocacy, on-line information, and educational materials.

- There is no longer a local New York chapter of the Lupus Foundation of America, but the LFA headquarters can provide referrals to other lupus organizations in NYC for information on local support groups.
- Offers FREE services
- English, Spanish

**National Brain Tumor Society**

124 Watertown Street, Suite 2D

Watertown, MA 02472

617-924-9997

Office is open Mon-Fri from 9am-5pm Eastern time.

[www.braintumor.org](http://www.braintumor.org)

- Non-profit national organization offering patients, families, and caregivers affected by brain tumors a Web site and discussion forum, publications and newsletters, online patient information, advocacy, and strategic research.
- Offers FREE services
- English; some educational materials are offered in Spanish.

**National Dissemination Center for Children with Disabilities**

1825 Connecticut Avenue NW

Washington, DC 20009

202-884-8200

800-695-0285

<http://nichcy.org/>

- U.S. Department of Education funded program providing information on disabilities in children, Early Intervention Services for babies and toddlers with delays and Special Education Services for children and youth with disabilities.
- For additional information, please email nichcy@fhi360.org.
- English, Spanish

**National Eating Disorder Association**

165 West 46th Street

New York, NY 10036

800-931-2237

212-575-6200

Helpline: Mon, Wed, Fri 9am-5pm, EST Tues, Thurs 9am-8pm, EST

24 hour informational website

<http://www.nationaleatingdisorders.org>

- Non-profit health hotline and informational website providing the general public with free information about eating disorders and providing individuals who suffer from eating disorders with referrals to local support groups and treatment providers.

- To find support groups or treatment providers in your area, visit  
<http://www.nationaleatingdisorders.org/find-help-support>
- Offers FREE services
- English, Interpreter services available - Language availability varies by volunteer; please call for more information.

**National Spinal Cord Injury Association - Greater New York Chapter**

P.O. Box 286444

Yorkville Station, NY 10128

866-692-7242

212-348-5901

Mon-Fri, 9am-5pm

Check Web site for meetings and event schedule.

[www.nycspinalcord.org](http://www.nycspinalcord.org)

Email: [info@nycspinalcord.org](mailto:info@nycspinalcord.org)

- Non-profit membership support organization offering individuals affected by spinal cord injury or disease (including friends and family) monthly membership and support meetings, peer mentoring and support, health education, and financial aid for equipment.
- Membership is free and open to anyone with a spinal cord injury or disease, as well as friends and family.
- Offers FREE services
- English, Spanish - Spanish language educational materials available

**New York City Department for the Aging - Health and Wellness Programs**

New York, NY 10001

<http://www.nyc.gov/html/dfta/html/health/health.shtml>

- Public agency providing seniors with local health, wellness, and exercise programming in senior centers throughout New York City; website also lists information on community agencies providing similar services.
- See website for specific program locations and hours.
- Offers FREE services
- English, Interpreter services available. Web page can be translated into over 25 languages.

**New York Lactation Consultant Association**

New York, NY 10007

Support groups and class times all vary - please see website for specific contact information.

<http://www.nylca.org/>

- Non-profit organization comprised of health professionals that provides pregnant women and mothers with information on breastfeeding and a directory of local prenatal classes, breastfeeding groups, and board-certified lactation consultants providing office and in-home visits.

- Some classes and groups are free. Other services may charge a fee; most provide the option to charge on a sliding fee scale or applicable cases.
- English, Spanish

#### **New York State HIV/AIDS Information Service**

Roswell Park Cancer Institute

Elm Street & Carlton Street

Buffalo, NY 14263

800-541-2437

800-872-2777

AIDS Hotline: Mon-Fri, 8am-8pm Sat-Sun, 10am-6pm

HIV Counseling Hotline: Mon-Fri, 2pm-8pm Sat-Sun, 10am-6pm

<http://www.nyaidsline.org/app/index.php>

- Non-profit statewide hotlines providing HIV/AIDS-related information and referrals.
- Offers FREE services
- English

#### **New York State Pediatric HIV Warmline**

New York, NY

855-697-7334

Hotline hours: 9am - 8pm EST Seven days a week Voicemail available 24 hours a day.

<http://www.health.ny.gov/diseases/aids/pediatricclinicianwarmline.htm>

- Public toll-free hotline providing mothers and families with information and support for pediatric HIV.
- Established by the New York State Department of Health (NYSDOH) AIDS Institute (AI) and operated by the National HIV/AIDS Clinician's Consultation Center (NCCC).
- Offers FREE services
- English, Spanish

#### **NYC HHC - Diabetes Wellness Center**

New York, NY 10013

212-788-3545

See Web site to find local resource center/class hours.

<http://www.nyc.gov/html/hhc/diabetes/html/home/home.shtml>

- Non-profit public Web site providing individuals with diabetes, or at high risk of developing diabetes, with prevention education, information about diabetes management, and linkages to local diabetes support programs throughout the five boroughs.
- For information about specific Diabetes Education Programs and Support Groups throughout the five boroughs, please click on the above site. WeCOACH is available at Jacobi Medical Center, North Central Bronx Hospital and Lincoln Medical and Mental Health Center (all in the Bronx).

- Accepts Child Health Plus, Accepts Family Health Plus, Accepts Medicaid
- Some programs are free while others require health insurance or charge on a sliding fee scale for patients without health insurance (HHC Options). Eligible uninsured individuals may receive assistance applying for public health insurance.
- English, Interpreter services available, Spanish. Web site is available in multiple languages. Please call for language availability at hospital sites.

### **NYC Quits**

New York, NY 10001

866-697-8487

<https://a816-nycquits.nyc.gov/pages/homepage.aspx>

- Non-profit program providing individuals interested in smoking cessation with web-based support, a Nicotine Patch and Gum program, and information about smoking cessation programs in health centers throughout the five boroughs.
- A list of citywide smoking cessation programs is available at this link.
- Offers FREE services
- Chinese, English, Russian, Spanish

### **Obsessive Compulsive Anonymous (OCA)**

P.O. BOX 215

New Hyde Park, NY 11040

516-739-0662

[www.obsessivecompulsiveanonymous.org](http://www.obsessivecompulsiveanonymous.org)

- National non-profit organization providing individuals with obsessive compulsive disorder support groups at local chapter sites throughout the country and over the phone.
- For meeting information and schedule, please visit:  
<http://www.obsessivecompulsiveanonymous.org/?q=node/1>
- Offers FREE services
- English

### **Project Inform**

1375 Mission Street

San Francisco, CA 94103

800-822-7422

877-435-7443

HIV Health Info Line Hours: 10a-4pm Mon-Fri, PST

Hepatitis Helpline Hours: 9am-7pm Mon-Fri, PST

[www.projinf.org](http://www.projinf.org)

- National non-profit organization providing an informational website and hotline addressing HIV/AIDS and Hepatitis C treatment issues and options, including information on

opportunistic infections, drug therapies, free literature for the newly diagnosed, anonymous online Q&A, and advocacy to expand treatment options.

- All operators complete extensive and ongoing training to answer questions about HIV care and treatment issues with the most up-to-date information.
- Offers FREE services
- English, Spanish - "En Español" button on Web site for information in Spanish Bilingual hotline operators (if unavailable at time of call, he/she will return call as soon as possible)

**Shop Well With You**

P.O. Box 1270  
New York, NY 10009  
212-226-0466  
800-799-6790

[www.shopwellwithyou.org](http://www.shopwellwithyou.org)

- Web-based non-profit organization that offers a Web directory of body-image improvement resources for cancer survivors.
- Offers FREE services
- English

**The Body - The Complete HIV/AIDS Resource**

Website available 24/7

[www.thebody.com](http://www.thebody.com)

- Non-profit website providing HIV/AIDS information regarding prevention and testing, treatment options, what to do after initial diagnosis, and links to hotlines and services providers.
- To view a list of AIDS Hotlines and Organizations, please visit:  
[www.thebody.com/hotlines.html](http://www.thebody.com/hotlines.html)
- Offers FREE services
- English, Spanish

**U.S. Dept. of Health and Human Services - Women's Health Helpline and Website**

200 Independence Avenue SW

Room 712 E

Washington, DC 20201

800-994-9662

Mon-Fri, 9am-6pm

<http://www.womenshealth.gov>

- National public organization providing a Web resource and hotline service for information on women's health issues.
- Offers FREE services
- English, Spanish. Web site also available in Spanish: [www.womenshealth.gov/espanol](http://www.womenshealth.gov/espanol)

**Us TOO International Prostate Cancer Education and Support Network**

5003 Fairview Avenue

Downers Grove, IL 60515

800-808-7866

Helpline Hours: Mon-Fri, 9am-5pm Central Time Website is available 24/7

[www.ustoo.org](http://www.ustoo.org)

- Non-profit international grassroots organization providing prostate cancer survivors and their family/friends with referrals to local cancer support groups, an educational prostate cancer website, and a national toll-helpline.
- Please visit the website to find information on prostate cancer or to locate a support group chapter near you.
- Offers FREE services
- English

**West Bronx Recreation Center**

1527 Jesup Avenue

Bronx, NY 10452

718-293-5934

718-293-5866

General: Mon-Fri, 8am-8pm; Sat, 9am-5pm

Open gym: Mon-Fri, 10am-2pm (For Adults), 2am-6pm (For Children)

<http://www.nycgovparks.org/parks/westbronxrecreationcenter>

- Non-profit recreation center providing community members of all ages with access to a gymnasium with three basketball courts and two volleyball courts; a dance studio; two fitness rooms; a computer room, meeting rooms, and a baseball field.
- Registration is not required for access to the recreation center.
- Offers FREE services
- English, Spanish

**YMCA - Diabetes Prevention Program**

New York, NY 10001

212—630-9600

<http://ydiabetes.org/pages/how-YDPP-works>

- Non-profit 12-month program providing those at high risk of developing diabetes with prevention education, including topics such as healthy eating, increased physical activity, and maintaining a healthy weight.
- Weekly sessions last one hour. Participants must begin from the start of the program.
- Fees: \$325 per participant; \$40 for YMCA members; \$80 discounted fee for non-members. Financial assistance for youth available through the YMCA Strong Kids Campaign. Anyone

with a referral from a health professional who meets program requirements will not be turned away due to inability to pay.

- English, Spanish - Please call for locations offering classes in Spanish.

### **YMPJ Center for Wellness**

1384 Stratford Avenue

Bronx, NY 10472

718-328-5622

Mon, Tues, Wed: 10am-6pm

<http://www.ympj.org/centers/wellness.html>

- Non-profit center providing adolescents (ages 13-18) with weekly health workshops on food and nutrition, mental and physical health, sexuality, spirituality and environment (green practices).
- Please call in advance for workshop times and registration.
- Offers FREE services
- English, Spanish

### **Bikram Yoga Bronx**

5500 Broadway, 2nd fl. (entrance on 230th St.)

Bronx, NY 10463

718-562-3656

[www.bikramyogabronx.com](http://www.bikramyogabronx.com)

- Class dates & times on website (all classes are for beginners). Call for registration.

### **Dahn Yoga**

1805 Williamsbridge Rd., 2nd fl.

Bronx, NY 10461

718- 892-1100

[www.dahnyoga.com/Bronx](http://www.dahnyoga.com/Bronx)

- Class dates & times on website. Call for registration.

### **Excel Yoga**

3045 Buhre Ave.

Bronx, NY 10461

347- 281-9700

[www.myexcelyoga.com](http://www.myexcelyoga.com)

- Class dates & times on website. Call for registration.

### **Society for Ethical Culture - Yoga for Bliss**

4450 Fieldston Rd.

Bronx, NY 10471

718- 432-8575

[www.yogaforbliss.net](http://www.yogaforbliss.net)

- Class dates & times on website. Call for registration.

**South Bronx Yoga**

810 Gerard Ave. (bet. 157<sup>th</sup> & 158<sup>th</sup> Sts.)

Bronx, NY 10451

347-541-9765

[www.SouthBronxYoga.com](http://www.SouthBronxYoga.com)

## **References**

American Lung Association (2013). *State of the air: Bronx county, NY*. Retrieved May 21, 2013, from <http://www.stateoftheair.org/2013/states/new-york/bronx-36005.html>

The Bronx Health Link. Community Needs Assessment of Maternal and Infant Health In the Bronx [report]. June 2013

The Bronx Health Link. Building the Case for Environmental and Reproductive Justice In the Bronx [report]. October 2010.

Centers for Disease Control and Prevention. (2010). *Morbidity and mortality weekly report, October 1, 2010 erratum: Table 1. Prevalence of current depression by type among US adults by selected characteristics, 2006 and 2008*. Retrieved October 17, 2013 from [http://www.cdc.gov/features/dsdepression/revised\\_table\\_estimates\\_for\\_depression\\_mmwr\\_erratum\\_feb-2011.pdf](http://www.cdc.gov/features/dsdepression/revised_table_estimates_for_depression_mmwr_erratum_feb-2011.pdf)

Centers for Disease Control and Prevention. (2011). *2010 Sexually transmitted diseases surveillance: Table 9. Chlamydia: Counties and independent cities ranked by number of reported cases, United States, 2010*. Retrieved May 21, 2013, from <http://www.cdc.gov/std/stats10/tables/9.htm>

Centers for Disease Control and Prevention. (2011). *2010 Sexually transmitted diseases surveillance: Table 20. Gonorrhea: Counties and independent cities ranked by number of reported cases, United States, 2010*. Retrieved May 21, 2013, from <http://www.cdc.gov/std/stats10/tables/20.htm>

Centers for Disease Control and Prevention. (2011). *2010 Sexually transmitted diseases surveillance: Table 32. Syphilis: Counties and independent cities ranked by number of reported cases, United States, 2010*. Retrieved May 21, 2013, from <http://www.cdc.gov/std/stats10/tables/32.htm>

Centers for Disease Control and Prevention. (2012). *2011 Sexually transmitted diseases surveillance: Table 9. Chlamydia: Counties and independent cities ranked by number of reported cases, United States, 2011*. Retrieved May 21, 2013, from <http://www.cdc.gov/std/stats11/tables/9.htm>

Centers for Disease Control and Prevention. (2012). *2011 Sexually transmitted diseases surveillance: Table 20. Gonorrhea: Counties and independent cities ranked by number of reported cases, United States, 2011*. Retrieved May 21, 2013, from <http://www.cdc.gov/std/stats11/tables/20.htm>

Centers for Disease Control and Prevention. (2012). *2011 Sexually transmitted diseases surveillance: Table 32. Syphilis: Counties and independent cities ranked by number of*

*reported cases, United States, 2011.* Retrieved May 21, 2013, from  
<http://www.cdc.gov/std/stats11/tables/32.htm>

Centers for Disease Control and Prevention. (2013). *Behavioral risk factor surveillance system's SMART (Selected metropolitan/micropolitan area risk trends): 2010 Bronx county, NY pap test data.* Retrieved May 21, 2013, from <http://apps.nccd.cdc.gov/brfss-smart/MMSACtyRiskChart.asp?MMSA=61&yr2=2010&qkey=4426&CtyCode=10209&cat=WH%23WH>

Centers for Disease Control and Prevention. (2013). *Morbidity and mortality weekly report, Vital signs: Obesity among low-income, preschool-aged children—United States, 2008-2011.* Retrieved October 17, 2013 from  
[http://www.cdc.gov/mmwr/preview/mmwrhtml/mm6231a4.htm?s\\_cid=mm6231a4\\_w](http://www.cdc.gov/mmwr/preview/mmwrhtml/mm6231a4.htm?s_cid=mm6231a4_w)

Cohen RT, Canino GJ, Bird HR, et al. Area of Residence, Birthplace, and Asthma in PR Children. *Chest Journal.* 131(5). 2007.

Community Needs Assessment (2013). *Community health needs assessment (CHNA): Bronx county full health indicators report.* Retrieved May 21, 2013, from  
<http://assessment.communitycommons.org/CHNA/Report.aspx?page=1>

County Health Rankings. (2013). *County health rankings & roadmaps: Bronx County, New York.* Retrieved May 21, 2013, from <http://www.countyhealthrankings.org/app/new-york/2013/bronx/county/outcomes/overall/snapshot/by-rank>

Freudenberg N, Ruglis J. Reframing School Dropout as a Public Health Issue. *Prev Chronic Dis.* 4(4). 2007. Retrieved from [http://www.cdc.gov/pcd/issues/2007/oct/07\\_0063.htm](http://www.cdc.gov/pcd/issues/2007/oct/07_0063.htm).

HRSA. (2011). *Primary Care Medical Health Professional Shortage Areas.* Retrieved October 17, 2013 from  
<http://bhpr.hrsa.gov/shortage/hpsas/updates/09012011primarycarehpsas.pdf>

HRSA. (2013). *County and county equivalent listing.* Retrieved October 17, 2013 from  
<http://bhpr.hrsa.gov/shortage/updateddesignations/2013June27/primarycarehpsa2013.pdf>

Kaplan SA, Calman NS, et al. Racial and Ethnic Disparities in Health: A View from the South Bronx. *Journal of Health Care for the Poor and Underserved.* 12; 116-127. 2006.

Kaplan SA, Calman NS, et al. Racial and Ethnic Disparities in Health: A View from the South Bronx. *Journal of Health Care for the Poor and Underserved.* 12; 116-127. 2006.

Kaplan SA, Madden VP, Mijanovich T, Purcaro E. The Perceptions of Stress and its Impact on Health in Poor Communities. *J Community Health*. 38; 142-149. 2013.

Lucan SC, Varona M, Maroko AR, et al. Assessing mobile food vendors (a.k.a. street food vendors) – methods, challenges, and lessons learned for future food-environment research. *Public Health*. 127(8); 766-776. 2013.

Moadel AB, Morgan C, Dutche J. Psychosocial Needs Assessment Among an Underserved, Ethnically Diverse Cancer Patient Population. *Cancer*. 109(2); 446-454. 2007.

Moody K, Mannix. Psychosocial needs of ethnic minority, inner-city, pediatric cancer patients. *Support Care Cancer*. 19; 1403-1410. 2011.

NYCDOE. (2012). *Enrollment, capacity, and utilization report: 2011-2012 school year*. Retrieved May 21, 2013, from  
[http://www.nycsca.org/Community/CapitalPlanManagementReportsData/Enrollment/2011-2012-BB\\_CS\\_X.pdf](http://www.nycsca.org/Community/CapitalPlanManagementReportsData/Enrollment/2011-2012-BB_CS_X.pdf)

NYCDOH. (2011). *Summary of vital statistics 2010 report: The city of New York*. Retrieved May 21, 2013, from <http://www.nyc.gov/html/doh/downloads/pdf/vs/vs-population-and-mortality-report.pdf>

NYCDOH. (2012). *EpiQuery: Community health survey 2011*. Retrieved May 14, 2013, from  
<https://a816-healthpsi.nyc.gov/SASStoredProcess/guest?PROGRAM=%2FEpiQuery%2FCHS%2Fchsindex&year=2011>

NYCDOH. (2013). *EpiQuery: Community health survey 2012*. Retrieved October 16, 2013, from  
<https://a816-healthpsi.nyc.gov/SASStoredProcess/guest?PROGRAM=%2FEpiQuery%2FCHS%2Fchsindex&year=2012>

NYCDOH (2013). *Summary of vital statistics 2011 report: Appendix A. Supplemental population, mortality and pregnancy outcome data tables*. Retrieved May 21, 2013, from <http://www.nyc.gov/html/doh/downloads/pdf/vs/vs-appendix-a-2011.pdf>

NYSDOH (2011). *New York state HIV/AIDS surveillance annual report: For cases diagnosed through December 2009*. Retrieved May 21, 2013, from  
[http://www.health.ny.gov/diseases/aids/statistics/annual/2009/2009-12\\_annual\\_surveillance\\_report.pdf](http://www.health.ny.gov/diseases/aids/statistics/annual/2009/2009-12_annual_surveillance_report.pdf)

NYSDOH (2011). *Public health information group, NYS department of health*. Retrieved October 17, 2013, from

[http://www.health.ny.gov/statistics/community/minority/docs/birth\\_and\\_pregnancy\\_disparities.pdf](http://www.health.ny.gov/statistics/community/minority/docs/birth_and_pregnancy_disparities.pdf)

NYSDOH (2012). *Asthma emergency department (ed) visits: Rate per 10,000 population total.*

Retrieved October 17, 2013, from

[http://www.health.ny.gov/statistics/ny\\_asthma/ed/asthmaed6.htm](http://www.health.ny.gov/statistics/ny_asthma/ed/asthmaed6.htm)

NYSDOH (2012). *Bronx county colon and rectum cancer incidence rate per 100,000.* Retrieved

May 14, 2013, from [http://www.health.ny.gov/statistics/chac/general/g5\\_58.htm](http://www.health.ny.gov/statistics/chac/general/g5_58.htm)

NYSDOH (2012). *Bronx county colon and rectum cancer mortality rate per 100,000.* Retrieved

May 14, 2013, from [http://www.health.ny.gov/statistics/chac/general/g6\\_58.htm](http://www.health.ny.gov/statistics/chac/general/g6_58.htm)

NYSDOH (2012). *Bronx county cerebrovascular disease (stroke) mortality rate per 100,000.*

Retrieved May 14, 2013, from

[http://www.health.ny.gov/statistics/chac/mortality/d13\\_58.htm](http://www.health.ny.gov/statistics/chac/mortality/d13_58.htm)

NYSDOH (2012). *Bronx county coronary heart disease mortality rate per 100,000.* Retrieved May

14, 2013, from [http://www.health.ny.gov/statistics/chac/mortality/d7\\_58.htm](http://www.health.ny.gov/statistics/chac/mortality/d7_58.htm)

NYSDOH. (2012). *Bronx county female breast cancer incidence and mortality by year, Bronx*

*county, 1976-2010.* Retrieved May 14, 2013, from

<http://www.health.ny.gov/statistics/cancer/registry/table2/tb2breastbronx.htm>

NYSDOH. (2012). *Bronx county indicators for tracking public health priority areas, 2013-2017.*

Retrieved May 14, 2013, from

[http://www.health.ny.gov/prevention/prevention\\_agenda/2013-2017/indicators/2013/bronx.htm#bronx](http://www.health.ny.gov/prevention/prevention_agenda/2013-2017/indicators/2013/bronx.htm#bronx)

NYSDOH. (2012). *Bronx county lung and bronchus cancer incidence rate per 100,000.* Retrieved

May 14, 2013, from [http://www.health.ny.gov/statistics/chac/general/g7\\_58.htm](http://www.health.ny.gov/statistics/chac/general/g7_58.htm)

NYSDOH. (2012). *Bronx county lung and bronchus cancer mortality rate per 100,000.* Retrieved

May 14, 2013, from [http://www.health.ny.gov/statistics/chac/general/g8\\_58.htm](http://www.health.ny.gov/statistics/chac/general/g8_58.htm)

NYSDOH. (2012). *Bronx county mortality rate per 1,000 live births: Infant (<1 year).* Retrieved

May 14, 2013, from [http://www.health.ny.gov/statistics/chac/birth/b27\\_58.htm](http://www.health.ny.gov/statistics/chac/birth/b27_58.htm)

NYSDOH. (2012). *Bronx county motor vehicle mortality rate per 100,000.* Retrieved May 14,

2013, from [http://www.health.ny.gov/statistics/chac/mortality/d28\\_58.htm](http://www.health.ny.gov/statistics/chac/mortality/d28_58.htm)

NYSDOH. (2012). *Bronx county oral cavity and pharynx cancer incidence rate per 100,000.*

Retrieved May 14, 2013, from

[http://www.health.ny.gov/statistics/chac/general/g3\\_58.htm](http://www.health.ny.gov/statistics/chac/general/g3_58.htm)

NYSDOH (2012). Bronx county percentage of births to teens: Ages 15-17 years. Retrieved May 14, 2013, from [http://www.health.ny.gov/statistics/chac/birth/b2\\_58.htm](http://www.health.ny.gov/statistics/chac/birth/b2_58.htm)

NYSDOH. (2012). Bronx county percentage of births to teens: Ages 15-19 years. Retrieved May 14, 2013, from [http://www.health.ny.gov/statistics/chac/birth/b3\\_58.htm](http://www.health.ny.gov/statistics/chac/birth/b3_58.htm)

NYSDOH. (2012). Bronx county percentage of births with late (3<sup>rd</sup> trimester) or no prenatal care. Retrieved May 14, 2013, from [http://www.health.ny.gov/statistics/chac/birth/b22\\_58.htm](http://www.health.ny.gov/statistics/chac/birth/b22_58.htm)

NYSDOH. (2012). Bronx county percentage of premature births with <37 weeks gestation. Retrieved May 14, 2013, from [http://www.health.ny.gov/statistics/chac/birth/b40\\_58.htm](http://www.health.ny.gov/statistics/chac/birth/b40_58.htm)

NYSDOH (2012). Bronx county percentage very low birthweight (<1.5 kg) births. Retrieved May 14, 2013, from [http://www.health.ny.gov/statistics/chac/birth/b34\\_58.htm](http://www.health.ny.gov/statistics/chac/birth/b34_58.htm)

NYSDOH (2012). Bronx county percentage very low birthweight (<1.5 kg) singleton births. Retrieved May 14, 2013, from [http://www.health.ny.gov/statistics/chac/birth/b35\\_58.htm](http://www.health.ny.gov/statistics/chac/birth/b35_58.htm)

NYSDOH (2012). Bronx county percentage low birthweight (<2.5 kg) births. Retrieved May 14, 2013, from [http://www.health.ny.gov/statistics/chac/birth/b36\\_58.htm](http://www.health.ny.gov/statistics/chac/birth/b36_58.htm)

NYSDOH (2012). Bronx county percentage low birthweight (<2.5 kg) singleton births. Retrieved May 14, 2013, from [http://www.health.ny.gov/statistics/chac/birth/b37\\_58.htm](http://www.health.ny.gov/statistics/chac/birth/b37_58.htm)

NYSDOH (2012). Bronx county unintentional injury mortality rate per 100,000. Retrieved May 14, 2013, from [http://www.health.ny.gov/statistics/chac/mortality/d27\\_58.htm](http://www.health.ny.gov/statistics/chac/mortality/d27_58.htm)

NYSDOH. (2012). Cervical cancer incidence and mortality by year, Bronx County, 1976-2010. Retrieved May 14, 2013, from <https://www.health.ny.gov/statistics/cancer/registry/table2/tb2cervixbronx.htm>

NYSDOH. (2012). Colorectal cancer incidence and mortality by year, Bronx county, 1976-2010. Retrieved May 14, 2013, from <https://www.health.ny.gov/statistics/cancer/registry/table2/tb2colorectalbronx.htm>

NYSDOH (2012). Communicable disease indicators: Bronx county. Retrieved May 14, 2013, from [http://www.health.ny.gov/statistics/chac/chai/docs/com\\_58.htm](http://www.health.ny.gov/statistics/chac/chai/docs/com_58.htm)

NYSDOH (2012). Diabetes hospitalization rate per 10,000 (any diagnosis). Retrieved October 17, 2013 from <http://www.health.ny.gov/statistics/chac/hospital/h12.htm>

NYSDOH (2012). *Female breast cancer incidence and mortality by year, Bronx county, 1976-2010*. Retrieved May 14, 2013, from  
<http://www.health.ny.gov/statistics/cancer/registry/table2/tb2breastbronx.htm>

NYSDOH (2012). *Lung cancer incidence and mortality by year, Bronx county, 1976-2010*. Retrieved May 14, 2013,  
<https://www.health.ny.gov/statistics/cancer/registry/table2/tb2lungbronx.htm>

NYSDOH (2012). *New York state HIV/AIDS surveillance annual report: For cases diagnosed through December 2010*. Retrieved May 21, 2013, from  
[http://www.health.ny.gov/diseases/aids/statistics/annual/2010/2010-12\\_annual\\_surveillance\\_report.pdf](http://www.health.ny.gov/diseases/aids/statistics/annual/2010/2010-12_annual_surveillance_report.pdf)

NYSDOH (2012). *Oral cavity cancer incidence and mortality by year, Bronx county, 1976-2010*. Retrieved May 14, 2013,  
<https://www.health.ny.gov/statistics/cancer/registry/table2/tb2oralbronx.htm>

NYSDOH (2012). *Prostate cancer incidence and mortality by year, Bronx county, 1976-2010*. Retrieved May 14, 2013,  
<https://www.health.ny.gov/statistics/cancer/registry/table2/tb2prostatebronx.htm>

NYSDOH. (2012). *Vital statistics of New York State 2011. Table 39: Death rates for selected causes of death by resident county, New York State 2011*. Retrieved October 17, 2013 from [http://www.health.ny.gov/statistics/vital\\_statistics/2011/table39.htm](http://www.health.ny.gov/statistics/vital_statistics/2011/table39.htm)

NYSDOH (2013). *Cancer Time Trends*. Retrieved October 16, 2013,  
<https://www.health.ny.gov/statistics/cancer/registry/table2.htm>

NYSDOH (2013). *Bronx county prostate cancer mortality rate per 100,000*. Retrieved October 17, 2013 from [http://www.health.ny.gov/statistics/chac/general/g17\\_58.htm](http://www.health.ny.gov/statistics/chac/general/g17_58.htm)

NYSDOH. (2013). *Percentage low birthweight (<2.5kg) singleton births*. Retrieved October 17, 2013 from <http://www.health.ny.gov/statistics/chac/birth/b37.htm>

New York State Division of Criminal Justice Services. (2011). *2011 County Index Crime Counts and Rates Per 100,000 Population*. Retrieved May 21, 2013, from  
<http://www.criminaljustice.ny.gov/crimnet/ojsa/indexcrimes/2011-county-index-rates.pdf>

New York State Senate. (2012). *Independent democratic conference: Improving doctors across New York*. Retrieved October 17, 2013 from  
[http://www.nysenate.gov/files/pdfs/REPORT.%20DANY.FINAL\[1\].pdf](http://www.nysenate.gov/files/pdfs/REPORT.%20DANY.FINAL[1].pdf)

Office of the New York State Comptroller. (2011). *Foreclosure in New York City: March 2011*, Retrieved May 21, 2013, from <http://www.osc.state.ny.us/osdc/rpt13-2011.pdf>

Olazagasti MAR, Shrout PE, Yoshikawa H. The longitudinal relationship between parental reports of asthma and anxiety and depression symptoms among two groups of Puerto Rican youth. *Journal of Psychosomatic Research* 73; 283-288. 2012.

Patel VV, Rajpathak S, Karasz A. Bangladeshi Immigrants in New York City: A Community Based Health Needs Assessment of a Hard to Reach Population. *J Immigrant Minority Health*. 14; 767-773. 2011.

Robert Wood Johnson Foundation and University of Wisconsin Population Health Institute. *Community Health Rankings and Roadmaps*. Retrieved from <http://www.countyhealthrankings.org/app/newyork/2013/bronx/county/outcomes/overall/snapshot/by-rank>.

U.S. Census Bureau (2007-2011). *American Community Survey 5-Year Estimates*. Retrieved from <http://quickfacts.census.gov/qfd/states/36/36005lk.html>

U.S. Census Bureau. (2011). *Disability characteristics: 2011 American community survey 1-year estimates in Bronx County, New York*. Retrieved May 21, 2013, from [http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_11\\_1YR\\_S1810&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_1YR_S1810&prodType=table)

U.S. Census Bureau. (2011). *Educational Attainment: 2011 American community survey 1-year estimates in Bronx County, New York*. Retrieved May 21, 2013, from [http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_11\\_1YR\\_S1501&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_1YR_S1501&prodType=table)

U.S. Census Bureau. (2011). *Financial characteristics: 2011 American community survey 1-year estimates in Bronx County, New York*. Retrieved May 21, 2013, from [http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_11\\_1YR\\_S2503&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_1YR_S2503&prodType=table)

U.S. Census Bureau. (2011). *Gross rent as a percentage of household income in the past 12 months, Bronx county, New York*. Retrieved May 21, 2013, from [http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_11\\_1YR\\_B25070&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_1YR_B25070&prodType=table)

U.S. Census Bureau. (2011). *Health insurance coverage status: 2011 American community survey 1-year estimates in Bronx County, New York*. Retrieved May 21, 2013, from [http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_11\\_1YR\\_S2701&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_1YR_S2701&prodType=table)

U.S. Census Bureau. (2011). *Households and families: 2011 American community survey 1-year estimates in Bronx County, New York*. Retrieved May 21, 2013, from  
[http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_11\\_1YR\\_S1101&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_1YR_S1101&prodType=table)

U.S. Census Bureau. (2011). *Mean income in the past 12 months: 2011 American community survey 1-year estimates in Bronx County, New York*. Retrieved May 21, 2013, from  
[http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_11\\_1YR\\_S1902&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_1YR_S1902&prodType=table)

U.S. Census Bureau. (2011). *Means of transportation to work by selected characteristics: 2011 American community survey 1-year estimates in Bronx County, New York*. Retrieved May 21, 2013, from  
[http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_11\\_1YR\\_S0802&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_1YR_S0802&prodType=table)

U.S. Census Bureau. (2011). *Physical housing characteristics for occupied housing units: 2011 American community survey 1-year estimates in Bronx County, New York*. Retrieved May 21, 2013, from  
[http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_11\\_1YR\\_S2504&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_1YR_S2504&prodType=table)

U.S. Census Bureau. (2011). *Poverty status in the past 12 months: 2011 American community survey 1-year estimates in Bronx County, New York*. Retrieved May 21, 2013, from  
[http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_11\\_1YR\\_S1701&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_1YR_S1701&prodType=table)

U.S. Census Bureau. (2011). *Public assistance income in the past 12 months for households: 2011 American community survey 1-year estimates in Bronx County, New York*. Retrieved May 21, 2013, from  
[http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_11\\_1YR\\_B19057&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_1YR_B19057&prodType=table)

U.S. Census Bureau. (2011). *Selected social characteristics in the United States: 2012 American community survey 1-year estimates in Bronx County, New York*. Retrieved May 21, 2013, from  
[http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_11\\_1YR\\_DP02&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_1YR_DP02&prodType=table)

US Census Bureau, Small Area Health Insurance Estimates (2011). Retrieved from  
<http://www.census.gov/did/www/sahie/>.

U.S. Census Bureau. (2012). *Educational Attainment: 2012 American community survey 1-year estimates in Bronx County, New York*. Retrieved October 17, 2013, from

[http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_12\\_1YR\\_S1501&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_12_1YR_S1501&prodType=table)

U.S. Census Bureau. (2012). *Fertility. 2012 American community survey 1-year estimates in Bronx County, New York.* Retrieved October 17, 2013, from  
[http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_12\\_1YR\\_S1301&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_12_1YR_S1301&prodType=table)

U.S. Census Bureau. (2012). *Health insurance coverage status: 2012 American community survey 1-year estimates in Bronx County, New York.* Retrieved October 17, 2013, from  
[http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_11\\_1YR\\_DP03&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_1YR_DP03&prodType=table)

U.S. Census Bureau. (2012). *Public assistance income in the past 12 months for households: 2012 American community survey 1-year estimates in Bronx County, New York.* Retrieved October 17, 2013, from  
[http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_12\\_1YR\\_B19057&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_12_1YR_B19057&prodType=table)

U.S. Census Bureau. (2012). *Selected social characteristics in the United States. 2012 American community survey 1-year estimates in Bronx County, New York.* Retrieved October 17, 2013, from  
[http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_12\\_1YR\\_DP02&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_12_1YR_DP02&prodType=table)

U.S. Census Bureau. (2013). *State & county quickfacts: New York (city), New York.* Retrieved October 17, 2013, from <http://quickfacts.census.gov/qfd/states/36/3651000.html>

USDA. (2012). *Food environment atlas, Bronx, NY.* Retrieved May 21, 2013, from  
<http://www.ers.usda.gov/data-products/food-environment-atlas.aspx>

U.S. Environmental Protection Agency. (2013). *2011 summary of toxic release inventory information for Bronx county, NY.* Retrieved May 21, 2013, from  
[http://iaspub.epa.gov/triexplorer/tri\\_factsheet.factsheet?pzip=&pstate=NY&pcity=&ounty=Bronx&pyear=2011&pDataSet=TRI0](http://iaspub.epa.gov/triexplorer/tri_factsheet.factsheet?pzip=&pstate=NY&pcity=&ounty=Bronx&pyear=2011&pDataSet=TRI0)

Weiss T, Weinberger MI, Holland J. Falling through the cracks: A review of psychological distress and psychosocial service needs in older Black and Hispanic patients with cancer. *Journal of Geriatric Oncology.* 3(1); 163-173. 2012.

## **APPENDICES**

The appendices for the Montefiore Medical Center's Community Health Needs Assessment consist of the documents and individual reports developed and used to compile this report. Some documents have been graphically or texturally modified from their presented text format to fit the space provided.

## **Appendix A – Community Health Needs Survey- English**

### **Bronx Health Link Community Health Needs Survey**

Bronx Health Link is a non-profit agency that works to improve community health. We are asking people who live or work in the Bronx to take a **5-10 minute** survey to tell us what they think about health needs in the Bronx. Your opinions are very important to us, and will help us understand how to better meet your health care needs. You are not required to answer all questions.

**Note: The survey is completely anonymous – we are not asking for any information that can identify you.** Please feel free to forward our survey link to anyone who lives or works in the Bronx.

Thank you for your participation!

Bronx Health Link

1. Do you live in the Bronx?

- Yes
- No

2. Do you work in the Bronx?

- Yes
- No

***If you answered NO to both questions, you are not eligible to take part in this survey. Thank you for being willing to participate.***

3. In what zip code do you live or work? (Type only the first five numbers) \_\_\_\_\_

4. Looking at the list of health issues below, please mark the 5 that you think are the most important in the community where you live or work. Feel free to add one or more issues not listed here that you think should be in the top 5.

Cancer

Heart disease

Stroke

Diabetes

Obesity

Lack of physical activity

Asthma

Sexually transmitted infections

HIV

Family planning

Disability

Maternal and child health

Mental health/depression

Substance abuse

Tobacco use

Injury & violence

Lack of services for older adults

Other (please specify): \_\_\_\_\_

5. How would you describe your overall health?

- Excellent
- Very good
- Good
- Fair
- Poor

6. Have you ever been told by a doctor, nurse, or other health professional that you have any of the following health conditions?

- |                                    |           |          |                |
|------------------------------------|-----------|----------|----------------|
| a. Asthma                          | _____ Yes | _____ No | _____ Not sure |
| b. Depression or anxiety           | _____ Yes | _____ No | _____ Not sure |
| c. High blood pressure             | _____ Yes | _____ No | _____ Not sure |
| d. High cholesterol                | _____ Yes | _____ No | _____ Not sure |
| e. Diabetes (not during pregnancy) | _____ Yes | _____ No | _____ Not sure |
| f. Osteoporosis                    | _____ Yes | _____ No | _____ Not sure |
| g. Overweight/obesity              | _____ Yes | _____ No | _____ Not sure |
| h. Angina/ heart disease           | _____ Yes | _____ No | _____ Not sure |
| i. Cancer                          | _____ Yes | _____ No | _____ Not sure |

7. Do you have any of the following types of health insurance (choose as many as apply)?

- Medicaid
- Medicare
- Family Health Plus
- Insurance through a private company
- Other: \_\_\_\_\_
- None

8. If you have no health insurance, are you aware of any ways that you can get health care paid for?

- Yes
- No

9. Do you have a healthcare provider for checkups and visits when you are sick?

- Yes
- No

10. In the past 12 months, have you or a family member had problems getting needed health care?

- Yes
- No

11. If Yes, please check the reason(s) for any problems that you or your family have had in getting healthcare (check all that apply):

- Doctor or clinic not open when I/we can come
- No insurance that covered what I/we needed
- Doctor or clinic would not accept my/our insurance
- Insurance would not pay for care
- Cannot afford co-payment
- Lack of transportation
- Travel distance to doctor or clinic too far
- Problems with translation into my/our language
- Cannot understand my/our doctor
- Other: \_\_\_\_\_

12. What is the main language you speak at home?

- English
- Spanish
- French
- Other (please specify): \_\_\_\_\_

13. Do you feel you or your family members need more language translation and assistance in the health centers, doctor's offices, and hospitals where you or your family receive care?

- Yes
- No

If Yes, please specify which language: \_\_\_\_\_

14. Check if you work now or have worked before in any of these jobs (check all that apply):

- Healthcare provider (such as doctor, nurse, physician's assistant, psychologist, nutritionist/dietitian, etc.)
- Social service provider (such as social worker, case manager, etc.)
- Health educator / counselor / community health worker
- Health or social service administrator or manager

15. What is the highest level of education you completed?

- Less than high school
- Some high school
- High school graduate or GED
- Trade school
- Some college
- College degree
- Some graduate school
- Graduate degree
- Professional degree

16. Please indicate your gender:

\_\_\_\_\_ Female      \_\_\_\_\_ Male      \_\_\_\_\_ Other (please specify): \_\_\_\_\_

17. What is your age group?

- Under 18
- 18-25
- 26-39
- 40-54
- 55-64
- 65 or older

18. Country of birth: \_\_\_\_\_

19. Please indicate the racial or ethnic group you most identify with (check all that apply):

- Black/African American
- Latino/ Hispanic
- Caribbean (Non-Hispanic/Latino)
- White/European
- South Asian
- East Asian
- Pacific Islander
- Middle Eastern/Arab
- American Indian/Native American
- Multi-racial
- Other (please specify) \_\_\_\_\_

20. How many people live in your household?

- 1
- 2
- 3
- 4
- 5
- More than 5

21. Roughly, what is your total household income? (Include wages and other income for everyone who lives there.)

- Less than \$10,000
- \$10,000 to \$19,999
- \$20,000 to \$29,999
- \$30,000 to \$39,999
- \$40,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 or more

## **Appendix B - Community Health Needs Survey- Spanish**

### **Encuesta del Bronx Health Link sobre las necesidades de la salud comunitaria**

Bronx Health Link es una agencia sin fines de lucro que trabaja para mejorar la salud de la comunidad. Nosotros les estamos pidiendo a las personas que viven o trabajan en el Bronx que participen en una encuesta de 5-10 minutos para que nos digan que piensan acerca de las necesidades relacionadas con la salud en el Bronx. Su opinión es muy importante para nosotros y sirve para ayudarnos entender como mejor satisfacer sus necesidades relacionadas con la atención médica del Bronx. Usted no está obligado a responder a todas las preguntas.

**Tomen nota: Esta encuesta es totalmente anónima—no pedimos información que lo puede identificar.** Por favor no dude en enviar nuestro enlace de la encuesta a cualquier persona que viva o trabaje en el Bronx.

¡Gracias por su participación!

Bronx Health Link

1. ¿Vive Ud. en el Bronx?

- Sí
- No

2. ¿Trabaja en el Bronx?

- Sí
- No

*Si contestó “NO” a las dos preguntas anteriores, Ud. no reúne los requisitos para participar en esta encuesta. Gracias por haber estado dispuesto a participar. Si contestó “SÍ” a cualquiera de las dos preguntas anteriores, puede seguir participando.*

3. ¿Cuál es el código postal donde vives o trabajas? (Escriba las primeras 5 cifras solamente)

---

4. Tomando en cuenta la lista a continuación, marque por favor los cinco problemas de salud que Ud. considera más importantes para la comunidad donde vive o trabaja. Puede agregar uno o más problemas que no figuran en la lista si Ud. cree que debe(n) incluirse dentro de los cinco más importantes.

Cáncer

Enfermedades cardíacas

Apoplejía/derrame cerebral

Diabetes

Obesidad

Falta de ejercicio

Asma

Infecciones de transmisión sexual

VIH

Anticoncepción / Planificación familiar

Discapacidad

Salud materno-infantil

Salud mental/depresión

Abuso de drogas y alcohol

Consumo de tabaco

Traumatismo y violencia

Falta de servicios para adultos mayores

Otro (por favor especifique): \_\_\_\_\_

5. ¿Cómo calificaría su salud general?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

6. ¿Alguna vez un médico, enfermera, u otro profesional de la salud le ha dicho a Ud. que tiene alguna de las siguientes condiciones médicas?

- |                                      |       |    |       |    |       |       |
|--------------------------------------|-------|----|-------|----|-------|-------|
| j. Asma                              | _____ | Sí | _____ | No | _____ | No sé |
| k. Depresión o ansiedad              | _____ | Sí | _____ | No | _____ | No sé |
| l. Presión arterial alta             | _____ | Sí | _____ | No | _____ | No sé |
| m. Colesterol alto                   | _____ | Sí | _____ | No | _____ | No sé |
| n. Diabetes (no durante el embarazo) | _____ | Sí | _____ | No | _____ | No sé |
| o. Osteoporosis                      | _____ | Sí | _____ | No | _____ | No sé |
| p. Sobrepeso/obesidad                | _____ | Sí | _____ | No | _____ | No sé |
| q. Angina/ enfermedades cardíacas    | _____ | Sí | _____ | No | _____ | No sé |
| r. Cáncer                            | _____ | Sí | _____ | No | _____ | No sé |

7. ¿Tiene alguno de los siguientes tipos de seguro médico? (Elige todos los que correspondan.)

- Medicaid
- Medicare
- Family Health Plus
- Seguro por medio de una compañía privada
- Otro: \_\_\_\_\_
- Ninguno

8. Si Ud. no tiene un seguro médico, ¿conoce alguna manera para conseguir que le paguen la atención médica?

- Sí
- No

9. ¿Tiene un proveedor de atención médica a quien acudir para revisiones (chequeos) y cuando está enfermo?

- Sí
- No

10. Dentro de los últimos 12 meses ¿ha tenido Ud. o algún familiar problemas para conseguir la atención médica que necesitaba?

- Sí
- No

11. Si contestó "sí" a la pregunta anterior, por favor marque la razón o las razones por la cual Ud. o algún familiar haya tenido problemas para conseguir atención médica (marque todas las respuestas que correspondan).

- La consulta o la clínica no está abierta cuando puedo/podemos ir.
- No tenía/teníamos seguro que cubría lo que yo necesitaba/necesitábamos.
- El médico o la clínica no quiso aceptar mi/nuestro seguro.
- Mi/nuestro seguro no quiso pagar.
- No tengo/no tenemos dinero pagar el copago.
- No tenía/no teníamos transporte.
- La consulta o la clínica está demasiado lejos.
- Hubo problemas traduciendo mi/nuestro idioma.
- No puedo/no podemos entender mi/nuestro médico.
- Otro: \_\_\_\_\_

12. ¿Cuál es el idioma principal que se habla en su casa?

- inglés
- español
- francés
- Otro (por favor especifique): \_\_\_\_\_

13. En su opinión, ¿Ud. o sus familiares necesitan más servicios de traducción y ayuda con el idioma en los centros de salud, los consultorios médicos, y los hospitales donde Ud. o sus familiares reciben atención médica?

- Sí
- No

Si contestó que sí por favor especifique el idioma:

---

14. Marque la letra correspondiente si Ud. trabaja o ha trabajado anteriormente en cualquier trabajo mencionado a continuación (Marquen todos los que corresponden).

- Proveedor de asistencia sanitaria (médico, enfermera, asistente médico, psicólogo, nutricionista/dietista, etc.)
- Proveedor de servicios sociales (por ejemplo, trabajador social, administrador de casos, etc.)
- Educador de la salud/consejera/trabajador comunitario de la salud
- Administrador de algún servicio sanitario o social

15. ¿Cuál es el nivel educativo más alto que Ud. ha alcanzado?

- No fui a la escuela secundaria/preparatoria (grados 9 a 12)
- Estudié un tiempo en la escuela secundaria/preparatoria (grados 9 a 12)
- Terminé el bachillerato/preparatoria (grados 9-12) o aprobé el GED.
- Asistí a un instituto profesional/vocacional/técnico.
- Estudié un tiempo en una universidad.
- Tengo un título universitario.
- Estudié un tiempo en un programa de postgrado.
- Tengo un posgrado.
- Tengo un diploma/una carrera profesional.

16. Por favor indique su sexo:

Femenino  Masculino  Otro (por favor, especifique) : \_\_\_\_\_

17. ¿Cuántos años tiene?

- Menor de 18
- 18-25
- 26-39
- 40-54
- 55-64
- Mayor de 65

18. ¿En qué país nació? \_\_\_\_\_

19. ¿Por favor indique el grupo racial o étnico con el que Ud. se identifica (marque todos los que corresponden):

- Negro/Afroamericano
- Hispano / Latino/a
- Caribeño (no hispano)
- Blanco/Europeo
- Habitante del sur Asiático
- Habitante del Lejano Oriente
- Habitante de las islas del Pacifico
- Habitante del Medio Oriente/árabe
- Indígena de las Américas (nahua, maya, zapoteca, mixteca, etc.)
- Multirracial
- Otro (por favor especifique) \_\_\_\_\_

20. ¿Cuántas personas viven en su casa?

- 1
- 2
- 3
- 4
- 5
- Mas de 5

21. ¿Cuál es el total aproximado de los ingresos de todas las personas que viven en su casa?  
(Incluya sueldos y otro tipo de ingresos de todos los que viven allí).

- Menos de \$10,000
- \$10,000 a \$19,999
- \$20,000 a \$29,999
- \$30,000 a \$39,999
- \$40,000 a \$49,999
- \$50,000 a \$74,999
- Más de \$75,000

**Appendix C - Community Survey Recruitment Flyer- English**



Do you have 5 to 10 minutes? If so, please take a quick online survey about health in the Bronx.



Your voice is needed to help us understand which health problems need more attention.



**What you share today  
can help us make a difference tomorrow!**

To fill out the survey, go to  
<https://www.surveymonkey.com/s/GNJNSR5>

For more information, please call or email Darwin Bernardez,  
Community Health Research Coordinator at Bronx Health Link  
[dbernardez@bronxhealthlink.org](mailto:dbernardez@bronxhealthlink.org)  
(718) 590-2465 or 590-2648

*Bronx Health Link is a non-profit agency  
working to improve community health in the Bronx.*

**Appendix D - Community Survey Recruitment Flyer- Spanish**



Tienes cinco a diez minutos? Por favor participe en una encuesta rápida acerca de salud en El Bronx.



Su voz es necesaria para que nos ayuden comprender cuales son las problemas de salud que requieren nuestra atención.



Lo que compartimos hoy nos puede ayudar hacer la diferencia mañana!

Para llenar la encuesta, vaya a  
<https://www.surveymonkey.com/s/QJ6PDNZ>

Para registrarse o para obtener más información, por favor llame o envíe un correo electrónico a Darwin Bernárdez,  
coordinador de investigaciones de la salud comunitaria a  
Bronx Health Link, [dbernardez@bronxhealthlink.org](mailto:dbernardez@bronxhealthlink.org)  
(718) 590-2465

*Bronx Health Link es una agencia sin fines de lucro que trabaja para mejorar la salud comunitaria en El Bronx.*

## **Appendix E-Focus Group Discussion Guide - English**

### **INTRODUCTION**

1. Write names on cards
2. Facilitator introduces herself: [Sly is a Community Psychologist who is passionate about working with underserved populations and improving health disparities in these communities. She has studied disparities in health for several years on topics such as cancer prevention, adolescent and emerging adult health behavior and currently assisting The Bronx Health Link today with this project. Has worked in Florida, Kansas and NYC.] Define health disparities.
3. Consent forms [read through them with the group]

### **TURN ON RECORDER**

4. You have been invited here to talk about a particular health topic. Before we get started, let's talk about some general guidelines for how this kind of group works. Has anyone been in a focus group before?

10

- a. When we start, I will be asking some questions to try to open up a discussion. Each person does not have to respond to every single question but we do need everyone to participate, to at least answer some questions about your opinions about things or how you see them.
- b. Let's respect what other people add to the conversation. If you disagree with it or if you have had a different experience or have different information, you should feel free to say that respectfully. The idea of bringing a group together is that we have different opinions, we don't have to all agree.
- c. Since we only have about an hour together, my job as facilitator is to help the discussion to focus on that topic. So if it seems that we are getting off track or are spending a long time on any particular question, I may ask the group to move on to another question. Please understand that that does not mean that whatever we were talking about is not important or that I don't think it's important – I just have to help guide the conversation to certain topics so we can cover everything in one hour.
- d. Because we are taping the conversation it and it will be transcribed (meaning someone will listen to the tape and type out what was said). So, please, try not to talk on top of each other. Otherwise it's really hard to understand the recording to make a report and the person listening and trying to type it will not be able to understand it clearly.

- e. Lastly, keep in mind that when I am asking the questions that I will be asking, I am not asking you to talk about your personal experience or to name anyone who has experienced one of these situations. We respect your privacy and the privacy of others so we do not ask you to do that. You can speak in generalities, like, "I know someone who..." or "Someone in my family..." to maintain privacy.
  - f. At the same time, it is possible that some people may say something private about themselves. Let's please all respect that and leave that information here. For example if someone should say they have a particular health problem, let's not go and tell our friends or family or neighbors "so and so said..." Let's keep it confidential. Agreed?
5. Okay, any questions before we get started? Feel free to stop me or stop the group if you have a question.
  6. So let's go around the table. Can you tell me your first name, how long you've lived in the Bronx, and then let's start with an easy question: [ICEBREAKER SUCH AS : what would you have rather had for a snack today, rather than (these breakfast bars?)]
  7. TRANSITION TO LISTS OF HEALTH ISSUES Okay, I'm going to draw your attention to the list in front of you.
  8. Looking at the list of health issues on your paper, which do you think are the 5 most important ones facing the people, **of all ages**, in your community? Circle the ones you see as the top 5. If there are important issues you don't see there, you can circle fewer than 5 and write in the ones you think should be added. Let me know if you have any questions about what any of these words mean.
  9. Moving to the next page, looking at the same list, and again including anything you have want to add to the list, mark those that you think are the 5 most important health problems facing the **children** in your community.
  10. And now the third page. Looking at this list, and again including anything you want to add to the list, mark those that you think are the 5 most important health problems facing the **teenagers** in your community.
  11. How well do you think mental health issues are being dealt with in your community?
    - a) *Probe:* What kinds of challenges or problems have you seen? For example, as far as people trying to get mental health care?
  12. We're now going to pass out a list of types of healthcare services [LIST WILL BE PROVIDED IN HANDOUTS AND IN CHART ON WALL]:

- General medical care
- Nutritional/dietary guidance
- Mental health care
- Children's health care
- Maternity and infant care
- Sexual health/family planning
- Dental care
- Vision care
- Other specialty care, such as diabetes, cancer, HIV/AIDS, etc.
- Complementary/alternative medicine (such as acupuncture, herbs, chiropractic care, etc.)
- Programs to *prevent* illnesses like cancer, diabetes, asthma, etc., such as education, counseling and medical tests

Looking at this list, and including anything that you have added, think for a moment about people you know who live in the Bronx who have needed one or more of these types of healthcare services during the past year and for some reason could not get care, either at all or couldn't get care in the Bronx. If there are important issues you don't see here, let us know.

- a) What was the reason they couldn't get it? [*Leave question open-ended, probe if necessary:* It could be money, problems with insurance, location, hours, language or other barriers, or any other reason.]
13. Take a look again at the list of different types of healthcare services (and anything that you added to the list). How do you feel about the amount of information that is available about how to find these services in the Bronx? Can you think of any situation among people you know where someone didn't know where to get a health service?
14. (IN SPANISH-LANGUAGE GROUP, IF TIME ALLOWS:) How well do you think language translation and assistance services are working now, in healthcare facilities in your community? Can you give examples of situations where there is a problem?
15. Is there anything we have not covered that you think is important concerning the health and well-being of community residents, whether infants, children, teenagers, adults, or seniors, or services needed by them?

## CLOSING

Thank you very much for taking the time to speak with us today. Some of this information is sensitive; some if it is hard to talk about, so I really appreciate that you have put yourselves out there to help your neighbors in the Bronx.

And now to finish up we are going to ask you to take this survey on your background. We do not need your name.

At some point, the report on these groups will be made public. When that happens, probably several months from now, Bronx Health Link will send you a copy. If you like, you can put your name and mailing address or email address on this paper. Signing up will also allow us to keep in touch with you about our future events, but it's totally voluntary. (Distribute sign-up page)

In order to give you your gift we ask that you sign to confirm that you have received it.

TURN OFF RECORDER

## **Appendix F - Focus Group Discussion Guide - Spanish**

### **PRESENTACIÓN**

1. Escriban los nombres en las tarjetas.
2. La facilitadora se presenta: [Pelto es una investigadora en el campo de la salud y ha trabajado en el campo de la desigualdad entre diferentes poblaciones desde hace más de 20 años en Nueva York. Los temas en que ha trabajado incluyen la prevención de cáncer, mortalidad infantil, enfermedades de transmisión sexual, SIDA, programas para dejar de fumar y para promover anti-violencia entre los jóvenes, planificación familiar, y en este momento está ayudando a TBHL con este proyecto. Ha trabajado en Brooklyn, Queens, Bronx, y Manhattan.] Define “desigualdad en el campo de la salud” (health disparities).
3. Hojas para dar consentimiento. (Léelas con el grupo)

### **ENCENDER LA GRABADORA**

4. Los hemos invitado aquí para hablar sobre un tema en particular relacionado con la salud. Antes de empezar, hablemos de las reglas generales y veamos cómo funciona este tipo de grupo. ¿Alguien aquí ha participado antes en este tipo de grupo?
  - a. Al empezar, voy a hacer algunas preguntas para iniciar una discusión. No es necesario que todos los participantes contesten todas las preguntas pero todos sí tienen que participar; tienen que contestar por lo menos algunas de las preguntas sobre sus opiniones o ideas sobre los temas.
  - b. Vamos a respetar lo que dicen los demás. Si Uds. no están de acuerdo con lo que dice alguien, o si Uds. han tenido una experiencia distinta o sabe información contraria, por favor díganlo, pero de forma respetuosa. La idea de reunir un grupo como este es conocer distintas opiniones; no es necesario que estemos todos de acuerdo.
  - c. Puesto que tenemos sólo una hora aproximadamente para esta reunión, mi trabajo como facilitadora es asegurarme que nos enfoquemos en el tema a tratar. Si me parece que empezamos a andar por las ramas o si estamos pasando demasiado tiempo con alguna pregunta en particular, puede que yo le pida al grupo que pasemos a la siguiente pregunta. Esto no significa que lo que estamos diciendo no tenga importancia o que yo no creo que tenga importancia...es sólo que tengo que ayudar a guiar la conversación para que podamos cubrir todos los temas en una hora.
  - d. Vamos a grabar la conversación y alguien la va a transcribir (eso significa que alguien va a escuchar lo que se dice y después lo pasa a la computadora de forma escrita) .Por esta razón, por favor no hablen todos a la vez. Si así lo hacen es muy difícil entender la grabación y la persona escuchándola y pasándola a la computadora no va a poder entenderla bien.

- e. Por último, tengan en mente que cuando les hago estas preguntas no estoy pidiéndoles que hablen de sus experiencias personales; tampoco les estoy pidiendo que nombren las personas que han pasado por estas situaciones. Nosotros respetamos la privacidad de Uds. y la privacidad de los demás y por eso no les pedimos eso. Pueden hablar en general diciendo “conozco a alguien...” o “alguien de mi familia...” para mantener la privacidad.
  - f. Pero por otro lado, es posible que algunas personas cuenten algo de sí mismos que es de naturaleza privada. Vamos a respetar eso y dejar aquí esta información. Por ejemplo, si alguien cuenta algo sobre sus problemas de salud, no vamos a decirles a nuestros amigos o familiares... “Fulano dijo tal o cual cosa...” Vamos a mantener la privacidad. ¿De acuerdo?
5. Bien. ¿Tienen preguntas antes de empezar? No duden de detenerme o detener al grupo si Uds. tienen una pregunta.
  6. Vamos a pasar por la mesa uno por uno diciendo el nombre, el tiempo que Ud. lleva viviendo en el Bronx y vamos a empezar con una pregunta fácil: [UNA PREGUNTA PARA ROMPER EL HIELO TAL COMO: ¿qué habrías querido comer hoy aquí en vez de estas barras de cereal?]
  7. CAMBIO A LAS LISTAS DE CUESTIONES SANITARIAS. Bien, voy a pedirles que miren la lista que tienen delante.
  8. Despues de ver la lista de problemas sanitarios que están en sus hojas, ¿cuáles les parecen los más importantes para su comunidad, considerando personas **de cualquier edad**? Encierran en un círculo los 5 que les parecen más importantes. Si hay problemas que Uds. consideran muy importantes y que no están en la lista, pueden encerrar menos de 5 y escribir los problemas que Uds. quieren añadir. Si tienen preguntas sobre el significado de alguna palabra, déjenme saberlo.
  9. Pasen a la hoja siguiente y miren la misma lista; después de apuntar cualquier problema que quieren agregar a la lista, marquen los 5 problemas que les parecen los más importantes para los **niños** de su comunidad.
  10. Y ahora la tercera página. Mira esta lista y, una vez más, apunten cualquier problema que quieren agregar a la lista. Después, marquen los 5 problemas que les parecen los más importantes para los **adolescentes** de su comunidad.
  11. En su opinión, ¿hasta qué punto están manejando bien los problemas de salud mental en su comunidad?
    - a. *Sondeo:* ¿Qué clase de problemas han visto Uds.? Por ejemplo, ¿en cuanto al acceso que tiene la gente que está buscando asistencia para problemas de salud mental?

12. Ahora vamos a entregar una lista sobre diferentes tipos de servicios relacionados con la asistencia sanitaria. [SE ENTREGARÁN LAS LISTAS Y SE COLOCARÁ UNA TABLA EN LA PARED].

- Asistencia médica general
- Asesoramiento nutricional/ sobre el régimen alimenticia
- Atención de salud mental
- Asistencia médica para los niños
- Atención en el embarazo y en el parto y para el recién nacido
- Salud sexual/planificación familiar
- Atención odontológica/ de un dentista
- Atención para la salud visual/oftalmológica
- Asistencia para enfermedades especiales como diabetes, cáncer, VIH/SIDA, etc.
- Servicios sanitarios complementarios o alternativos (como acupuntura, hierbas medicinales, servicios del quiropráctico, etc.)
- Programas de prevención para enfermedades como cáncer, diabetes, asma, etc. que incluyen asesoramiento, educación sanitaria, y análisis clínicos.

Teniendo en cuenta esta lista e incluyendo cualquier categoría que añadieron, piensen en las personas que conocen y que viven en el Bronx y que necesitaron uno o varios tipos de asistencia sanitaria durante el último año y que por alguna razón no pudieron conseguir esta asistencia o no lo pudieron conseguir en el Bronx. Si hay otras categorías o problemas importantes que Uds. no ven en la lista aquí, dígannoslo por favor.

- a. ¿Cuál fue la razón por la cual no pudieron conseguir atención sanitaria? *[Deja la pregunta abierta...indaga más si es necesario]*: Podría ser por dinero, problemas con el seguro médico, el lugar, las horas, el idioma, por otras barreras o por cualquier otro motivo.]

13. Vuelvan a mirar la lista de tipos de asistencia sanitaria (y cualquier otro tipo de asistencia que agregaron a la lista.) ¿Qué les parece la información disponible referente a cómo se pueden encontrar estos servicios en el Bronx? ¿Hablando de las personas que Uds. conocen, pueden recordar alguna ocasión en que no sabían a donde ir para conseguir la atención que necesitaban?

14. (EN EL GRUPO QUE HABLA ESPANOL—SI HAY TIEMPO SUFICIENTE:) En su opinión, ¿cómo funcionan actualmente los servicios de traducción que hay en los lugares que prestan asistencia sanitaria en su comunidad? ¿Pueden dar ejemplos de situaciones donde hay problemas?

15. ¿Hay alguna cosa que les parece importante y que no hemos mencionado relacionada con la salud o bienestar de los residentes de la comunidad y los servicios que necesitan, teniendo en cuenta las personas de cualquier edad, ya sean bebés, niños, adolescentes, adultos o de la tercera edad?

## **CIERRE**

Muchas gracias por haber tomado el tiempo de hablar con nosotros hoy. A veces Uds. han hablado de cosas íntimas y privadas, de cosas sobre las que cuesta hablar... y por esta razón les agradezco mucho que hayan compartido esta información para ayudar a sus vecinos del Bronx.

Y ahora para terminar, vamos a pedirles que llenen este cuestionario sobre sus antecedentes. No se requiere su nombre ni su apellido.

Para darles el regalo por haber participado, vamos a pedirles que firmen diciendo que hayan recibido el dinero

En algún momento se hará público el informe sobre estos grupos. Si les interesa recibir este informe pueden apuntar su nombre y dirección o su correo electrónico en este papel y The Bronx Health Link se lo mandará. (Distribuya la hoja para apuntar los datos).

## **APAGAR LA GRABADORA**

## **Appendix G - Focus Group Informed Consent Form - English**

### **Bronx Health Link**

### **Focus Group**

### **Informed Consent**

Bronx Health Link is an agency in the Bronx. We provide health information to people who live and work here. You are here today to be part of a group discussion.

The discussion you will be a part of is called a focus group. A focus group is when people come together to share their thoughts and feelings about a certain topic. Today, we want to talk about your opinions on health issues in the Bronx.

Knowing your opinions is important to help us improve health care services in the Bronx.

We will ask you questions. There is no right or wrong answer. Everything you say is private. You do not have to answer all of the questions during the focus group.

The focus group will have a leader. This is the person that guides the discussion. There will also be note taker in the room. We will also record the discussion. The recording will be used as a reminder of the discussion.

We will also ask you to fill out two short surveys. The first one gives us information about you, but it will not have your name on it. The second asks your opinion on the most important health problems in your community. We will help you complete the forms and answer any questions you may have.

Today's discussion will take an hour and a half of your time. Your participation in the group is optional; you do not have to be in the Focus Group. You can leave the group at any time.

At the end of the focus group, Bronx Health Link will give you \$50 in cash. To get the money, you must stay to the end of the meeting.

There are no known risks of being in the focus group. Your answers during the focus group will help us plan for services in the community.

If you have any questions about the focus group, you can call Darwin Bernardez at (718) 590-2465. If you have any issues or complaints, you can call Paulette Spencer at (718) 590-2648.

I (initials) \_\_\_\_\_ consent to Bronx Health Link to use the information from the focus group in any form, without further permission from me or compensation to me.

Date: \_\_\_\_\_

## **Appendix H - Focus Group Informed Consent Form - Spanish**

### **Bronx Health Link Grupo focal**

**"Bronx Health Link"** es una agencia ubicada en el condado del Bronx. Le proveemos información sobre la salud a la gente que vive y trabaja en el Bronx. Usted está aquí hoy para ser parte de un grupo de enfoque.

Un grupo focal se puede definir como un espacio en donde las personas puedan discutir temas de interés. Hoy queremos saber más acerca de sus opiniones sobre temas de salud en el Bronx.

Es muy importante saber sus opiniones para nosotros poder ayudar a mejorar la asistencia sanitaria en el Bronx.

Le haremos preguntas. No existe una respuesta correcta o incorrecta. Todo lo que se dice o se comparte durante la reunión del grupo es confidencial.

El grupo focal tiene una/un líder. Esta persona está encargada de dirigir la discusión. Además existe una persona designada para tomar apuntes. Al mismo tiempo esta sesión será grabada.

Al terminar la reunión de hoy se le pedirá que complete dos cuestionarios breves. El primero nos dará información acerca de usted, pero no le pediremos su nombre. El segundo preguntará su opinión sobre los problemas de salud más importantes de la comunidad. Cada cuestionario tendrá un número. Nosotros le podemos ayudar a completar el cuestionario y responder a cualquier pregunta que tenga.

La discusión de hoy durará una hora y media. Su participación en el grupo es opcional; no es obligación participar en el grupo focal. Puede salirse de la reunión en cualquier momento.

Cuando se acabe la reunión, usted recibirá un incentivo que Bronx Health Link le dará por la cantidad de **\$ 50.00**. Para poder obtener el dinero usted tiene que quedarse hasta el final.

No se conoce ningún riesgo asociado con la participación en un grupo focal. Las respuestas que Ud. nos proporcione durante la reunión, nos ayudará a planificar cómo mejorar los servicios en su comunidad.

Si usted tiene alguna pregunta acerca del grupo focal, puede llamar a la oficina de Bronx Health Link, al 718-590-2465 y preguntar por Darwin Bernárdez. Si tiene alguna queja puede llamar a la Sra. Paulette Spencer al 718-590-2648

Yo (iniciales) \_\_\_\_\_ autorizo a Bronx Health Link para que utilice la información recopilada durante esta reunión para cualquier fin sin que yo reciba remuneración adicional.

Fecha: \_\_\_\_\_

**Appendix I - Focus Group Recruitment Flyer - English**



*Your Voice is Needed!*



**Participants will receive \$50 in cash**

**Come Join Our Discussion Group**

**Must be 18+ to participate**

All we need is 90 minutes of your time to get your opinions on the health issues affecting the Bronx.

To register or to get more information, please call or email  
Darwin Bernardez, Community Health Research Coordinator at  
Bronx Health Link  
[dbernardez@bronxhealthlink.org](mailto:dbernardez@bronxhealthlink.org)  
(718) 590-2465 or 590-2648

***Bronx Health Link is a non-profit agency working to improve community health in the Bronx.***

**Appendix J - Focus Group Recruitment Flyer - Spanish**



*Su Voz es Necesario!*



**Participante recibira \$50 efectivo**

Venga y unase con nuestro grupo de discusión

Debe tener 18 años o más para participar

Requiere 90 minutos de su tiempo para conseguir sus opiniones sobre las temáticas de salud que afectan El Bronx.

Para registrarse o para obtener más información, por favor llame o envie un correo electrónico a Darwin Bernardez, coordinador de investigaciones de la salud comunitaria

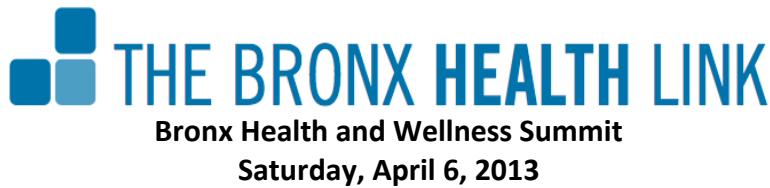
Bronx Health Link

dbernardez@bronxhealthlink.org

(718) 590-2465

***Bronx Health Link es una agencia sin fines de lucro que trabaja para mejorar la salud comunitaria en El Bronx.***

## Appendix K - Community Forum Schedule



### **Are Your Health Needs Being Served?** *An open discussion among consumers and health providers*

The Bronx has the worst health outcomes of any county in the state. How can we turn this around? We invite consumers and health providers to share **YOUR** experiences, opinions, and suggestions about how to get more access to care, better quality care, and more preventive measures in the Bronx. A summary of your ideas will be included in The Bronx Health Link's Community Health Needs Assessment, now under way. Through this forum and others, along with surveys, focus groups and interviews, we will work to create a list of recommended policies that can make a real difference in the health of Bronxites. **Join the conversation!**

#### **Part 1 – 1:00 – 2:15 PM**

1:00 – 1:10 – Introduction by The Bronx Health Link  
1:10 – 1:20 - Remarks by member of the Committee of Interns and Residents  
1:20 – 1:30 – Remarks by Dennis Terry, Board Chair, Mid-Bronx Senior Citizens Council  
1:30 – 1:35 – Introduction to Facilitated Discussion  
1:35 – 2:05 – Facilitated Discussion  
2:05 – 2:15 – Wrap-up

#### **Part 2 – 2:30 – 3:45 PM**

2:30 – 2:40 – Introduction by The Bronx Health Link  
2:40 – 2:45 – Introduction to Facilitated Discussion  
2:45 – 3:35 – Facilitated Discussion  
3:35 – 3:45 – Wrap-up

**PLEASE RETURN YOUR EVALUATION FORM BEFORE LEAVING**  
**We value your opinions.**

## **Appendix L - Community Forum Discussion Guide**

### **Discussion Guide for Community Forum**

These are the questions that we will ask the group to answer in order to help The Bronx Health Link assess community health needs in the borough. We are interested in your experiences, opinions, and suggestions about the health services in your community. You do not need to name any particular hospital, clinic, or medical practice unless you want to. ***We thank you so much for your very valuable input.***

#### **Ground Rules:**

- ***Please limit your answers to no more than 3 minutes.***
- ***Don't interrupt others.***
- ***Respect everyone in the room.***

#### **Part 1 – 1:00 – 2:15 PM**

1. What do you consider the most important health issues facing the residents of the Bronx?
2. In the past year, do you know of anyone in your community who needed any type of medical care that they couldn't get either **at all** or in the Bronx, and what was the reason they couldn't get it? It could be money, location, hours, language or other barriers, or any other reason. You can give more than one example if you'd like.
3. Overall, how do you, your family members, neighbors, friends, and others feel about the health care services in the Bronx? You can talk about how knowledgeable practitioners are, how much time they spend, how patients are treated by practitioners and other staff, whether costs are affordable, or anything else you want to discuss.

#### **Part 2 – 2:30 – 3:45 PM**

4. Do you think there is enough information available about the different types of health services available in your community or in the Bronx overall? Are there any types of services that you or people you know don't have access to, and don't know where to go to obtain?
5. Do you think that you or people you know need more language translation and assistance in the health centers, hospitals and doctors they visit in the Bronx? Can you give examples of situations where this is a problem?
6. What types of services aimed at **preventing** health problems do you think there should be **more of**, either in your community or in the Bronx overall? Do you know of any excellent prevention programs in the Bronx?

7. Is there anything we have not covered that you think is important concerning health and well-being of Bronx residents, whether infants, children, adolescents, adults, or seniors, or services needed by them? Please give us as much input as you can.

## **Appendix M - Community Forum - Biographies of Speakers**

**Dennis Terry** has been active in the community and civic life of the West Bronx since his arrival in 1969. Among his many roles have been several in the health field - as a highly informed consumer rather than as a healthcare provider: He has been chair of the Bronx-Lebanon Board of Trustees, founding co-host of the Bronx Healthbeat TV show on BronxNet, and co-founder of our organization - The Bronx Health Link. In addition, he was cofounder of the Concourse Daycare Center and has been chair of Community Board 4 and chair of the Bronx Urban League. And today he is Chair of the Mid-Bronx Senior Citizen Council and chair of the 161st Street Business Improvement District. He is also the proud father of 2 children and the proud grandfather of 2 grandchildren.

**Dr. Vanessa Calderon** received her MD from UCLA while completing a dual Master's degree in Public Policy at the Harvard Kennedy School. She's now a third year Emergency Medicine Resident at Jacobi and Montefiore Hospitals and the incoming Chief Resident. She is also the Department Representative to the Committee of Interns and Residents or CIR. CIR is the country's largest housestaff union, representing thousands of interns, residents, and fellows nationwide. Membership in CIR gives residents a voice to improve their salary and working conditions, their education and training, and the quality of care they provide to patients.

## Appendix N - Community Forum Recruitment Flyer



*Presents 3 Health Forums at*

**Bronx Borough President Ruben Diaz Jr.  
Bronx Health and Wellness Summit**

**Saturday, April 6, 2013**

**8:00 AM – 4:30 PM**

**Fordham University**

**441 East Fordham Road (at Bathgate Avenue), Bronx  
(Train: D to Fordham Rd.; Bus: Bx9, Bx12, Bx22, Bx61 to  
University)**

**FREE ADMISSION \* LUNCH PROVIDED**

**3 Bronx Health Link Forums (each in two parts):**

**Part 1: 1:00 to 2:15 PM \* Part 2: 2:30 to 3:45 PM**

### **1. *Are Your Health Needs Being Served?***

Come to a forum for both consumers and health providers and share YOUR experiences, opinions, and suggestions on getting more access to health care, better quality care, and more preventive measures in the Bronx. *Join the conversation!*

### **2. *The Bronx Community Research Review Board:***

***Making a Difference by Addressing Health Disparities through Community-Based Research***

Come learn more about the Bronx Community Research Review Board, a board of Bronx residents who listen to community needs regarding health research and educate health researchers about the Bronx community that they are working in. In addition to giveaways, each session will have a raffle for free Yankee tickets!

### **3. *Women's Health: The Mind-Body Connection***

Come to our special event on women's health, where we will look at mental stress and its physical effects on a woman's body both *before pregnancy* and during development of the fetus. We'll present many ways to lessen these reproductive risks through changing life habits and using services that are available.

*To register for any of these forums, go to [eventbrite.com](https://www.eventbrite.com) and search for “Bronx Health Link”.  
For more information, call The Bronx Health Link at (718) 590-2648 or  
email [info@bronxhealthlink.org](mailto:info@bronxhealthlink.org).*

## **Appendix O - Community Forum Demographic Survey**

### **INFORMATION ABOUT YOU**

*This survey is voluntary and anonymous – do not sign your name. We are only asking for this information so we can see what types of people participated in our discussion.*

What is your zip code? \_\_\_\_\_

Which hospitals and/or health care centers do you go to for your medical care?  
\_\_\_\_\_

How do you describe yourself?

African American, Black American

African

Country of ancestry: \_\_\_\_\_

Asian

Country of ancestry: \_\_\_\_\_

Caribbean (non-Latino/Hispanic)

Country of ancestry: \_\_\_\_\_

Latino/Hispanic

Country of ancestry: \_\_\_\_\_

White (non-Latino/Hispanic), European American

Country of ancestry: \_\_\_\_\_

Other: \_\_\_\_\_

Gender:  Male  Female  Transgender

Age group:  Under 25  26-39  40-54  55-64  65 or older

Please indicate your approximate household income:

Less than \$10,000  \$30,000 to \$40,000

\$10,000 to \$20,000  \$40,000 to \$50,000

\$20,000 to \$30,000  More than \$50,000

# 2012

## Community Service Inventory



**Montefiore**  
THE UNIVERSITY HOSPITAL FOR  
ALBERT EINSTEIN COLLEGE OF MEDICINE

# Contents

<b>Nutrition, Physical Activity and Tobacco Prevention Programs .....</b>	<b>4</b>	<b>HIV/AIDS Programs .....</b>	<b>21</b>
Bardonia Health Day.....	4	Adolescent AIDS Program .....	21
B'N Fit.....	4	AIDS Center .....	21
Bronx-CATCH, Collective Action to Transform Community Health.....	4	Centers Implementing Clinical Excellence & Restoring Opportunity (CICERO).....	21
Community Health.....	5	Project BRAVO (Bronx AIDS Volunteer Organization) .....	21
Community Relations.....	5	Project HEAL .....	22
To Your Health: Zumba Bronx.....	5		
Women, Infants and Children (WIC) Program .....	6		
Bronx BREATHES.....	6		
<b>Diabetes Programs .....</b>	<b>7</b>	<b>Mental and Behavioral Health Programs .....</b>	<b>23</b>
Diabetes Club .....	7	Indochinese Mental Health Program.....	23
Diabetes Disease Management.....	7	Medical Stabilization Unit - Detox Programs .....	24
Diabetes Management: PROMISED.....	7	Supporting Healthy Relationships .....	25
Diabetes in Pregnancy Program.....	8	Caregiver Support Program.....	25
<b>Heart Health Programs .....</b>	<b>9</b>	<b>Organ Health Programs .....</b>	<b>26</b>
CHF Disease Management.....	9	Adherence Intervention for Pediatric Renal Transplant .....	26
Heart Center Outreach.....	9	Dialysis Outreach .....	26
Heart Month .....	9	Liver Transplant Support Group.....	26
Women's Heart Health Center .....	9	Organ/Tissue Donor Program .....	27
<b>Cancer Programs .....</b>	<b>10</b>	Parent-to-Parent Support Group for Heart Transplants.....	27
CHAM Oncology Groups .....	10	Renal Disease Young Adult Group .....	27
Eat Healthy, Shop Smart.....	10		
Mujeres Unidas (Spanish-Speaking Breast Cancer Support Group) .....	10		
Psychosocial Oncology Program .....	11	<b>Palliative Care Program .....</b>	<b>28</b>
School Re-Entry Team .....	11	Integrated Medicine and Palliative Care Team (IMPACT) .....	28
Strength Through Laughter and Support Program.....	11		
Breast and Cervical Screening Event.....	12	<b>Primary and Preventive Care Programs .....</b>	<b>29</b>
Colorectal Cancer Patient Navigation Program.....	12	Geriatric Ambulatory Practice .....	29
Melanoma Screening .....	12	Lead Poisoning Prevention Program .....	29
Oral Head and Neck Screening .....	12	Medical House Calls Program .....	30
Prostate Cancer Screening .....	13	Mobile Dental Van .....	30
<b>Child Health Programs .....</b>	<b>14</b>	Montefiore School Health Program .....	31
Adolescent Depression and Suicide Program .....	14	New York Children's Health Project (NYCHP) .....	31
The J.E. and Z.B. Butler Child Advocacy Center.....	14	South Bronx Health Center for Children and Families (SBHCCF) .....	32
Children's Evaluation and Rehabilitation Center (CERC) .....	14		
Healthy Steps .....	15	<b>Reproductive Health Programs .....</b>	<b>33</b>
Phoebe H. Stein Child Life Program .....	15	Centering Pregnancy .....	33
LINCS Program at CHAM .....	15	DOH Infertility Demonstration Project .....	33
Suzanne Pincus Family Learning Place (FLP) .....	16	Regional Perinatal Center .....	33
<b>Chronic Conditions Programs .....</b>	<b>17</b>	Pregnancy Prevention Program in School Health .....	34
Healthy Living with Chronic Conditions .....	17	HPV Vaccine Clinic .....	34
Hepatitis C Support Group .....	17	CFCC'S Breastfeeding Support .....	34
Ostomy Support Group .....	17		
Respiratory Disease Management .....	18	<b>Social Services Program .....</b>	<b>35</b>
Wound Healing Program.....	18	Information and Referral Service .....	35
<b>Community Health Programs .....</b>	<b>19</b>	<b>Substance Abuse Programs .....</b>	<b>36</b>
Communilife Montefiore Temporary Respite Program.....	19	Comprehensive Services Model, CSM .....	36
Community Education.....	19	Managed Addiction Treatment Services, MATS .....	36
<b>General Health Programs .....</b>	<b>20</b>	Substance Abuse Treatment Program, Methadone Program .....	36
Healing Arts .....	20	New Directions Recovery Center and Chemical Dependency Program - Medically Supervised Outpatient .....	37
		<b>Workforce and Economic Development .....</b>	<b>38</b>
		Explainer Program .....	38
		Home Health Aide Employment and Training .....	38
		Internship Program .....	38
		Moshulu Preservation Corporation (MPC) .....	39

# 2012

# Community Service Inventory

## Introduction

### BACKGROUND

Community service at Montefiore has a long history and is ingrained in the culture of our health system. Guided by a mission that calls us to heal, to teach, to discover and to advance the health of the communities we serve, Montefiore's physicians, nurses, social workers, and staff work within and outside our hospital walls to address pressing community needs.

Montefiore has applied an ongoing imperative to community service, seeking to maximize the impact of our community service as one of five strategic goals. With a focus on making a measurable difference in the health of our populations and communities, Montefiore is pursuing better coordination and allocation of resources on specific high prevalence, high impact problems affecting our community. Obesity, diabetes, cardiovascular disease and cancer are pressing public health concerns, and as such, Montefiore has prioritized interventions that increase physical activity, improve nutrition and decrease tobacco use to stem the advancing tide of these diseases. Programs dedicated to these health targets appear at the beginning of the inventory.

### ABOUT THE INVENTORY

The Community Service Inventory showcases a dynamic array of programs, both long standing and newly instituted, that seek to ameliorate health, social, economic and environmental stressors faced by our patients, their families, Montefiore associates, and the community at large. In total, the inventory profiles 84 programs that operate throughout Montefiore's 150 sites and the community at large. The inventory presents programs by health target.

Outside support, in the form of grants and philanthropy, is critical to the continuation of community service programs but where Montefiore is cited as the funding source, programs are fully funded by Montefiore. In some cases, reimbursement is received for services rendered, yet these programs are included in the inventory because the target they address has been identified as critical to our community and would be considered outside the traditional scope of an academic medical center. In all cases, Montefiore supports programs whether by providing staff, space or an institutional framework within which to operate. When possible, quantitative and qualitative outcomes are provided to show impact on program participants and the community.

**Program name:** **Bardonia Health Day**

**Description:** As part of Bardonia Health Day, Montefiore associates present Heart Healthy Education to 5 through 12 year olds on topics including exercise and healthy eating

**Target population:** School-aged children

**Health Target:** Nutrition and Physical Activity

**Location:** Community-based

**Outcomes:** Montefiore has been invited back each year for the last 10 years, feedback from school organizers and teachers has been positive.

**Funding:** Montefiore

**Program name:** **B'N Fit**

**Description:** B'N Fit is a comprehensive weight loss program for obese teens that conducts medical, nutritional and psychosocial evaluations and refers participants to treatment for obesity-related illness. The program is offered in conjunction with a community after-school program that consists of nutrition classes, physical activity programming, parent groups, family nights and a six-week summer program.

**Target population:** Youth aged 12-21 years with a BMI>95th percentile for sex and age

**Health Target:** Obesity, Nutrition and Physical Activity

**Location:** CHAM, Moshulu Montefiore Community Center

**Outcomes:** In 2012, 95 participants enrolled in the program. Of these 46% completed the program, mean baseline weight was 101 kg, 23% lost >5% of BMI, 5% gained >5% of BMI and 72% maintained their BMI. The proportion of participants consuming 2 or more vegetables per day increased from 21% at baseline to 42 % at 9 months and the proportion consuming 2 or more fruits per day increased from 26% at baseline to 47% at 9 months. The proportion of participants exercising 3 or more days in the prior two week period increased from 48% at baseline to 62% at 9 months. The proportion of participants watching 2 or more hours of TV or computer games per day was unchanged at 88% at baseline and 9 months.

**Funding:** Grants; reimbursements; Montefiore; HRSA: Moshulu Montefiore Community Center; Coca Cola Foundation; Fundraising such as the Annual B'N Fit Walkathon; AstraZeneca Foundation

**Program name:** **Bronx-CATCH, Collective Action to Transform Community Health**

**Description:** Bronx-CATCH is a partnership between Montefiore, the New York City Department of Health and Mental Hygiene, the Bronx Community Health Network, other community based organizations and agencies and local elected officials. Recognizing that population health is a local issue, the goal is to create a series of neighborhood-specific stakeholder partnerships, extending out from different Montefiore Medical Group health center sites, to support healthy behaviors and increase health-promotion resources for patients and the local community.

**Target population:** Bronx community members; target communities of Williamsbridge, West Farms, Fordham, Melrose and Prospect Avenue Corridor

**Health Target:** Nutrition, Physical Activity and Tobacco Prevention

**Location:** Community based, MMG sites

**Outcomes:** The development of the initiative and implementation of five community based coalitions using program implementation and evaluation, engaging Montefiore, NYCDOHMH, local community government and leading community based organizations in Williamsbridge, Fordham, West Farms, Melrose and the Prospect Avenue sections of the Bronx has been the major effort of 2012.

**Funding:** Montefiore

**Program name:** **Community Health**

**Description:** Working closely with colleagues at Montefiore, the Albert Einstein College of Medicine and partners from a wide range of institutions, governmental agencies and community-based organizations, the Office of Community Health, a part of the Department of Community & Population Health, identifies community health needs, shares information about community health services and promotes collaborative interventions. Additionally, the Office develops effective strategies and methods to evaluate the impact of interventions on community health needs.

**Target population:** Bronx and lower Westchester county residents; Montefiore patients and associates

**Health Target:** Community Health, Tobacco, Nutrition, Physical Activity

**Location:** Community-based

**Outcomes:** The Office of Community Health continues to lead Montefiore's efforts at decreasing smoking among its associates and in the communities it serves. The Office has adjusted patients electronic medical records to include a limited Community Health Survey to assess the impact of fruit & vegetable consumption, physical activity and sugar sweetened beverage consumption in the Bronx CATCH communities. The Office continues to partner with the NYC Dept. of Health to coordinate its efforts and campaigns achieving a Bronze Star for its smoking Cessation activities and a Silver Star for its hospital food based activities.

**Funding:** Montefiore and 2 small grants

**Program name:** **Community Relations**

**Description:** By functioning as the link between the community and the medical center's resources, the Office of Community Relations develops positive collaborations with community-based organizations, government agencies and elected officials in the regions served by Montefiore.

**Target population:** Bronx and lower Westchester county residents; Montefiore patients and associates

**Health Target:** Community Health, Tobacco, Nutrition, Physical Activity

**Location:** Moses

**Outcomes:** The Office of Government Relations participated in 40 community-based events in 2012 to promote smoking cessation and cardiovascular health through exercise and nutrition and obesity, diabetes, and other health related programming

**Funding:** Montefiore

**Program name:** **To Your Health: Zumba Bronx**

**Description:** To Your Health: Zumba Bronx provides patients and associates of Montefiore with Zumba classes at sites throughout the Bronx. Certified instructors, many of whom are also Montefiore Health Educators, teach this form of "dance-fitness" inspired by Latin music at little or no cost to participants.

**Target population:** All adult patients or associates of Montefiore

**Health Target:** Physical Activity

**Location:** Moses, MMG

**Outcomes:** 1,105 Montefiore Associates and patients participated in Zumba classes in 2012

**Funding:** Montefiore and participant fees

**Program name:** **Women, Infants and Children (WIC) Program**

**Description:** Montefiore's WIC program is the oldest in New York State, established in 1974, and serves 13,000 women, infants and children annually. WIC is a supplemental nutrition program, providing supplemental food vouchers, nutrition education, breast feeding education, peer counseling and physical fitness education. Participants see a nutritionist every 3 months and qualification is verified annually. Group education, physical education and food demonstrations are given as well. Montefiore provides space and referrals.

**Target population:** Low income women, pregnant woman, breastfeeding women, children from birth to five years old

**Health Target:** Obesity and Nutrition

**Location:** Westchester Square, Fordham Plaza, and 161st Street, near CHCC

**Outcomes:** The WIC program serves 13,000 participants annually. Participants, both women and children, are screened for obesity, overweight, underweight, breastfeeding rate and anemia. These measures are reported to the state as part of grant requirements.

**Funding:** USDA, New York State and NYC DOHMH five year grant

**Program name:** **Bronx BREATHES**

**Description:** Bronx BREATHES is a tobacco cessation center that serves multiple health care organizations in the Bronx by giving providers training and resources to help their patients quit smoking.

**Target population:** Smoking population in the Bronx

**Health Target:** Tobacco

**Location:** Einstein

**Outcomes:** Bronx BREATHES provides ongoing support and technical assistance in tobacco cessation services. Bronx BREATHES has played a major role in Montefiore being the first Hospital to receive the Bronze Star Hospital Designation as part of the NYC Tobacco-Free Hospitals campaign. The program conducted 250 visits to health care sites and in-service trainings throughout the Bronx and provided approximately 100 smokers with Nicotine Replacement Therapy. Bronx BREATHES provided training on tobacco cessation to approximately 500 providers.

**Funding:** Albert Einstein School of Medicine

### DIABETES PROGRAMS

**Program name:** **Diabetes Club**

**Description:** Diabetes Club is a bimonthly support group for adults with type 2 diabetes in which patients share their experiences and discuss strategies for managing their illness.

**Target population:** Adults aged 18 years and older with Type 2 diabetes, their family members and friends

**Health Target:** Diabetes

**Location:** Einstein, Clinical Diabetes Center

**Outcomes:** The Diabetes Club served 43 adult patients in 2012 and their families.

**Funding:** Montefiore

**Program name:** **Diabetes Disease Management**

**Description:** Through care management services delivered telephonically, face-to-face (both one-on-one and in group settings) and through direct mail, the CMO empowers people with Type II diabetes to improve their health outcomes and quality of life.

**Target population:** Diabetic patients aged 18 years and older

**Health Target:** Diabetes

**Location:** CMO

**Outcomes:** In 2012, only 9.5% of the CMO's Medicare Diabetics had A1C values over 9% (compared with a HEDIS benchmark of 18%). Commercial and Medicaid populations were also well below the HEDIS targets. LDL control exceeds HEDIS benchmarks for all lines of business - 65.8% of Medicare patients, 61% of Medicaid and 53% of the Commercial population had LDL values under 100. This exceeds HEDIS in all 3 populations.

**Funding:** Risk contract

**Program name:** **Diabetes Management: PROMISED**

**Description:** A novel approach in Diabetes Education - the Proactive Managed Information System for Education in Diabetes "PROMISED" is a 10-hour interactive educational program. The program is approved and certified by the American Diabetes Association and adheres to the more recent Standards of Care and it is tailored to meet the needs of our Bronx residents. Patients are referred to PROMISED by their primary care physicians and following completion of the program they are empowered to better manage their disease. Each case is reviewed and discussed separately and the referring PCP receives a consultation letter regarding management of glycemic control, cardiovascular risk factors and comorbidities.

**Target population:** Adults over the age of 18 years old with type 2 diabetes. Patients with type 1 diabetes and pregnant woman are not eligible.

**Health Target:** Diabetes

**Location:** Moses, Einstein, Clinical Diabetes Center

**Outcomes:** The program identifies cardiovascular risk factors and emphasizes prevention of cardiovascular complications, the major cause of death in individuals with Type 2 Diabetes. We continue to focus on and see improvement in the main outcome measures of A1C, blood pressure and low density lipoprotein (LDL) cholesterol in accordance with the American Diabetes Association recommendations. The PROMISED program which serves the Bronx population has performed equally or better than the recent cross-sectional data provided by the National Health and Nutrition Examination Surveys (NHANES) from 2007–2010.

**Funding:** Montefiore and reimbursements

### DIABETES PROGRAMS

Program name: **Diabetes in Pregnancy Program**

Description: Diabetes in Pregnancy is a prenatal care program for women with pre-gestational or gestational diabetes mellitus. The program's classes explore the impact of diabetes on a patient's pregnancy, baby and family. Additionally, participants receive nutritional counseling and co-management consultation.

Target population: Pregnant women of all ages with pre-gestational or gestational diabetes mellitus

Health Target: Diabetes

Location: Medical Park, FCC, Wakefield

Outcomes: The Diabetes in Pregnancy program provided 678 visits for pregnant women at three locations throughout Montefiore in 2012. The program assesses incidence of diabetes in pregnancy at Montefiore and associated health outcomes, works to improve healthcare and outcomes for women with diabetes in pregnancy and their babies through education, home care nursing interventions and screening of risks in family members. The program also works to provide professional education and improve community awareness.

Funding: NYS Dept. of Health and reimbursements

**Program name:** **CHF Disease Management**

**Description:** Through primary care and care management services, the CMO seeks to decrease preventable readmissions and improve the continuity of care for the hospital's Emblem CHF patients. At-risk patients are managed through case management calls, home visits and the use of telehealth and telescales.

**Target population:** Adult EmblemHealth members; some Health First and ACO members

**Health Target:** Heart Health

**Location:** CMO

**Outcomes:** The program succeeds in decreasing CHF-related admissions in a chronically ill population and in maintaining costs of care related to their heart failure.

**Funding:** Risk contract

**Program name:** **Heart Center Outreach**

**Description:** The Montefiore Einstein Center for Heart and Vascular care provides outreach services to the communities they serve including: lectures at Phelps Memorial Hospital, free blood pressure screenings and educational seminars at local nursing homes.

**Target population:** Residents of Bronx and Westchester

**Health Target:** Heart Health

**Location:** Bronx & Westchester community based

**Outcomes:** Provides community outreach and education.

**Funding:** Montefiore

**Program name:** **Heart Month**

**Description:** During the month of February, the Montefiore Einstein Center for Heart & Vascular Care conducts a series of educational sessions and health screenings for Montefiore associates and residents of the Bronx. The Center conducts lectures about heart health and healthy lifestyles as well as blood pressure screenings and counseling sessions at all Montefiore campuses, in senior citizen centers, local elementary schools, colleges and health centers.

**Target population:** Montefiore associates and residents of the Bronx

**Health Target:** Heart Health

**Location:** Community-based

**Outcomes:** We conducted heart health screenings at each Montefiore campus for associates. Screenings were also provided at an elementary school and senior citizen center. Lectures were given in Bronx public schools, senior centers and community centers throughout the Bronx.

**Funding:** Montefiore

**Program name:** **Women's Heart Health Center**

**Description:** The WHHC provides screenings, appointments, monthly lectures on heart health and a weekly clinic on Tuesday afternoons to women in the Bronx. The clinic is run by two female cardiologists. Additionally, the center participates in the Yale University School of Medicine's VIRGO study, which is an NIH-funded multi-center study that examines the influence of gender on outcomes in young AMI patients.

**Target population:** Women under the age of 55

**Health Target:** Heart Health

**Location:** Einstein/Moses/Wakefield

**Outcomes:** Tracks Women's Heart Health status post myocardial infarction. In terms of research, the Center is in year four of a 10 year longitudinal study.

**Funding:** Reimbursements

Program name: **CHAM Oncology Groups**

Description: Over four 12-week sessions in 2012, up from 2 in 2011, CHAM runs four distinct support groups targeted to: teenagers with cancer, school-age children with cancer, siblings of cancer patients and parents of children undergoing cancer treatment.

Target population: School age and adolescent cancer patients, their siblings and families

Health Target: Cancer

Location: CHAM

Outcomes: Patients and families have the opportunity to meet with others coping with similar experiences, improve coping mechanisms through self-expression and socialization. The group brings in experts in mindfulness, stress reduction, art therapy, nutrition and yoga.

Funding: Montefiore; grant

Program name: **Eat Healthy, Shop Smart**

Description: Eat Healthy, Shop Smart is a voucher program with an educational component that teaches cancer patients about the importance of a plant-based diet. At new patient orientation, patients are triaged for nutritional risk and offered vouchers for use at farmer's markets at both the Moses and Einstein campuses. Farmer's markets run from May to October, pending weather limitations.

Target population: Adult patients in cancer treatment

Health Target: Cancer

Location: Moses, Einstein

Outcomes: Approximately 200 patients took advantage of Farmer's Market vouchers throughout 2012.

Funding: Montefiore

Program name: **Mujeres Unidas (Spanish-Speaking Breast Cancer Support Group)**

Description: Mujeres Unidas provides support, educational workshops and social events for Spanish-speaking women in different stages of breast cancer.

Target population: Spanish-speaking breast cancer patients aged 18 years and older, from the newly diagnosed to those in active treatment

Health Target: Cancer

Location: Montefiore Medical Park, Montefiore-Einstein Cancer Center

Outcomes: The women involved in the group are great advocates for change and sources of positive energy. In addition to assisting each other in becoming self-advocates, participants do a lot of active recruitment to keep the group going, which speaks to the program's success. Participants are very future-oriented, helping others in the group as they go through treatment, undergo surgery, or struggle with depression.

Funding: Susan G. Komen Race for the Cure

**Program name:** **Psychosocial Oncology Program**

**Description:** The Psychosocial Oncology Program offers free counseling to those affected by cancer. Serving as the umbrella over a range of initiatives, the program includes Bronx Oncology Living Daily (BOLD Living) Program offering free wellness, creative arts, and mind-body workshops, a Yoga research program, Mind-Body Support Group, Be BOLD-Quit Smoking group, and BOLD Buddies. Supportive services are designed according to the interests and needs of participants.

**Target population:** Anyone impacted by cancer in the Bronx and Westchester

**Health Target:** Cancer

**Location:** Moses, Montefiore Medical Park, community-based

**Outcomes:** The program improves the quality of life for patients who are diagnosed with cancer by helping to manage the emotional impact of cancer diagnosis, treatment, survivorship and end-of-life.

**Funding:** Montefiore; Avon Foundation grant; Komen Greater NYC grant; Entertainment Industry Foundation-Revlon Run/Walk grant; Mt. Sinai Legacy grant

**Program name:** **School Re-Entry Team**

**Description:** The School Re-entry Team coordinates communication between the hospital and school settings in order to promote the best possible transition back to school for CHAM cancer and sickle cell patients.

**Target population:** Parents and school-age children with cancer or sickle cell

**Health Target:** Cancer

**Location:** CHAM

**Outcomes:** Every Pediatric Hematology patient's family receives training on how to ease the transition back to school for patients, including their child's legal rights upon re-entry to school, how to get social support in school and how to combat bullying. Upon request, the School Re-Entry Team will work with their child's school to improve transition, in 2012, the team worked with 10 schools. The team also conducted 7 in class presentations on behalf of patients. Feedback from patients, teachers and administrators is positive and broadens their understanding of the special needs of patients returning to school.

**Funding:** Montefiore

**Program name:** **Strength Through Laughter and Support Program**

**Description:** Strength through Laughter and Support is an educational program that encourages participants to develop a positive attitude as they confront the challenges associated with cancer. By sharing laughter, sadness, wisdom and love in the group setting, participants find a sense of hope that helps them face the realities of living with and beyond their illness. Groups range in size from 20 to 60 participants.

**Target population:** Cancer patients in and beyond treatment and their loved ones

**Health Target:** Cancer

**Location:** Montefiore Medical Park

**Outcomes:** Patients who completed their treatment continue to attend groups in order to support.

**Funding:** Montefiore

**Program name:** **Breast and Cervical Screening Event**

**Description:** Screening event provides breast exams and pap smears for women 18 years and older. Mammograms for women 40 years and older. In addition, womens health education and information is provided.

**Target population:** Women 18 years and older

**Health Target:** Cancer

**Location:** Wakefield

**Outcomes:** In 2012, 41 mammograms and 39 pap smears were provided as part of the event.

**Funding:** Montefiore; grant

**Program name:** **Colorectal Cancer Patient Navigation Program**

**Description:** The Colorectal Cancer Patient Navigator Program provides a bridge between the community and health care. The program brings together interdisciplinary teams to reduce colorectal cancer rates by assessing, educating, scheduling, and guiding our patients through the screening process. The aim is to eliminate barriers and build relationships in an effort to increase the screening completion rates and decrease no-show and cancellation rates.

**Target population:** Eligible patients; adults aged 50 years and older, 45 years and older if of African American decent, or 10 years before a first degree relative was diagnosed with colorectal cancer

**Health Target:** Cancer

**Location:** Moses

**Outcomes:** The program has succeeded in eliminating barriers and building relationships in effort to increase the screening completion rates and decrease no-show and cancellation rates. In 2012, the program was able to assess, schedule, and navigate over 3,000 patients within Montefiore.

**Funding:** NYC Dept. of Health

**Program name:** **Melanoma Screening**

**Description:** Annual screening event for melanoma is held every May at the Montefiore Einstein Center for Cancer Care.

**Target population:** Open to all ages

**Health Target:** Cancer

**Location:** Montefiore Einstein Center for Cancer Care

**Outcomes:**

**Funding:** Montefiore

**Program name:** **Oral Head and Neck Screening**

**Description:** Annual screening event for oral, head and neck cancer is held every April at the Montefiore Einstein Center for Cancer Care.

**Target population:** Open to all ages

**Health Target:** Cancer

**Location:** Montefiore Einstein Center for Cancer Care

**Outcomes:** In 2012, approximately 10-20 participants were screened.

**Funding:** Montefiore

Program name: **Prostate Cancer Screening**

Description: Montefiore Medical Center in partnership with the Daily News offers free PSA blood tests for men age 40 and over. The event runs for 4 days in June at various Montefiore sites.

Target population: Men 40 years and older

Health Target: Cancer

Location: MMP MECCC Wakefield, Moses

Outcomes: 485 participants were seen at the various Montefiore sites

Funding: Montefiore; grant

**Program name:** **Adolescent Depression and Suicide Program**

**Description:** Adolescent Depression and Suicide Program is a subspecialty outpatient clinic within the Dept. of Psychiatry that provides comprehensive assessments and evidence-based treatment for youth who present with symptoms of depression, suicidal behaviors and non-suicidal self-injurious behaviors. Many patients also struggle with school, family and drug problems. The program runs lectures and workshops for school personnel, students and community members.

**Target population:** Youth aged 12-18 years

**Health Target:** Mental and Behavioral Health

**Location:** Moses

**Outcomes:** The Adolescent DBT Program reduces suicidal and non-suicidal self-injurious behaviors in addition to emergency room and inpatient hospitalizations, depression, substance use, anxiety, borderline personality disorder symptoms, and increases emotional and behavioral control, improved school engagement, social and global adjustment, and better outpatient retention. Moreover, adolescents who participate in our Coping with Depression Course for Adolescents have reported improvement in their mood, behavior and relationships.

**Funding:** Reimbursements; Einstein Young Investigator Award; donations

**Program name:** **The J.E. and Z.B. Butler Child Advocacy Center**

**Description:** The Child Advocacy Center (CAC), established in 1984, is the only medically based, fully accredited child advocacy center in NYC. The CAC provides emergency medical care and psychosocial evaluations and therapy to children who have been victimized by sexual and physical abuse and/or neglect. Butler's dedicated team of doctors, social workers and psychologists also provide education and training of health professionals and law enforcement personnel, and conduct outreach and research.

**Target population:** Children aged 0-18 years

**Health Target:** Child Health

**Location:** Moses Campus and community based

**Outcomes:** Since its inception, the CAC has evaluated over 30,000 children who have been victims of child sexual and physical abuse. The mission of the CAC is to reduce trauma and maximize safety for children and families and to improve the prosecution rate for offenders.

**Funding:** Montefiore, Federal and State funding, private donations, and 3rd party payments

**Program name:** **Children's Evaluation and Rehabilitation Center (CERC)**

**Description:** CERC, the clinical arm of the Rose F. Kennedy University Center for Excellence in Developmental Disabilities, offers multidisciplinary evaluation and treatment to children and adults with intellectual and other disabilities, such as autism spectrum disorder, cerebral palsy, mental retardation, learning disabilities. The Center is composed of 10 teams, which focus their activities on a specific component of this population.

**Target population:** Any person who has intellectual or other disabilities.

**Health Target:** Mental and Behavioral Health

**Location:** Einstein

**Outcomes:** The Center's goal is to improve the quality of life for individuals with disabilities and their families. Each year, through 55,000 visits, CERC cares for approximately 7,500 individuals and their families.

**Funding:** US DHHS grant, HRSA Grant

**Program name:** **Healthy Steps**

**Description:** Healthy Steps ensures that primary care for infants and toddlers focuses on issues of development, behavior, parental mental health and the parent-child relationship. Building on the national model, the program collocates and integrates behavioral and mental health specialists in the pediatric primary care setting. These specialists use screening tools such as maternal depression screening and child social emotional screening to determine and implement interventions that ensure successful early childhood years.

**Target population:** Infants and toddlers up to age 3 years and their parents

**Health Target:** Mental and Behavioral Health

**Location:** FCC, CFCC

**Outcomes:** For 2012, 300 children were screened along with 100 mothers per month. Approximately 500 families were enrolled in the intensive services part of the program. 40 residents and medical students were educated in Healthy Steps curriculum.

**Funding:** Grants

**Program name:** **Phoebe H. Stein Child Life Program**

**Description:** The Child Life Program minimizes the stress of hospital and outpatient visits for pediatric patients and their families through educational and supportive services. In all areas of the hospital, Child Life Specialists help children understand and prepare for their medical experiences. Specialists accompany children to the operating room or to other procedures, teach parents to help their children cooperate with medical treatment and encourage normal growth and development.

**Target population:** Children, adolescent and young adult patients aged 0-21

**Health Target:** Child Health

**Location:** CHAM, Einstein

**Outcomes:** In 2012, a new position was created for the radiology department. Feedback from clinical staff in that area confirms that the presence of child life services to support patients during radiological procedures has improved outcomes and throughput. Less patients require sedation, images are improved for diagnostic use, and less staffing is needed to gain compliance during interventions. Research opportunities are being developed to study these observations.

**Funding:** Montefiore; grants

**Program name:** **LINCS Program at CHAM**

**Description:** LINCS is a medical home that provides comprehensive primary care and care coordination in outpatient, inpatient and home care settings to children with complex, chronic and life-limiting conditions. The program incorporates a palliative care consultation service that provides ongoing care to children in community-based home hospices. Additionally, the program delivers comprehensive primary care to siblings during and after their brothers and sisters have passed away.

**Target population:** Children ages 0-21 years in the Bronx

**Health Target:** Child Health, Chronic Conditions

**Location:** CHAM

**Outcomes:** Of the 250-300 patients served in 2010 and 2011: 6 died, all expectedly, 1 at home; 63 were technology dependent (GT, trach, vent, or IV at home, CNS shunts excluded); the program continues to care for 8 patients whose siblings passed away from 2004-2012 and 7 siblings of children with active palliative care needs

**Funding:** Montefiore

Program name: **Suzanne Pincus Family Learning Place (FLP)**

Description: The FLP is a health information and resource center at CHAM that provides families with educational materials about child health and disease, community resources and available supportive services. The FLP staff empower families to make informed decisions about their children's health care and support the principles of family-centered care. The program also assists medical providers by supplying them with materials to educate families.

Target population: Adults, children, families, staff and community members

Health Target: Child Health

Location: CHAM, Family Care Center

Outcomes: The program promotes improved health literacy, empowerment and decreased parent/caregiver alienation by providing parent-to-parent networking opportunities and family support events. The program has experienced an upward trend, serving more people every year.

Funding: Montefiore

### CHRONIC CONDITIONS PROGRAMS

**Program name:** **Healthy Living with Chronic Conditions**

**Description:** Healthy Living with Chronic Conditions is a workshop that helps patients with chronic conditions lead healthier lives. Patients who have hypertension, diabetes, arthritis, HIV/AIDS and other illnesses attend weekly sessions for six weeks where they learn to eat well, cope with stress, communicate effectively with medical providers and identify and accomplish goals.

**Target population:** Any patient with a chronic health condition

**Health Target:** Chronic Conditions

**Location:** MMG sites

**Outcomes:** Research indicates that workshops reduce health care expenditures, lead to more appropriate utilization of health care resources and produce measureable improvements in patient outcomes and quality of life across different disease and patient populations.

**Funding:** EmblemHealth and Montefiore

**Program name:** **Hepatitis C Support Group**

**Description:** The Hepatitis C Support group is a supportive service for adults with Hepatitis C. Topics of discussion include disease management, treatment options, side effects, compliance and coping with relational and psychological impacts of disease and treatment.

**Target population:** Adults aged 18 and older with Hepatitis C at any stage of treatment

**Health Target:** Chronic Conditions

**Location:** Moses

**Outcomes:** A total of approximately 40-50 patients have attended at least one group. A core group of approximately 10-15 patients attend regularly.

**Funding:** Montefiore

**Program name:** **Ostomy Support Group**

**Description:** The Ostomy Support Group is a supportive service for community members who have undergone any kind of ostomy diversion, regardless of their affiliation with the hospital. Seasoned participants help new members cope with challenges in their disease process. Each group lasts for eight sessions and also functions as a referral source when members need one-on-one counseling.

**Target population:** Adults aged 18 years and older who have had any kind of ostomy diversion

**Health Target:** Chronic Conditions

**Location:** Medical Park

**Outcomes:** In 2012, the Ostomy Support Group aided 64 patients as they acclimated to use of ostomy diversion.

**Funding:** Montefiore

### CHRONIC CONDITIONS PROGRAMS

**Program name:** **Respiratory Disease Management**

**Description:** Through telephonic outreach, health coaching and home visits to higher-risk patients, the CMO aims to improve the health of patients with asthma and chronic obstructive pulmonary disease. Members who were enrolled in our population based program, by either receiving age appropriate educational mailings, or went to ER or were admitted- received an educational call to follow up on their condition.

**Target population:** Children and adult Emblem members with asthma and COPD; community education sessions are open to Montefiore community

**Health Target:** Respiratory Health

**Location:** CMO

**Outcomes:** The program was successful at lowering Emergency Department visits, health costs, admission and ED visit rates. Asthma patients in the Respiratory program (>6 months) showed a lower ED visits/1000 (958.8) than those who were not in the program (1,312.6); 2012 COPD patients in the Respiratory Program (>6 months) costs (\$19,461 PMPY)less than the members who were not in the program (\$24,957 PMPY); lower IP admission/1000 rates (801.6 vs 1086.3), as well as ED visits rates (493.5 vs. 796.1)

**Funding:** Risk contract

**Program name:** **Wound Healing Program**

**Description:** The Wound Healing Program provides inpatient, outpatient, nursing home and home visiting wound healing services. The program focuses on building innovative, patient-centered health services delivery systems that work for wound patients in order to provide excellence in care and to improve wound healing outcomes in the Bronx.

**Target population:** Patients of all ages with chronic wounds, especially the frail, disabled, elderly or people with complex, chronic diseases

**Health Target:** Chronic Conditions

**Location:** Moses, CHAM, Wakefield, MMG, community-based

**Outcomes:** Increased rate and speed of wound healing; reduction of diabetic amputations; reduction in severe complications and/or progression of pressure ulcers; reduction in hospital-acquired pressure ulcers; improved access for disabled patients

**Funding:** Reimbursements

### COMMUNITY HEALTH PROGRAMS

**Program name:** **Communilife Montefiore Temporary Respite Program**

**Description:** The program provides temporary community-based supportive housing for Montefiore inpatients who do not have a suitable living arrangement and do not need to be hospitalized. Patients who are discharged into the program facility receive case management, medication management, care coordination, entitlement services and the support they need to find suitable permanent housing.

**Target population:** Unstably housed Montefiore patients who are often too sick to live in the shelter system but well enough to recover in a respite situation

**Health Target:** Community Health

**Location:** Community-based

**Outcomes:** The Communilife Respite program aided 11 people during 2012, age range 23-74. The length of stay for those discharged ranged from 3 to 166 days. Of those in the program, 2 patients were placed in nursing homes, 2 remain in respite, 2 with family, 3 with friends, 1 assisted living, and 1 self-discharged. In addition to placing patients in more appropriate care settings, longer inappropriate hospital stays and unnecessary readmissions are avoided and availability of beds is improved.

**Funding:** Montefiore

**Program name:** **Community Education**

**Description:** Patient and community education is part of the Department of Community & Population Health, which manages the population health initiatives and responds to community requests for involvement by Montefiore. This includes the development of initiatives to address important chronic disease health indicators with inter-organizational partners. The department also provides associate support for health fairs, health screenings, workshops, seminars and other events to the Bronx and lower Westchester County.

**Target population:** All populations in Bronx and Lower Westchester

**Health Target:** Community Health

**Location:** Wakefield and Moses Campuses

**Outcomes:** Arranged for 13,977 individual visits in the clinical setting. The team participated in 161 events external to the clinical setting with an estimated impact of 14,000 community touches and 1,062 screenings performed.

**Funding:** Montefiore

Program name: **Healing Arts**

Description: The Healing Arts at Montefiore is a network of programs that uses the arts, creative arts therapies, integrative medicine, and other healing approaches to enhance the quality of life, health and well-being of Montefiore's patients, associates and community. Healing Arts programs are available in the Children's Hospital, Oncology, Palliative Care, Rehabilitation Medicine, Psychiatry, and other departments to complement patient care by helping to reduce pain and other physical symptoms, provide comfort and enjoyment, promote self-expression, and enhance quality of life.

Target population: Patients and associates of Montefiore

Health Target: Child Health, Cancer, Palliative Care, Rehabilitation Medicine, Psychiatry

Location: Moses, Einstein, Wakefield

Outcomes: Studies show that activities such as painting, writing, storytelling, and playing and listening to music can help relieve stress, reduce pain, enhance quality of life, promote self-expression, and even improve patient satisfaction and outcomes.

Funding: Montefiore

**Program name:** **Adolescent AIDS Program**

**Description:** The Adolescent AIDS Program (AAP) provides comprehensive care, risk reduction services and HIV counseling to HIV-positive adolescents. The program also offers rapid and simple HIV testing and counseling to at-risk youth throughout the Bronx, especially in areas of high seroprevalence.

**Target population:** Adolescents and young adults aged 13-24 years

**Health Target:** HIV/AIDS

**Location:** Moses

**Outcomes:** In 2012 there were 48 new enrollments of HIV-infected patients into care at AAP. As of 2012, the AAP has provided care to 573 HIV-infected youth since its foundation. For the second straight year in 2012 the AAP provided HIV counseling and testing to more than 1,000 youth through the program outreach efforts and identified 5 new HIV-positive youth. Four of them engaged in care upon diagnosis.

**Funding:** Grants from CDC, NYS DOH, NIH, HRSA and Gilead Sciences

**Program name:** **AIDS Center**

**Description:** As a New York State Dept. of Health-designated AIDS Center, Montefiore provides a broad array of inpatient and outpatient services to adults living with AIDS. The care model consists of an integrated team of health care professionals, including physicians, social workers, nurses, HIV counselors, dietitians, adherence counselors, researchers, mental health providers, pharmacists and administrative staff.

**Target population:** HIV positive adults aged 22 years and older

**Health Target:** HIV/AIDS

**Location:** Moses

**Outcomes:** The program exceeded its 2012 targets by testing almost 10,000 persons in the Montefiore system (9,664). Sixty-five persons were identified with HIV infection and linked to care.

**Funding:** Federal, state and city grants; reimbursements; Montefiore

**Program name:** **Centers Implementing Clinical Excellence & Restoring Opportunity (CICERO)**

**Description:** CICERO is an integrated HIV/AIDS and primary care program that functions at ten Montefiore primary care sites and offers treatment, educational, counseling and supportive services to HIV/AIDS patients in the primary care setting.

**Target population:** HIV-positive adults aged 18 years and older

**Health Target:** HIV/AIDS

**Location:** MMG 2

**Outcomes:** 84% of patients are on antiretroviral medications and of those 79% have undetectable viral loads.

**Funding:** Federal grants; Medicaid reimbursements

**Program name:** **Project BRAVO (Bronx AIDS Volunteer Organization)**

**Description:** Project BRAVO is a hospital-based volunteer program managed by the AIDS Center that provides support to HIV and AIDS patients. Volunteers provide friendly visits to hospitalized patients and staff the BRAVO food pantry. Volunteers help with preparation, set up, distribution and storage of food and pantry bags as well as conduct record keeping and filing.

**Target population:** HIV-positive adults aged 18 years and older living in the Bronx

**Health Target:** HIV/AIDS

**Location:** Community-based

**Outcomes:** In 2012, the program provided 4,552 pantry bags to households, feeding approximately 14,508 family members. Since the program's inception in 1986, BRAVO has recruited, assigned and supervised over 500 volunteers.

**Funding:** Grants: HPNAP Operational Support/Food, TEFAP, EFSP

Program name: **Project HEAL**

Description: Project HEAL is a drop-in center intended to prevent HIV infection among women in the Bronx. Services include supportive counseling, crisis intervention, individual and group-based activities, HIV testing and referrals to medical care and other social services. The project helps women develop the skills needed to reduce high-risk behaviors that may lead to HIV infection.

Target population: Women aged 18 years and older in the Bronx

Health Target: HIV/AIDS

Location: Community-based

Outcomes: Project HEAL provided 287 scheduled and drop in visits for clients in 2012. Of those patients served, 96% have remained HIV-negative. 90% of women joined Project HEAL as a direct result of community outreach. 90% of women who enroll choose to be tested for HIV immediately.

Funding: Grants from the NYC Dept. of Health AIDS Institute; Montefiore

**Program name:** **Indochinese Mental Health Program**

**Description:** The Indochinese Mental Health clinic provides outpatient mental health services to the Bronx Southeast Asian community. The program is a collaborative effort between the Dept. of Psychiatry and the Dept. Family Medicine and is designed according to recommendations from the Harvard Program in Refugee Trauma. Staff also coordinate patients' care with clinic physicians and link them to community resources.

**Target population:** Southeast Asian community in the Bronx, especially Cambodian and Vietnamese refugees

**Health Target:** Mental and Behavioral Health

**Location:** FHC

**Outcomes:** The part-time clinic program integrates a social worker, family health worker and psychiatrist to work with patients and families to stabilize mental health issues and develop individual mental health goals. For Thai patients, the family health worker speaks Khmer while the Montefiore language line is used for Vietnamese patients. In 2012, the program served 75 patients, while an additional 10 Cambodian patients were seen for case management.

**Funding:** Reimbursement and Montefiore

Program name: **Medical Stabilization Unit - Detox Programs**

Description: The MSU is a 10 bed inpatient unit for the treatment of acute withdrawal symptoms from drug and/or alcohol dependency. Most patients have comorbid psychiatric disorders or complicated medical diseases exacerbated by substance use.

Target population: Adults ages 18 years and older

Health Target: Mental and Behavioral Health

Location: Wakefield

Outcomes: 75% of patients complete detoxification protocols and are referred for aftercare.

Funding: Reimbursements

Program name: **Supporting Healthy Relationships**

Description: Supporting Healthy Relationships is an educational program for low-income Bronx couples that enhances relationships, fosters child development and provides economic benefits to its participants. The program plays an important role in the community as research shows that parental conflict is strongly correlated to poverty.

Target population: Low-income Bronx couples with one or more children (or couples expecting a child)

Health Target: Mental and Behavioral Health

Location: Community-based

Outcomes: SHR has engaged 1460 couples. Over 75% of participating couples completed the core 24-hour relationship education series. Participants agreed that the curriculum led to improvements in their relationships: in communication (95%) and their overall relationships with their spouses (93%).

Funding: Contract with the US Dept. of Health & Human Services

Program name: **Caregiver Support Program**

Description: The Caregiver Support Program is dedicated to providing support to the caregiver, a family member or friend and the primary source of care for an ill family member, in addition to medical support of clinical staff.

Target population: Patient caregivers and clinical staff

Health Target: Mental and Behavioral Health

Location: Moses

Outcomes: Since opening in April 2011, the Caregiver Program has provided support and assistance to 1,500 caregivers. Staff and volunteers work to address the emotional and physical toll of being a caregiver as well as connect caregivers to resources within Montefiore. 15 dedicated volunteers, all retired professionals, have worked for the program since the start of services.

Funding: Montefiore; donations

**Program name:** **Adherence Intervention for Pediatric Renal Transplant**

**Description:** Adherence Intervention for Pediatric Renal Transplant aims to support adolescents awaiting kidney transplant who struggle with their treatment regimens. The program uses dialectical behavior therapy, counseling, support groups and medication management with the goal of improving quality of life and general life skills.

**Target population:** Adolescents aged 14-21 awaiting transplant

**Health Target:** Transplant

**Location:** CHAM

**Outcomes:** All participants achieved improved adherence to their medical care and most have been successfully transplanted. Participants also report decreased levels of depression. The program published an abstract in the April 2012 American Journal of Kidney Diseases.

**Funding:** Montefiore

**Program name:** **Dialysis Outreach**

**Description:** Dialysis outreach seeks to strengthen communication between Montefiore's transplant program and community physicians, resolve customer service issues, help expedite the referral and evaluation process and answer any questions pertaining to transplant and Montefiore. Dialysis outreach also provides in-service training for dialysis staff so that understand transplant. Additionally, the program works with the American Liver Foundation, National Kidney Foundation and Organ Donor Network on education, community events and outreach.

**Target population:** Montefiore patients, their families, community members, and providers

**Health Target:** Transplant

**Location:** Moses

**Outcomes:** Routine visits to 20 dialysis units throughout the year. Established a hub at 970 North Broadway in Yonkers for monthly outreach to evaluate patients. As a result, more patients have access to transplant services. By bringing educational materials and providing support to patients, the dialysis outreach program expands treatment options for individual patients, who may be reluctant about transplant.

**Funding:** Montefiore

**Program name:** **Liver Transplant Support Group**

**Description:** The Liver Transplant Support Group is a psycho-educational program for pre- and post-liver transplant patients and their families. Led by two social workers and a psychiatrist, the groups focus on expectations and challenges pre and post liver transplant, learning signs and symptoms of liver disease, disease management, and strengthening coping skills in a mutually supportive environment.

**Target population:** Adult patients aged 18 years and older and their families who are on the waiting list for liver transplant or have received a liver transplant

**Health Target:** Transplant

**Location:** Moses

**Outcomes:** Due to positive verbal feedback from patients, the support group will continue to hold monthly meetings.

**Funding:** Montefiore

**Program name:** **Organ/Tissue Donor Program**

**Description:** The Organ/Tissue Donor Program raises awareness about organ/tissue donation and transplantation within the Montefiore and Bronx communities.

**Target population:** Montefiore patients, associates and Bronx residents

**Health Target:** Transplant

**Location:** Moses

**Outcomes:** In 2012, Montefiore recovered organs from 11 donors – 9 at the Moses Campus, 2 at Wakefield and 2 at Weiler – an additional 2 consented donors were evaluated and medically ruled out. From these, 15 kidneys, 10 livers, 2 hearts, 1 intestine and 1 pancreas were recovered and transplanted. Tissue, including bone, corneas, skin and heart valves, were recovered from 8 tissue donors. In addition, the program held or attended 53 community events, including health fairs, college campus fairs and information fairs at houses of worship. In 2012, 33 hospital education sessions were held plus 3 major National Organ Donor Awareness days: April Donate Life, National Minority Donor Awareness Day and Donor Sabbath Day in November. The National Minority Organ Donor Awareness Day was held in May 2012 on the West Gardens with over 120 associates in attendance. Lastly, over 950 new associates attending New Associate Orientation were in service with the organ donation message and encouraged to sign onto the New York State Donate Life Registry.

**Funding:** Montefiore

**Program name:** **Parent-to-Parent Support Group for Heart Transplants**

**Description:** Educational forum for pre and post transplant patients. The pre transplant patients get to know the transplant team and learn how to remain an active transplant candidate. The post transplant patients learn about post transplant issues. The group provides the opportunity for patients to share stories, information, get advice, and receive emotional and spiritual support outside the family structure.

**Target population:** Montefiore patients, 21-75 years of age

**Health Target:** Transplant

**Location:** Moses

**Outcomes:** Program evaluations are overwhelmingly positive with patients requesting more than one support group meeting a month. Our program interventions have increased patient compliance with tests and procedures, calls to transplant coordinators and donor coordinator, social workers, financial advisor and registered dietitian. Patient satisfaction has increased as well as the demand for more interaction with the transplant team.

**Funding:** Montefiore

**Program name:** **Renal Disease Young Adult Group**

**Description:** The program runs a support group for young adults aged 18-30 years who are diagnosed with End Stage Renal Disease. The support group afford participants the opportunity to share their emotions and concerns with each other and with professional staff.

**Target population:** Young adults 18-30 years of age

**Health Target:** Transplant

**Location:** Moses

**Outcomes:** Program was held 4 times, with attendance varying from 4-14 participants. Young people between the ages of 18-30, either transplant or dialysis patients, to offer support from other young patients. Encourages management and adjustment to major illness in a young population.

**Funding:** Montefiore

### PALLIATIVE CARE PROGRAM

Program name: **Integrated Medicine and Palliative Care Team (IMPACT)**

Description: IMPACT is an interdisciplinary service that provides integrative palliative care to pediatric patients facing life threatening or life limiting disease, and their care givers. Services include palliative and end-of-life care, pain management, mental health services, acupuncture, essential oil therapy, reiki, yoga, massage, healing touch, nutrition and supplements, cooking classes, herbal medicine and homeopathy, among others. The team educates students and staff on palliative care and conducts research to measure the effectiveness of its interventions.

Target population: Pediatric patients and caregivers seen at CHAM (in or outpatient) identified as having palliative care needs and others by special request

Health Target: Palliative Care

Location: CHAM

Outcomes: IMPACT published a study showing that yoga can decrease pain and anxiety in patients with cancer and sickle cell anemia and is planning publication of work illustrating the problem of staff burnout in pediatric oncology. Our internal data shows an increase of expected deaths in the home with hospice and a decrease in expected cancer related deaths in PICU. This relates directly to children spending more time at home in their last months than in the hospital under the care of IMPACT and community based home care or hospice.

Funding: NIH grant; ACIR grant; private philanthropy; reimbursements; Montefiore

**Program name:** **Geriatric Ambulatory Practice**

**Description:** The Geriatric Ambulatory Practice provides comprehensive primary care to very frail patients.

**Target population:** Adults ages 65 years and older from the Bronx and lower Westchester

**Health Target:** Primary and Preventive Care

**Location:** MMG

**Outcomes:** The practice focuses on medical and functional assessment for patients and offers consultation visits for primary care physicians who are having difficulty caring for dementia, frequent falls, osteoporosis, elder abuse and multiple chronic conditions that impact the elderly. The practice also serves as a training site for geriatric fellows, medical residents and medical students.

**Funding:** Grants and reimbursements

**Program name:** **Lead Poisoning Prevention Program**

**Description:** A designated NYS Resource Center for Lead Poisoning Prevention, the LPPP consists of a multidisciplinary team in medicine, research, social services, environmental investigation, and public advocacy. It serves as a referral center for the medical management of lead poisoning, links families to safe housing during home abatement procedures, provides bilingual educational workshops, advocates for lead poisoned children during local and state legislative reviews and collaborates with city and private agencies in environmental intervention.

**Target population:** Children and pregnant women with elevated blood-lead levels

**Health Target:** Primary and Preventive Care

**Location:** CHAM, community based

**Outcomes:** In 2012 the LPPP conducted weekly clinics for the treatment and management of Lead Poisoning with visits numbering 649, provided in-hospital chelation for 6 patients with high lead level (plus 5 out-patient cases) and consulted on 16 hospitalizations in the NYS region for which the LPPP is a NYS Regional Resource Center. The program also ran 50,000 lead tests in the Montefiore in-house lead lab, cared for 47 children and 29 adults in the residential Lead Safe House and offered 241 lead poisoning prevention outreach events in high-risk communities, reaching 2,500 families. Additionally, the LPPP provided 523 consultations to medical providers and 504 to local DOHs.

**Funding:** NYS Dept. of Health; reimbursements; Montefiore

Program name: **Medical House Calls Program**

Description: Through medical home visits, the CMO helps chronically ill, at-risk geriatric and adult patients who have a history of multiple inpatient admissions and are homebound. A team of primary care physicians provide medical care. The program is also supported by social workers, outreach specialists and nurses who collaborate to address a variety of psychosocial concerns affecting the patients medical condition. The program has the capacity to care for 750 patients.

Target population: Chronically ill, at-risk homebound adults and older adults

Health Target: Primary and Preventive Care

Location: MMG - Fordham

Outcomes: An abstract/poster submitted to the American Geriatric Society in December 2012 covered a sample of 143 patients with diabetes enrolled in the House Call program for which admissions declined by 19% from year 1 to year 2 in the program; emergency room visits declined by 10% from year 1 to year 2; and the average costs per patient per year were reduced from \$26,750 in year 1 to \$25,436 in year 2, a 5% reduction ( $p = .009$ ). For the past two years the program has maintained an overall program rating of "Good" or "Very Good" by over 90% of respondents to its patient/caregiver satisfaction survey. Our social work score increased from 88% in 2011 to 89% in 2012.

Funding: Montefiore Home Care Agency, Visiting Nurse Service of NY and other home care and hospice agencies. Community service providers to homebound patients.

Program name: **Mobile Dental Van**

Description: The Mobile Dental Van provides dental care to patients at MMC affiliated schools that do not have permanent dental services. Staffed by a dentist and a hygienist and equipped with two dental chairs, a digital X-Ray system and a billing system, the van operates five days per week and visits schools on a rotating schedule.

Target population: Children in the Bronx

Health Target: Primary and Preventive Care

Location: MMG, community-based

Outcomes: The Mobile Dental Van has increased oral health awareness among children in the Bronx and improved their oral health outcomes using sealants, cleanings and fluoride treatment.

Funding: Reimbursements, grants

**Program name:** **Montefiore School Health Program**

**Description:** MSHP is the largest and most comprehensive school-based health care network in the United States. It has 20 school-based health center sites that provide primary care, mental health, oral health and community health services to patients regardless of citizenship status and ability to pay. All sites are federally qualified or partially qualified health centers. Included in MSHP is the Healthy Kids program, comprised of an array of evidence-based prevention activities focused on increasing physical activity and healthy eating in Bronx children and their families.

**Target population:** Children from K-12 who go to school in the Bronx

**Health Target:** Primary and Preventive Care

**Location:** Community-based

**Outcomes:** MSHP has more than 29,000 children registered at 20 sites throughout the Bronx, including 5 elementary schools, 3 elementary/middle schools, 2 middle schools, 3 middle/high schools and 7 high schools. Among the program's achievements in 2012, it saw a 50% reduction in hospitalizations and ER visits related to asthma, reduced consumption by 4.6 billion calories and 422 grams of fat per year in NYC schools, had 50% of students receiving mental health services successfully complete their recommended treatment plans, achieve 50% reduction in positive pregnancy test rates over the last five years and ensure that 100% of 3rd graders received sealant on eligible molars, compared to 13% in the Bronx.

**Funding:** Montefiore, Reimbursements, Grants - NYS Office of Mental Health, NYS DOH, HCRA

**Program name:** **New York Children's Health Project (NYCHP)**

**Description:** NYCHP delivers critically needed health care services to homeless families and street-involved youth at 13 sites across New York City. The families served are from impoverished neighborhoods with few quality health care resources, and when homeless they face innumerable access barriers. The program launched with one mobile medical clinic and is now one of the largest providers of health care to homeless children in New York City. NYCHP's innovative service delivery model is comprised of fully equipped mobile clinics, small clinics in shelters, and a full-time health clinic in the South Bronx. A wide array of services is provided to attend to the complex health and psychosocial needs of homeless children, adolescents and adults.

**Target population:** Homeless children and families; street-involved youth

**Health Target:** Primary and Preventive Care

**Location:** Community-based

**Outcomes:** In 2012, 80% of homeless children were fully immunized by age 2. 26% of homeless women ages 24-64 years had received a pap test within the 3 year period. 56% of homeless children had a BMI percentile documented and counseling for nutrition/physical activity by NYCHP. 71% of adults had a BMI and follow-up plan, if over/under weight. 96% of adults were queried for tobacco use, while 97% of tobacco users were advised to quit. 93% of persistent asthmatics were prescribed acceptable therapy. 62% of hypertensive patients had controlled blood pressure. 36% of diabetics exhibited poor glucose control ( $HbA1C > 9$ ) , while 32% exhibited good glucose control ( $HbA1C < 7$ ).

**Funding:** Federal FQHC funding, patient revenue, Children's Health Fund; Montefiore

Program name: **South Bronx Health Center for Children and Families (SBHCCF)**

Description: A unique family-centered health care program, SBHC serves the Morrisania and Hunts Point-Longwood neighborhoods of the South Bronx, one of the nation's most medically underserved, at-risk communities. SBHC is a Federally Qualified Health Center (FQHC) program that offers patients access to an enhanced medical home, a model of care that addresses all of their health care needs. SBHC's Center for Child Health and Resiliency (CCHR), opened in 2011, is a state-of-the-art facility with a special focus on early childhood development beginning prenatally through 5 years of age. SBHC is recognized by the National Committee for Quality Assurance (NCQA) as a Physician Practice Connections® – Patient-Centered Medical Home™ (PPC-PCMH) Program at Level 3 Recognition, the highest level available. SBHC maintains an active Community Advisory Board (CAB) comprised of public housing residents and representatives of the South Bronx community (from tenant associations, schools, community based organizations, etc.).

Target population: Any Bronx resident from infants to the elderly; focus on low-income and public housing residents

Health Target: Primary and Preventive Care

Location: Community-based

Outcomes: In 2012, 97% of children were fully immunized by age 2. 86% of women ages 24-64 years had received a pap test within the 3 year period. 71% of children had a BMI percentile documented and counseling for nutrition/physical activity. 71% of adults had a BMI and follow-up plan, if over/under weight. 100% of adults were queried for tobacco use, while 99% of tobacco users were advised to quit. 96% of persistent asthmatics were prescribed acceptable therapy. 70% of hypertensive patients had controlled blood pressure. Only 23% of diabetics exhibited poor glucose control ( $HbA1C > 9$ ), while an impressive 46% exhibited good glucose control ( $HbA1C < 7$ ).

Funding: Federally funded as FQHC; patient revenue; Children's Health Fund; Montefiore

### REPRODUCTIVE HEALTH PROGRAMS

**Program name:** **Centering Pregnancy**

**Description:** Centering Pregnancy is a national program that provides comprehensive prenatal care in a group setting. It affords women the opportunity to spend more time with their prenatal care provider, to befriend other pregnant women and to learn about themselves, their pregnancies and their newborns.

**Target population:** Any pregnant woman in the Bronx

**Health Target:** Reproductive Health

**Location:** MMG - FHC and SBHCCF

**Outcomes:** Montefiore was the first organization in NYC to adopt the Centering Pregnancy model. Data from the national program indicate that Centering Pregnancy improves pregnancy outcomes. Groups of 7-10 women are started every 1-2 months.

**Funding:** Montefiore

**Program name:** **DOH Infertility Demonstration Project**

**Description:** The Infertility Demonstration Project is a statewide campaign that helps couples who lack the financial resources to access In-vitro Fertilization services. Depending on total household income, the participating couple is required to pay a certain portion of fees after insurance. The Dept. of Health then pays the remaining cost. The program is particularly important for couples whose insurance does not cover the cost of medication for the IVF cycle.

**Target population:** Individuals ages 21-44 years old; couples must be married or in serious relationships; commercial insurance is required

**Health Target:** Reproductive Health

**Location:** Institute for Reproductive Medicine and Health

**Outcomes:** Since its inception in 2003, the program has seen 272 participants and 113 live births, with 6 patients in 2012.

**Funding:** NYS Dept. of Health

**Program name:** **Regional Perinatal Center**

**Description:** As a NYS Dept. of Health designated Regional Perinatal Center, one of 18 in the state, Montefiore is a critical referral source for specialized clinical care in high risk obstetrics and neonatology. Montefiore participates in ongoing education, evaluation, data collection and quality improvement efforts with other certified hospitals and affiliates.

**Target population:** Pregnant women and their babies in the Bronx and lower Westchester County

**Health Target:** Reproductive Health

**Location:** Einstein and Wakefield

**Outcomes:** Montefiore's RPC received 46 newborn transports, 17 maternal and maternal-fetal transfers from NYS hospitals, conducted 15 on-site comprehensive perinatal quality assurance/quality improvement site visits with affiliates 5 of which resulted in quality of care improvement recommendation or action, held 2 conferences, and gave 5 educational presentations not including 13 pediatric grand rounds and 16 obstetrics grand rounds.

**Funding:** NYS Dept. of Health; Montefiore

### REPRODUCTIVE HEALTH PROGRAMS

**Program name:** **Pregnancy Prevention Program in School Health**

**Description:** The Pregnancy Prevention Program provides confidential reproductive and sexual health services, mental health services, and population based prevention and health promotion programs on the classroom, school and local community levels at nine Bronx high school campuses housing 34 schools. Includes Reducing the Risk curriculum targeted at ninth grade students to decrease rates of unplanned teen pregnancy and STI transmission and increase graduation rates.

**Target population:** High school students at specific School Based Health Center sites in Bronx

**Health Target:** Reproductive Health

**Location:** Community Based at Bronx high school campuses

**Outcomes:** From 2005 to 2009, the Pregnancy Prevention Program succeeded in increasing pregnancy tests at its Walton High School site from 350 to 475 per year (50% increase) and decreasing positive pregnancy test results from 40 to 27 per year (33% decrease). The same results were produced at Roosevelt High School over a two year period from 2010 to 2011 with positive pregnancy tests going from 30 to 14% based on 1,328 tests done in 2010 and 1,614 tests done in 2011.

**Funding:** Montefiore; Reimbursements; Grants - NYC Dept. of Health and Mental Hygiene; NYS DOH; HCRA; HRSA - BPHC

**Program name:** **HPV Vaccine Clinic**

**Description:** The HPV Vaccine clinic is a stand-alone clinic open to the Montefiore community and local medical providers. It offers vaccines, education and counseling to women ages 19-26 in an effort to reduce the spread of sexually-transmitted HPV infection and the onset of cervical cancer. Before the creation of the program, many OB/GYN clinics, and providers of women's health in 19-26 year olds in the community had stopped providing the vaccine to women in this age bracket due to insufficient Medicaid coverage and low reimbursement. The clinic also seeks to correct billing issues and allow for vaccines to be provided through sponsored programs to low income women in order to make vaccine administration cost effective. This site also offers participation in ongoing research projects as well.

**Target population:** Women aged 19-26

**Health Target:** Reproductive Health

**Location:** Montefiore-Einstein Institute for Women's Health

**Outcomes:** The clinic has a 90% compliance rate for completion of the full three-dose series of the vaccine. Comparatively, the CDC reports that 60% of patients stop treatment after receiving the first dose of the vaccine.

**Funding:** Private donation; reimbursements; Montefiore

**Program name:** **CFCC'S Breastfeeding Support**

**Description:** CFCC's Breastfeeding Initiative is a collaborative effort between the Depts. of Pediatric Medicine and OB/GYN that supports new mothers and trains staff to manage breastfeeding. Expectant and new mothers and their infants are referred to a board certified pediatrician who is also a board certified lactation consultant, who provides individual consults and runs a weekly breastfeeding group clinic. The program's goal is to improve breastfeeding rates in the hospital and clinic settings and to help Montefiore become recognized as a "baby-friendly hospital" by the WHO. Individual consults are available 3 mornings per week and the breastfeeding group clinic meets on Thursday afternoons. Annual lectures are given to pediatric residents and other staff.

**Target population:** Expectant and new mothers of any age and their nursing infants ages 0-2 years or older.

**Health Target:** Reproductive Health and Well Child Care

**Location:** CFCC

**Outcomes:** Informal data collected indicate that mothers who attend individual and/or group sessions continue breastfeeding for longer than they would have if they had not received this support.

**Funding:** Breastfeeding Committee of Montefiore; Montefiore WIC.

Program name: **Information and Referral Service**

Description: The Information and Referral Service connects users to vital social services and resources in the Bronx. It is comprised of a walk-in/call-in site for patients, a consultation service for Montefiore staff and an internal resource manual written for social workers. The walk-in site is open to any person in need of help with entitlements, especially the chronically ill, elderly, young mothers and the very poor.

Target population: All patients

Health Target: Social Services

Location: Moses

Outcomes: Since 1991, the I & R's resource manual - the Montefiore Manual for Human Service Advocates - has been updated regularly and since 2007, it has been available on the Montefiore Intranet. In 2001, the program received the Suzanne Pincus award for outstanding service to women in need. The main three services requested are housing, food and medical insurance.

Funding: Montefiore; grants

### SUBSTANCE ABUSE PROGRAMS

**Program name:** **Comprehensive Services Model, CSM**

**Description:** CSM is a Welfare-to-Work program for public assistance clients with substance use disorders. CSM evaluates all clients and then offers case management with the goals of stabilization in substance abuse treatment and either employment or attainment of federal disability benefits, if eligible. CSM refers to state-certified substance abuse treatment programs and provides comprehensive social services.

**Target population:** Adult substance abusers in the Bronx who receive public assistance

**Health Target:** Substance Abuse

**Location:** Wakefield Campus

**Outcomes:** In 2012, CSM evaluated over 2,000 public assistance clients: 375 participants obtained competitive employment, 60% of whom remained employed for more than 6 months and another 20% of whom did not return to public assistance. An additional 75 clients received federal disability benefits. Over 1,000 CSM clients attended substance abuse treatment for 3 months or more, half of whom remained in treatment for more than 6 months.

**Funding:** Contract with the NYC Human Resources Administration

**Program name:** **Managed Addiction Treatment Services, MATS**

**Description:** MATS is a clinical care coordination program for substance abusers, which since August 2012 has been fully incorporated into the Bronx Accountable Healthcare Network (BAHN), the Montefiore-led, NYSDOH designated Health Home. Through clinical case management, MATS helps clients stabilize in substance abuse treatment, access other medical, behavioral health, and social services, reduce inpatient admissions and ED visits, and enhance overall health and wellness by assisting clients with engagement and adherence to outpatient clinical services.

**Target population:** Adult Medicaid beneficiaries residing in the Bronx with multiple, chronic medical, behavioral health, and/or chemical dependency problems.

**Health Target:** Substance Abuse, Mental and Behavioral Health

**Location:** Community-based

**Outcomes:** In previous years, 30 participants per year have obtained competitive employment; 85-90% of participants remain in substance abuse treatment at 30, 90 and 180 days; and the program realized Medicaid cost savings of 56% on average for total enrollment, which represents 5 times the program budget. Outcome metrics under the DOH Health Home are still in development.

**Funding:** Medicaid

**Program name:** **Substance Abuse Treatment Program, Methadone Program**

**Description:** The SATP consists of two opioid treatment programs for opioid-dependent adults. Both sites provide integrated primary, mental health, HIV and substance abuse care.

**Target population:** Adults aged 18 years and older

**Health Target:** Substance Abuse

**Location:** Moses

**Outcomes:** Retention in care continuously exceeds the State's targets. One year retention in care is 75% program-wide, whereas the State target is 55% retention. Additionally, 75-80% of patients who obtained care for at least 3 months discontinued their opiate use, exceeding our program target of 70% abstinence.

**Funding:** Reimbursements; Grant Funding; NYS Office of Alcohol and Substance Abuse Services

Program name: **New Directions Recovery Center and Chemical Dependency Program - Medically Supervised Outpatient**

Description: Montefiore has two medically supervised outpatient programs. These programs treat adults with alcohol and/or drug abuse/dependence. Multidisciplinary teams at each site can also treat psychiatric disorders and address medical and psychosocial issues that may be associated with alcohol and drug use.

Target population: Adults aged 18 years and older

Health Target: Substance Abuse

Location: Moses and Wakefield

Outcomes: 57-71% of all patients discharged from the program have discontinued all substance use. 37-54% of patients discharged from the program have either maintained their full time employment status or improved their employment status.

Funding: Reimbursements; Grant Funding; NYS Office of Alcohol and Substance Abuse Services

**Program name:** **Explainer Program**

**Description:** The Explainer Program employs youth interns from the community to teach patients and families at CHAM how to navigate the interactive patient care system at the bedside TV. This system, called the GetwellNetwork, offers health education, TV, video, internet, gaming, and customer service to patients and their families. The interns are provided with career workshops and encouraged to pursue career opportunities in health care through skill building in resume writing, interviewing and education.

**Target population:** Available to all CHAM inpatients and outpatients in dialysis, the hem/oncology clinic, day hospital and Pediatric ED; community members aged 16-24

**Health Target:** Workforce Development

**Location:** CHAM

**Outcomes:** Over eleven years, 80 youth interns have been employed as Explainers. All have achieved high school diplomas and continued on to college. 45 are currently employed while the rest complete college. 4 completed graduate programs. 24 entered careers in the healthcare field. In 2012, Montefiore added 2 new Explainers for 20 total active Explainers in the program.

**Funding:** Montefiore; grants

**Program name:** **Home Health Aide Employment and Training**

**Description:** Home Health Aide Employment and Training is a stimulus-funded program that helps unemployed community members obtain employment as home health aides. The program provides supportive services and case management throughout the training and employment process. Additionally, participants who complete training receive a portable certification that can be used to obtain future placements.

**Target population:** Unemployed adults aged 18 years and older in the Bronx

**Health Target:** Workforce Development

**Location:** Community-based

**Outcomes:** 95% of those who completed training and became certified achieved competitive employment and the employment retention rate at 180 days was 70% .

**Funding:** Contract with the U.S. Dept. of Labor

**Program name:** **Internship Program**

**Description:** The Office of Volunteer and Student Services and the Learning Network recruit, orient and process interns for the medical center, including high school, college and graduate level students.

**Target population:** Students in the Bronx and New York region

**Health Target:** Workforce Development

**Location:** Moses, Einstein, Wakefield

**Outcomes:** In 2012, Montefiore had 1,937 students and interns including: 76 high school interns , 1,599 college interns and students, 188 graduate interns and 74 student enrolled in special events or projects, including community based work or independent research work. Internships provide valuable, and sometimes required, hands-on learning experiences for students.

**Funding:** Montefiore

Program name: **Moshulu Preservation Corporation (MPC)**

Description: MPC is a non-profit organization committed to preserving and revitalizing Bronx neighborhoods by improving housing and promoting economic and community development. It is governed by a Board of Directors made up of Montefiore trustees and management, community leaders and development experts who serve in a pro bono capacity.

Target population: Bronx residents

Health Target: Community Health

Location: Community-based

Outcomes: MPC manages the Jerome Gunhill Business Improvement District, comprised of 250 small businesses. The Corporation also publishes a free community newspaper, the Norwood News. MPC works with the New York City Parks Department to improve green spaces in the Bronx, conducts graffiti removal initiatives and provides 170 units of affordable housing to residents of the Norwood community. In addition, MPC conducts economic and community development initiatives in several business districts in the north Bronx.

Funding: Income from MPC's real estate portfolio; federal, state, and local grants and contracts

# Index

Adherence Intervention for Pediatric Renal Transplant.....	26	Information and Referral Service.....	35
Adolescent AIDS Program .....	21	Integrated Medicine and Palliative Care Team (IMPACT).....	28
Adolescent Depression and Suicide Program .....	14	Internship Program .....	38
AIDS Center.....	21	Lead Poisoning Prevention Program.....	29
Bardonia Health Day .....	4	LINCS Program at CHAM.....	15
B'N Fit .....	4	Liver Transplant Support Group .....	26
Breast and Cervical Screening Event .....	12	Managed Addiction Treatment Services, MATS.....	36
Bronx BREATHES .....	6	Medical House Calls Program .....	30
Bronx-CATCH, Collective Action to Transform Community Health .....	4	Medical Stabilization Unit - Detox Programs.....	24
Caregiver Support Program.....	25	Melanoma Screening .....	12
Centering Pregnancy .....	33	Mobile Dental Van.....	30
Centers Implementing Clinical Excellence & Restoring Opportunity (CICERO) .....	21	Montefiore School Health Program .....	31
CFCC'S Breastfeeding Support .....	34	Moshulu Preservation Corporation (MPC).....	39
CHAM Oncology Groups .....	10	Mujeres Unidas (Spanish-Speaking Breast Cancer Support Group).....	10
CHF Disease Management .....	9	New Directions Recovery Center and Chemical Dependency Program - Medically Supervised Outpatient .....	37
Children's Evaluation and Rehabilitation Center (CERC) .....	14	New York Children's Health Project (NYCHP) .....	31
Colorectal Cancer Patient Navigation Program .....	12	Oral Head and Neck Screening.....	12
Communilife Montefiore Temporary Respite Program.....	19	Organ/Tissue Donor Program .....	27
Community Education .....	19	Ostomy Support Group.....	17
Community Health .....	5	Parent-to-Parent Support Group for Heart Transplants .....	27
Community Relations .....	5	Phoebe H. Stein Child Life Program.....	15
Comprehensive Services Model, CSM.....	36	Pregnancy Prevention Program in School Health .....	34
Diabetes Club.....	7	Project BRAVO (Bronx AIDS Volunteer Organization) .....	21
Diabetes Disease Management.....	7	Project HEAL .....	22
Diabetes in Pregnancy Program .....	8	Prostate Cancer Screening .....	13
Diabetes Management: PROMISED.....	7	Psychosocial Oncology Program.....	11
Dialysis Outreach .....	26	Regional Perinatal Center.....	33
DOH Infertility Demonstration Project.....	33	Renal Disease Young Adult Group .....	27
Eat Healthy, Shop Smart.....	10	Respiratory Disease Management.....	18
Explainer Program.....	38	School Re-Entry Team .....	11
Geriatric Ambulatory Practice.....	29	South Bronx Health Center for Children and Families (SBHCCF) .....	32
Healing Arts .....	20	Strength Through Laughter and Support Program .....	11
Healthy Living with Chronic Conditions .....	17	Substance Abuse Treatment Program, Methadone Program.....	36
Healthy Steps .....	15	Supporting Healthy Relationships .....	25
Heart Center Outreach .....	9	Suzanne Pincus Family Learning Place (FLP) .....	16
Heart Month.....	9	The J.E. and Z.B. Butler Child Advocacy Center .....	14
Hepatitis C Support Group .....	17	To Your Health: Zumba Bronx .....	5
Home Health Aide Employment and Training .....	38	Women, Infants and Children (WIC) Program .....	6
HPV Vaccine Clinic.....	34	Women's Heart Health Center .....	9
Indochinese Mental Health Program .....	23	Wound Healing Program .....	18