

YOUR EXPERIENCE, A BETTER NEW YORK



ACES Project: Advocacy, Counseling, & Entitlement Services



How does the program work?

ACES volunteers receive over 35-hours of training on 14 public benefit programs. They volunteer one day per week in a hospital or community-based organization informing people about benefits, screening for eligibility, and helping with applications and documentation.

What is the ACES Project?

The ACES Project trains volunteers, ages 55 and over, to serve as public benefit counselors in community-based organizations throughout New York City.

ACES volunteers provide information and advocacy assistance to older adults and under resourced New Yorkers on the full range of public benefit programs including Medicaid, SNAP, SSI, Medicare, Cash Assistance and many more.

The project was established in 1984 as part of the Community Service Society's Retired & Senior Volunteer Program (RSVP).

ACES AT A GLANCE

39 Volunteers

22 Community Partners

3,505 Clients

5,160 Public Benefits

974 Applications & Recertifications

Join us!

The Volunteer Experience

The program provides a needed service to the community while at the same time providing older adults with an opportunity to stay connected and to remain active serving in an interesting volunteer assignment—both of which have significant health benefits.

Requirements for ACES volunteers:

- ❑ Interest in **assisting individuals and families with limited resources**;
- ❑ Interest in **learning about public benefit programs**;
- ❑ **Advocacy, interviewing, computer, and research** skills;
- ❑ Excellent **communication and interpersonal** skills;
- ❑ Must successfully **complete interview and training process**



Questions? Contact

Meris Noonan

Project Director
(917) 232-7118
mnoonan@cssny.org

Partner with the ACES Project

By hosting a volunteer at your agency for a minimum of one day per week, you will be offering your clients access to comprehensive public benefits counseling that can have a real impact on their economic security.

OUR PARTNERS:

- All Angels' Church
- Anderson Avenue Senior Center
- Benefits Plus Learning Center (CSS)
- Broadway Community, Inc.
- Chinese Consolidated Benevolent Association
- The Red Door Place/Bridging the Gap
- Columbia University Irving Medical Center
- Grace Institute
- Jacobi Medical Center
- Legal Hand – Crown Heights
- Legal Hand/NYLAG – East Harlem
- Legal Hand - Jamaica
- National Alliance on Mental Illness (NAMI)
- New York Presbyterian Hospital
- Rodney Kirk Center
- Services and Advocacy for GLBT Elders (SAGE)
- St. Mary and St. Antonios Coptic Church
- St. Nicholas Houses Older Adult Center
- West Brighton Senior Center