



Department for
the Aging

Annual Plan Summary 2026

Annual Update to the 2024-2028 Four-Year Plan
(April 1, 2024 – March 31, 2028)
for

The Older Americans Act (OAA)
The New York State Community Services for the Elderly (CSE) Program
The Expanded In-Home Services for the Elderly Program (EISEP)

Published September 2026

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New York City Department for the Aging
2 Lafayette Street
New York, New York 10007
www.nyc.gov/aging

2026 Town Hall: A Review of Food, Services, and Programs

NYC Aging invites you to attend one of our town halls to comment on the Annual Plan Summary and to discuss our programs and services, with a particular focus on food provision service, and quality.

To register, email:

testimony@aging.nyc.gov

If you are unable to attend, please feel free to submit written testimony or comments via email (above) or mail to:

**NYC Department for the Aging
c/o Charise Lawrence
2 Lafayette Street, 4th Floor
New York, NY 10007**

All comments must be received by
November 13, 2026

We look forward to seeing you or hearing from you!

Bronx

Date: **Thursday, October 8, 2026**

Time: 10:00am – 12:00pm

Place: JASA Bay Eden OAC

Address: 1220 East 229th Street
Bronx, NY 10466

Queens

Date: **Wednesday, October 14, 2026**

Time: 10:00am – 12:00pm

Place: Sunnyside Community Services

Address: 43-31 39th Street
Sunnyside, NY 11104

Staten Island

Date: **Friday, October 16, 2026**

Time: 10:00am – 12:00pm

Place: Staten Island Borough Hall

Address: 10 Richmond Terrace
Staten Island, NY 10301

Manhattan

Date: **Wednesday, October 21, 2026**

Time: 10:00am – 12:00pm

Place: Lenox Hill Neighborhood House

Address: 331 East 70th Street
New York, NY 10021

Brooklyn

Date: **Wednesday, October 28, 2026**

Time: 10:00am – 12:00pm

Place: RAICES Times Plaza OAC

Address: 460 Atlantic Avenue
Brooklyn, NY 11217

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Introduction

The Older Americans Act (OAA), Section 306(a)(6)(D), requires that all Area Agencies on Aging (AAAs) develop an Area Plan that describes their goals, objectives, action steps, and budget, and submit it to the New York State Office for the Aging (NYSOFA). The Area Plan covers a four-year period and is revised and updated annually. This is an annual update to the 2024-2028 plan cycle.

Main components of this report include:

- [Agency Overview, Mission and Focus](#)
- [Service Reach By the Numbers](#)
- [Demographics of Older New Yorkers](#)
- [Goals and Highlights of Accomplishments](#)
- [Needs Assessment](#)
- [Public Hearings and Older Adult Advisory Council](#)
- [Programs and Initiatives](#)
- [Budget and Funding Allocation](#)

Agency Overview, Mission and Strategic Focus

The New York City Department for the Aging (NYC Aging or the Department) is the lead Mayoral agency addressing public policy and service issues for older New Yorkers. It is also the largest agency in the federal network of Area Agencies on Aging (AAA) in the United States. NYC Aging carries out its role through a mission and strategic focus centered on equity, dignity, safety, and healthy aging for older New Yorkers.

Mission

The New York City Department for the Aging promotes and supports inclusive, safe, affordable, healthy aging. NYC Aging remains steadfast in its role and responsibility to preserve the dignity and quality of life for approximately 1.8 million diverse older New Yorkers by eliminating food insecurity, providing access to affordable, stable housing, enhancing access to quality healthcare services, and protecting older New Yorkers from harm and abuse with the ultimate goal of a more age-friendly city in which older adults can age gracefully with respect.

Service Reach By the Numbers

A Snapshot of Core Services Provided in Fiscal Year 2026

The following service indicators illustrate how NYC Aging's mission translates into direct support for Older New Yorkers and their caregivers across the city.

- Over **210,000** clients served across all programs.
- Over **10.4 million** meals served:
 - **6,340,477** meals served to **118,712** clients at Older Adult Centers (OAC).
 - Home Delivered Meal providers served **24,821** homebound older New Yorkers over **4.1 million meals**.
- **149,166** older adults served at OACs and affiliated sites.
- An average of **26,838** participants attended OACs daily.
- **32,890** older New Yorkers received **532,927** hours of **Case Management** services.
- **3,101** homebound older New Yorkers received **1,296,347** hours of **Home Care** services.
- **3,336** caregivers received direct services through NYC Aging's contracted programs.
- **16,826** older adults residing in NYC Aging-funded **NORCs** served.
- **345** participants received training, subsidized, and/or unsubsidized employment opportunities.
- **1,733** older adults received clinical services to improve their mental health.

Read more about our programs and services at [Programs and Services](#).

While the service numbers above provide a snapshot of the Department’s reach, the demographic profile that follows offers a broader context on the population that NYC Aging is designed to serve.

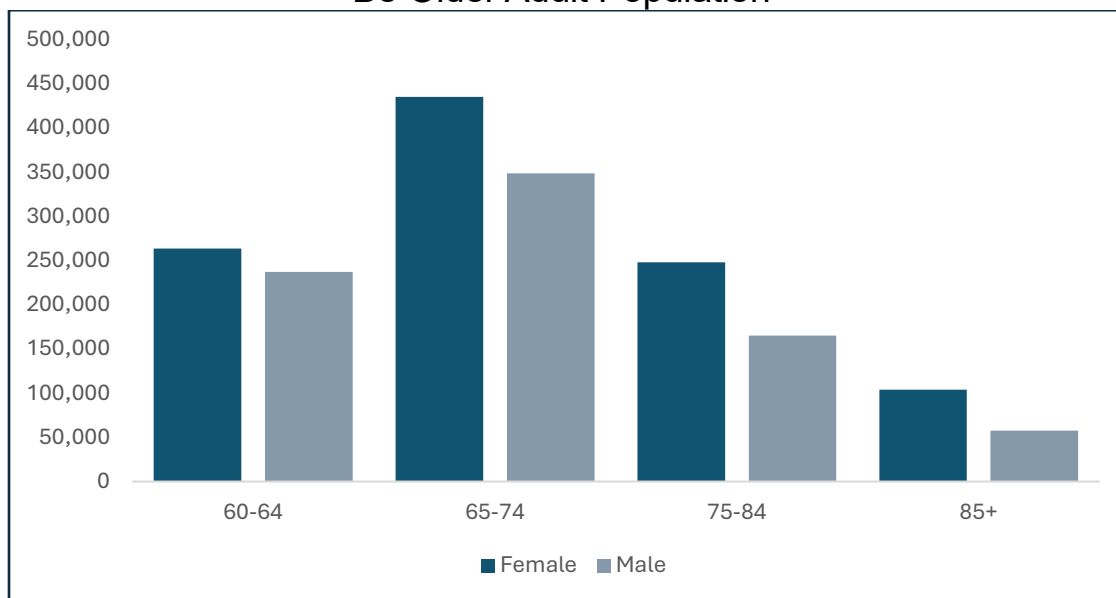
Demographic Profile of New York City’s Older Adults

The demographic data below are based on 2020 Census, the American Community Survey (ACS) 2020-2024 5-Year Estimates PUMS Custom Data Tables with Group Quarters Population Removed, and population projections through 2040.

The City’s total older population is approximately 1.85 million in 2024, a 2.3% increase from the 2020 Census.¹

The Age and Gender Pyramid that follows shows a profile of New York City’s 2024 older adult and ‘soon to be’ older adult population.

Figure 1. Age and Sex Pyramid for New York City Older Adult and ‘Soon to Be Older Adult Population²



¹ American Community Survey (ACS) 2020-2024 5 Year Estimates PUMS Custom Data Tables with Group Quarters Population Removed, [US Census Bureau 2010 Census Summary File 1](#).

² American Community Survey (ACS) 2020-2024 5 Year Estimates PUMS Custom Data Tables with Group Quarters Population Removed.

Within this growing older population, age, gender, and life expectancy patterns help identify important differences in need and guides service planning considerations.

Life Expectancy and Gender Distribution

Following a decline in life expectancy in 2020, driven in large part by the COVID-19 pandemic, New York City's life expectancy rebounded to a high of 82.6 years.³ Provisional data shows an even higher life expectancy of 83.2 years in 2024. However, life expectancy disparity continues to exist across gender and ethnicity and racial groups.

- Women: 85.2 years
- Men: 79.7 years
- Asian and Pacific Islander population: 86.9 years
- Hispanic/Latino population 82.8 years
- Non-Hispanic/Latino White population: 83.3 years
- Non-Hispanic/Latino Black population had an average life expectancy of 78.3 years.⁴

Women outnumber men by approximately 241,593 within the 60+ age group.⁵ Among those 85 and older, the number of women is almost double that of men.⁶

Racial and Ethnic Diversity

In addition to age and gender differences, New York City's older adult population reflects substantial racial and ethnic diversity. In 2024, 59.7% of older New Yorkers belonged to ethnic and/or racial groups other than White Non-Hispanic alone, slightly down from 60% in 2020.⁷ Between 2020 and 2024, the Black Non-Hispanic alone population increased by .7%, the

³Li W, Seil K, Paudel P, Castro A, Sun Y, Gurung S, Robles-Torres L, and Van Wye G. Summary of Vital Statistics, 2023. New York, NY: Bureau of Vital Statistics, New York City Department of Health and Mental Hygiene.

⁴Ibid.

⁵American Community Survey (ACS) 2020-2024 5 Year Estimates PUMS Custom Data Tables with Group Quarters Population Removed.

⁶Ibid.

⁷Ibid.

Hispanic population by 5.6%, and the Asian Non-Hispanic alone population by 6%.⁸

Table A. Mutually Exclusive Race/Ethnic Composition 60+ Population⁹

Race/Ethnicity	2020 Census	2024 ACS	% Change 2010-2024
White non-Hispanic alone	719,425	726,769	+1.0%
Black non-Hispanic alone	398,889	401,695	+0.7%
Hispanic	406,012	428,797	+5.6%
Asian non-Hispanic alone	263,551	279,523	+6.0%

Language and Communication

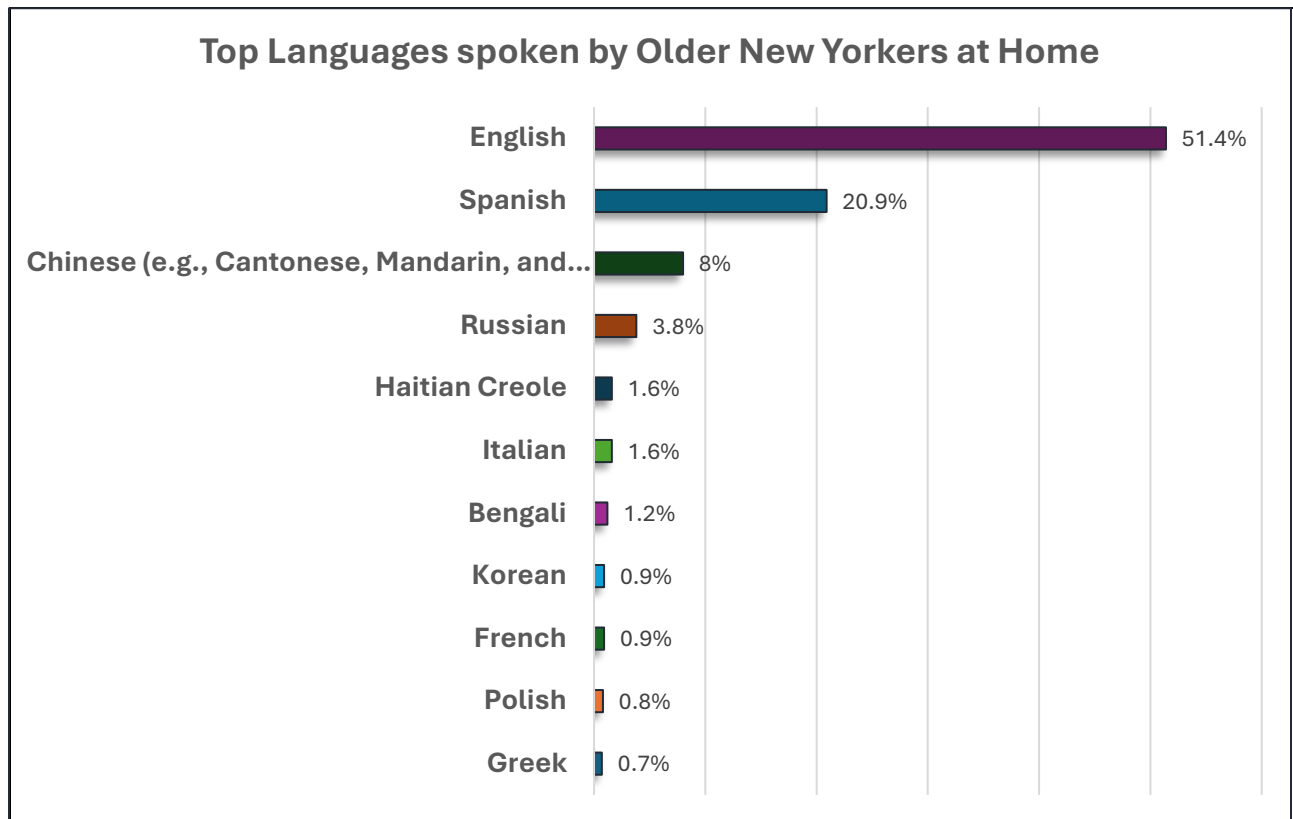
This diversity is also reflected in the languages spoken by older New Yorkers, underscoring the importance of ensuring that services are culturally and linguistically accessible.

Close to half of older New Yorkers speak a language other than English at home, and of those, 32.4% are limited English speakers.

⁸ Ibid.

⁹ Ibid.

Figure 2. Top Languages Spoken at Home Amongst the 60+ Population in New York City, 2024¹⁰



Economic Status

Economic security is a central factor that impacts older adults' ability to age safely and independently.

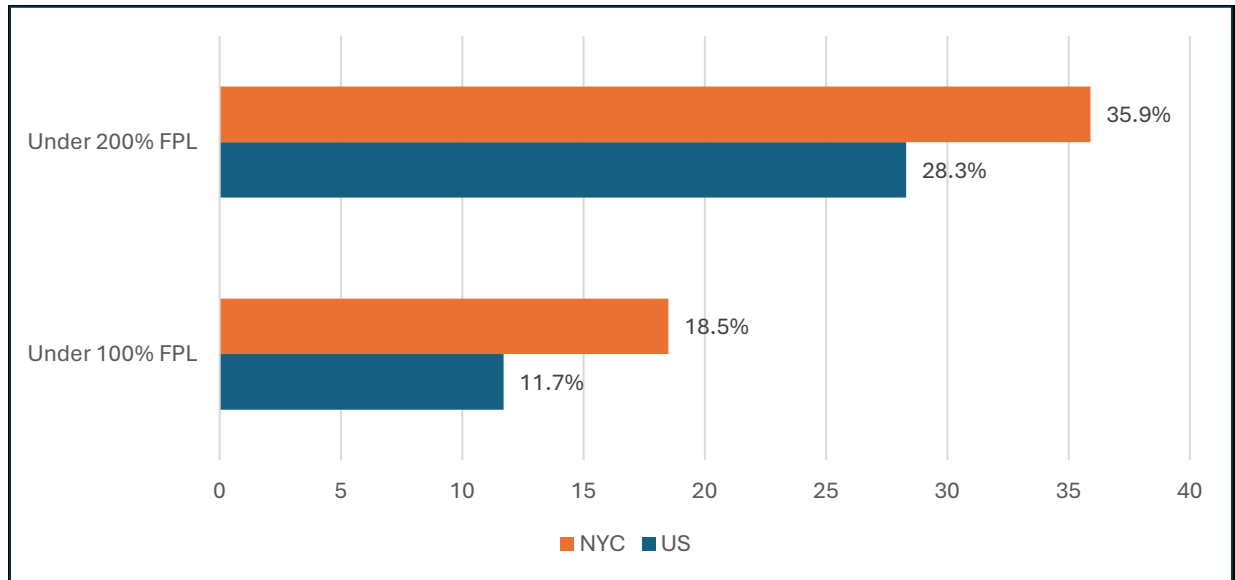
The percentage of older New Yorkers below 100% of the Federal Poverty Level (FPL) is nearly twice that of older Americans in general (18.5% vs 11.7% respectively.) Even when the poverty threshold is increased to 200% of the FPL, the disparity remains. 35.9% of older New Yorkers report being below 200% of the FPL, compared to 28.3% of the general older American population.¹¹ The 2024 FPL was \$16,320, for a one-person household under 65 and \$15,050 if that individual is over 65.¹²

¹⁰ Ibid.

¹¹ [Poverty Thresholds for 2024 by Size of Family and Number of Children, US Census Bureau.](#)

¹² Ibid.

Figure 3. Poverty Levels of 60+ Population in the United States and New York, 2024¹³



There are also disparities between racial/ethnic groups for older adults living below 100% of the FPL. A higher proportion of racial/ethnic groups other than the white Non-Hispanic alone population live in poverty.

Table B: Poverty by Mutually Exclusive Race/Ethnicity for Older New Yorkers, 2024¹⁴

Race	Total Older Cohort	Number Below Poverty Level	% Below 100% FPL
White Non-Hispanic alone	682,388	81,112	11.9%
Black Non-Hispanic alone	385,831	73,779	19.1%
Asian Non-Hispanic alone	277,834	60,550	21.8%
Hispanic alone	428,797	114,581	26.7.%

¹³ American Community Survey (ACS) 2020-2024 5 Year Estimates PUMS Custom Data Tables with Group Quarters Population Removed.

¹⁴ Ibid.

In 2024, the median household income for older New Yorkers was \$72,343.¹⁵ Median income also varies by race.

- For White Non-Hispanic alone households, it was \$91,372.
- For Hispanic alone households, it was \$50,355, or 44.9% less than for the White Non-Hispanic alone population;
- For Black Non-Hispanic alone households, it was \$66,808 or 26.9% less than for the White Non-Hispanic alone population; and
- For Asian Non-Hispanic alone households, it was \$72,938, 20.2% less than for the White Non-Hispanic alone population.¹⁶

In 2024, 44.1% of older adult households consisted of individuals living alone.¹⁷ These single-person older adult households also face substantial economic disparities, with a median income of just \$27,907, compared to \$95,082 for older adult households with multiple members.¹⁸

Functional Capacity and Mobility

Economic challenges often intersect with health, disability, and mobility needs, making functional capacity an important consideration in service planning.

In 2024, 30.8% of older New Yorkers reported living with some level of disability. Of this group:

- 23.0% had serious difficulties that substantially limit activity of walking or climbing stairs.
- 16.1% had mental, physical, or emotional conditions that restricted their ability to live independently, such as visiting a doctor's office or shopping.
- 8.7% had mental, physical, or emotional conditions causing serious difficulties in concentrating, remembering, or making decisions.
- 9.2% were limited in their ability to perform self-care activities of dressing and bathing.
- 7.6% reported hearing difficulty.

¹⁵ Ibid.

¹⁶ Ibid.

¹⁷ Ibid.

¹⁸ Ibid.

- 6.5% reported vision difficulty.¹⁹

About one-third (33.8%) of older females are living with some disability and over a quarter (26.9%) of older males are living with some disability. As a result of this difference, as well as the larger population of older females as compared to males, females make up almost two-thirds (79.9%) of all disabled older adults.

Hispanic (37.4%) and black non-Hispanic alone (33.1%) older adults are more likely to be living with some disability compared to their non-Hispanic and black counterparts. Disability is also associated with poverty: close to half of older adults living with disabilities are also living under 100% of FPL (46.1%).²⁰

Employment

Many older New Yorkers remain active in the workforce, reflecting both labor patterns and their financial realities. The proportion of older New Yorkers in the workforce continues to increase. In 2024, more than one in four older New Yorkers (29.1%) are employed.²¹ Various factors could affect whether this trend continues in the upcoming years, including the aging of the baby boomer generation, changing make-up of the job/labor markets, and US economic structural conditions.

Community Needs Assessment

NYC Aging uses both quantitative and qualitative data to identify the needs of older New Yorkers and guide service planning. This includes analyzing demographic trends, service utilization, client and contractor data, needs assessment surveys, satisfaction/impact studies, focus groups, and structured interviews of clients and provider staff. Together, these sources help the Department understand what is working well, where needs are changing, and how programs can be strengthened.

¹⁹ Ibid.

²⁰ Ibid.

²¹ Ibid.

In July 2025, NYC Aging released “The State of Older New Yorkers: Building and Age-Inclusive Future” which summarized findings from a comprehensive Service Needs Assessment (SNA) conducted from May through September 2024. The assessment identified four primary areas of need:

- Financial and Food Insecurity
- Affordable and Accessible Housing
- Social Isolation and Mental Health Support
- Caregiver Support

The full needs assessment report can be found on the NYC Aging website by using this link: [The State of Older New Yorkers: Building An Age-Inclusive Future](#).

In a series of issue papers called *What The Data Demands*, additional results from the SNA have focused on specific topics, including the following recent releases:

- [Findings from New Yorkers’ Experience of Safety Crime and Abuse](#)
- [Findings from Older New Yorkers’ Financial Security](#)

The Department plans to launch another Service Needs Assessment in 2027 and compare baseline data from the 2025 report.

While the accomplishments listed below in [2024-2028 Goals and Progress Highlights](#) show progress across several areas, ongoing needs assessment helps NYC Aging identify emerging concerns and refine future planning priorities.

Older Adult Advisory Council and Public Engagement

NYC Aging complements its data driven planning with direct input from older adults, caregivers, providers, advocates, and advisory bodies.

- **Advisory Council.** NYC Aging’s Older Adult Advisory Council is mandated by the OAA, Section 306(a)(6)(D), New York State, and the New York City Charter to advise NYC Aging and its Commissioner on matters related to the development, administration, and operations of its area plan. The Council includes representatives from the social services, health, and

academic communities, as well as from among aging services consumers. The members are appointed by the mayor for three-year terms, and all serve without compensation.

- **Annual Public Hearings.** Under the OAA and NYSOFA regulations, local Area Agencies on Aging must hold at least one public hearing each year on their Four-Year plan or annual updates. For New York City, Elder Law Section 214 mandates at least one public hearing in each borough. These hearings provide an opportunity for older adults, service providers, and advocates to identify priority needs, recommend ways to enhance services, and suggest an agenda for legislative advocacy to NYC Aging and its Older Adult Advisory Council. This input helps NYC Aging prepare its plan for upcoming years and enhance its long-term efforts on behalf of the City's older adult population.
- **Other Public Forums and Stakeholder Sessions, and Partnerships.** In addition to the annual public hearings, NYC Aging participates in public forums and Borough Budget Consultations, which encourage service providers, community leaders and the public to share their views and recommendations on aging services. Stakeholder sessions include forums to offer input into the design of solicitations and programs, as well as discussions with providers, elected officials, Interagency Councils, community boards, Borough President cabinets and older New Yorkers.

2024-2028 Goals - Progress Highlights

NYC Aging has made steady progress on the goals of its 2024-2028 Four-Year Plan. Much of the work centered around strengthening caregiver supports (more outreach coordinators and care managers, citywide presentations and a March 2026 awareness campaign aimed at an estimated 1.3 million family caregivers); expanding digital access (computer lab upgrades, technology classes, and a partnership with OIT Connected Communities); and protecting older adults from abuse through the Elder Justice program (more outreach, the new SAFE Initiative with financial institutions, and a trauma-informed training for over 350 staff).

Other highlights include a 35% increase in HIICAP enrollment contacts, a new Home Modification Program, a client tracking flag to identify at-risk

clients before emergencies, higher base rates for Legal Service providers, and a second annual plant-forward cook-off which drew more than 180 guests.

Programs and Services

This section describes the major programs and initiatives that deliver or support NYC Aging's services.

NYC Aging provides community-based and supportive services, both directly and through approximately 320 direct services contracts. The Department's key programs and initiatives are overseen by two programmatic areas – the Bureau of Community Services (BCS), and the Bureau of Social Services (BSS).

The scope of these programs is contingent on a combination of federal, state, and local resources, which are summarized in the budget section.

The Bureau of Community Services

The **Bureau of Community Services (BCS)** provides community-based programs and services that help older adults remain active in their communities.

BCS comprises the following units and programs:

- **Older Adult Centers (OAC).** OACs provide congregate meals and an environment where older adults can participate in a variety of recreational, health promotional and cultural activities, as well as receive information and assistance with benefits and entitlement programs.
- **Home Delivered Meals (HDM).** NYC Aging has contracts throughout the city with providers who are tasked with delivering nutritious home delivered meals to older adults throughout the city. To be eligible, residents or their dependents must be age 60 or older, considered homebound, or they or their dependents have a disability.

- **The Nutrition Management Unit** ensures that older adults receive nutritious meals that meet all city, state, and federal sanitation and dietary guidelines. The unit provides extensive technical assistance with meal planning, recipe development, and food safety. The unit also serves as nutrition experts for NYC Aging's community partners and older adults living in the community who attend older adult center meal programs or receive home-delivered meals. In addition, the unit provides direct services to older adults through NYC Aging's Nutrition Counselors.

The Nutrition Unit is a recipient of the SHINE/SNAP-Ed Grant, an initiative through the NYS Office for Temporary and Disability Assistance under the Supplemental Nutrition Assistance (SNAP) of the US Department of Agriculture Food and Nutrition (USDA). The goal of this program is to increase the number of low-income older adults that receive nutrition education to promote healthier lifestyles and behaviors by providing evidenced based nutrition education, obesity prevention and activities to help older adults improve their health and maintain their quality of life. In addition, the unit works closely with NYC Aging's research team to implement a 5-year research grant from the Administration from Community Living awarded in 2023 to implement 18 pop up cafes and conduct research on the participant outcomes, including whether this model brings in more older adults to the network.

- **Transportation Services.** The Department provides transportation for older adults through contracted providers to transport older New Yorkers who have no access to or cannot use public transportation. Services include travel to essential medical, social services and recreational appointments.

The Bureau of Social Services

The **Bureau of Social Services (BSS)** provides various programs and services that help older adults remain active in their homes and/or communities.

- **Caregiver Services.** NYC Aging contracted caregiver programs support caregivers by providing information on long term care topics and resources; assisting with accessing benefits and entitlements;

offering individual counseling, support groups and care-related training; linking caregivers with in-home, congregate, and overnight respite care; and offering supplemental support services.

- **Case Management.** Case management services help older people with functional impairments gain access to appropriate services, benefits and entitlements needed to age safely at home and maintain their quality of life. Case Management is the gatekeeper for NYC Aging funded in-home services such as home delivered meals, home care, and friendly visiting.
- **Friendly Visiting.** The Friendly Visiting program matches homebound older adults with dedicated volunteers who commit to making weekly home visits to the older adults in their own homes. Volunteers visit in person, as well as on the phone and virtually.
- **Home Care.** The Home Care program is designed for low-income adults 60 years of age and older who have unmet needs in activities of daily living, but do not qualify for Medicaid or other ongoing insurance-funded home care. The goal of this program is to maintain older adults safely at home and prevent or delay the placement of frail elderly individuals into more expensive Medicaid-funded nursing homes. The program aims to ensure that clients start receiving home care services within five days of authorization for the service.
- **Mental Health Initiatives.** NYC Aging oversees contracted mental health programs and four grant funded programs.
 - The **Geriatric Mental Health Program (GMH)** embeds and co-locates licensed mental health clinicians in community-based older adult centers. There, mental health clinicians provide engagement activities and programs, conduct mental health assessments, consultation to staff, and provide mental health treatment. Mental health services are open to anyone in the community age 60 and older and clients do not need to be a member of an older adult center.
 - **Hub and Spoke.** The Hub and Spoke initiative is similar to GMH in that mental health clinicians are embedded at older adult centers where the clinicians provide clinical services at the main site (Hub sites) with the addition of providing only

engagement activities/programs and assessments at older adult centers (Spoke sites) within the same communities where the main clinical site is located.

- **Minor Home Repair.** The Minor Home Repair Program helps low to moderate income older adults with repairs for relatively minor home issues such as weatherization, installation of locks, window gates and other security features, faucet repair and installation, minor cementing, plastering, and patching, as well as installation of grab bars.
- **Older Adults Home Modification Program.** The Older Adults Home Modification Program provides low-income older adults with a home safety assessment by a licensed Occupational Therapist and free home modifications to prevent falls and support aging in place. Examples of modifications include grab bars, tub cuts, shower chairs, raised toilet seats, and other accessibility and fall prevention modifications.
- **Naturally Occurring Retirement Community Services (NORC) Unit.** The NORC unit oversees the Naturally Occurring Retirement Community Supportive Service Programs (NORC SSPs), which provide case management, assistance with entitlements and benefits, assistance with health care management, wellness activities, and other social and educational programs.
- **Social Adult Day Services.** Social Adult Day is a supervised program for cognitively impaired and/or physically frail older adults, with program components designed to reduce isolation and maximize individual capabilities through socialization, structured activities, and nutritious meals. These services, combined with transportation and access to case managers, provide respite to caregivers of these participants.
- **Missing Persons.** NYC Aging works with the NYPD's Silver Alert Notification System, which locates individuals over 60 years with a diagnosed cognitive impairment and who have been reported missing and are deemed to be in imminent danger. Caregiving support services are offered to caregivers of older adults reported missing to

help with care planning to ensure the safety of the older adult in the community.

Office of Elder Justice

- **Crime Prevention and Support Services (“C-PASS”).** The Crime Prevention and Support Services (C-PASS) program, formerly known as the Elderly Crime Victims Resource Center, provides crisis intervention, counseling, advocacy, information and assistance, support submitting claims to New York State Office of Victim Services for compensation, and legal services referrals.
- **Elder Justice Community Providers.** The Elder Justice Community contracted providers support to older adults who are experiencing maltreatment (physical, sexual, financial, psychological, and/or active or passive neglect) by someone who has a “trusting” relationship with the older adult (e.g. a spouse, a sibling, a child, a friend, a caregiver, etc.). In addition to direct services, providers conduct community-based presentations and trainings on elder abuse prevention and intervention to support capacity building and awareness.
- **Secure Assets for Elder Women (SAFE) Initiative.** The Secure Assets for Elder Women (SAFE) Initiative aims to strengthen protections for older adults against financial exploitation, fraud and abuse through partnerships with financial institutions. SAFE delivers targeted training to financial institution staff and to audiences of older adults and caregivers to increase awareness of financial exploitation, and strategies to prevent victimization.
- **Tenancy and Eviction Support Services (“TESS”).** Tenancy and Eviction Support Services program provides social service, case assistance and other support services to adults 60 years and older who are at risk of being evicted from their homes. The program receives referrals from New York City Housing Court judges and their representatives.

Workforce and Community Development

- The **Foster Grandparent Program (“FGP”)** is an AmeriCorps funded older adult volunteer program that provided social and emotional support, as well as tutoring in reading and math, to children and youth with special and exceptional needs. Approximately 200 Foster Grandparent volunteers serve throughout the five boroughs.
- The **Senior Employment Unit** operates the Title V Senior Community Service Employment Program (SCSEP), for adults 55 and older, providing job search skills workshops, career advisement, job fairs, customized employer recruitment for specific occupations, as well as computer technology and customer service training. SCSEP participants or Community Service Aides complete community assignments in nonprofit or government agencies to gain skills and training, while earning the minimum wage for approximately 20 hours per week. In addition to community assignment placements, SCSEP provides ongoing support to the participants upon finding employment.
- **Silver Stars.** Silver Stars offers City agencies the opportunity to fill business needs with experienced retired older adults.

Additional Programs and Initiatives

Wellness Initiative Unit

The Aging Wellness Unit coordinates and supports health and wellness programs including: chronic disease management and prevention; falls prevention; exercise programming; health education programs and activities; health and wellness events; and evidence-based and health promotion programming resources and information for NYC Aging’s network providers.

Office of General Counsel

The Office of General Counsel (“OGC”) provides a range of services to the agency’s administrative and programmatic units, including but not limited to: providing legal advice and guidance; drafting legal documents;

conducting research and preparing memoranda of law; reviewing and providing guidance on legislation, executive orders, and other legal documents; reviewing contracts, amendments, scopes of work, and requests for proposals to ensure compliance with Procurement Policy Board Rules, the NYC Charter and any applicable laws and regulations; and responding to Freedom of Information Law (FOIL) requests.

OGC also manages the following programs:

- **Legal Assistance for Older New Yorkers**, a program that contracts with community-based legal service organizations to provide free legal services for older adults aged 60 and older in all five boroughs in a variety of areas, including public benefits, long-term care, and consumer and landlord-tenant issues. Legal services may include legal advice, referrals and/or full representation, depending upon the individual's specific circumstances.
- **Social Adult Day Care (SADC) Ombuds Office.** Local Law 9 of 2015 established the Social Adult Day Care ("SADC") Ombuds Office, and designated NYC Aging as the agency to house the Ombuds Office. The Ombuds Office is charged with registering all social adult day programs operating in New York City, providing oversight to SADCs operating in NYC, and enforcing the rules of Local Law 9 of 2016. The Ombuds Office is authorized to issue civil penalties for violations of the NYS Office for the Aging's Social Adult Day Program Standards.

Government Affairs

The Government Affairs Unit serves as the agency's primary liaison to elected officials, community boards, aging services providers, and advocates in order to promote NYC Aging's mission and priorities. The Unit prepares NYC Aging's city, state, and federal legislative agenda, and represents the Commissioner at public hearings, high level meetings and community events. The Government Affairs Unit also analyzes pending legislation and keeps the agency abreast of any relevant legislative developments.

Press & Public Information

The Press and Public Information Unit (PPI) promotes the agency's services and resources in the community through media and public outreach. The unit oversees internal and external communications. This includes managing press inquiries, NYC Aging's public-facing website, social media channels, the creation and distribution of marketing materials, and media campaigns. In addition, the Unit organizes the agency's press events and helps prepare senior leadership and NYC Aging staff for public speaking engagements and events.

Aging Connect

Aging Connect, part of the Bureau of External Affairs, is a public-facing unit that manages various programs, including the Aging Connect Call Center, agency correspondence, volunteer opportunities, Health Insurance Information, Counseling, and Assistance Program (HIICAP), NY Connects, and the annual Farmers Market Nutrition Program. Aging Connect also collaborates with the Mayor's Office of Correspondence and 311 to enhance data sharing and maintain citywide response times.

- **Aging Connect Call Center** is a comprehensive call center connecting older adults, aging-service professionals, and caregivers to age-inclusive information, resources, and opportunities. Aging Specialists assist callers in over 200 languages and are available Monday through Friday, 8:30AM–5:30PM as well as by email at agingconnect@aging.nyc.gov.
- **Health Insurance Information Counseling and Assistance Program (HIICAP)** helps older New Yorkers understand the health care coverage options currently available in New York City. HIICAP conducts public outreach presentations and workshops on Medicare, Medicaid, Medigap, Elderly Pharmaceutical Insurance Coverage (EPIC), and Medicare's preventive services. New York State certified HIICAP counselors provide assistance with Medicare Part D prescription plan selection and Medicare Savings Programs. HIICAP also oversees seven community-based sites located across all five boroughs that offer direct assistance. HIICAP's annual publication, "A Closer Look at Medicare and Related Benefits for New Yorkers," is available in print and online.

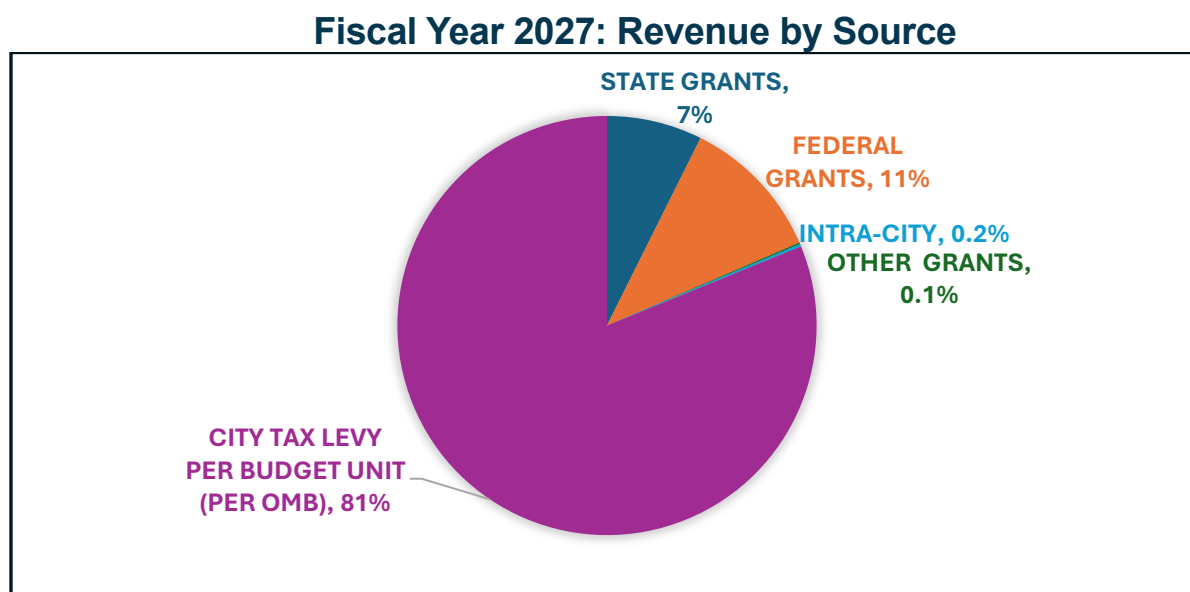
- **NY Connects** is a statewide information and assistance program that provides free, unbiased information about long-term care services and supports for people of all ages or with any disability. NY Connects is committed to leading with diverse, equitable, and inclusive practices at the forefront of our service delivery. This is achieved through continuously assessing community resources, building strong relationships with community partners to enhance service delivery, and engaging in professional development activities that improve staff awareness and their ability to effectively and respectfully interact with the communities we serve.
- **Volunteer Program** is an intergenerational program that offers meaningful volunteer opportunities that benefit older New Yorkers to those aged 18 and above. The Program continually works to diversify opportunities and increase older adult participants among its cohort of volunteers, and to develop and expand its network of private sector partners.
- **Farmers' Market Nutrition Program (FMNP)** is an annual fresh produce benefits program for income-eligible older adults who are aged 60 and above. The goal of the program is to promote improved nutrition through increased consumption of locally grown fresh fruits, vegetables, and culinary herbs, as well as increase nutrition education. The FMNP is sponsored by the New York State Department of Agriculture and Markets, New York State Department of Health, New York State Office for the Aging, and Cornell Cooperative Extension.
- **Public Engagement Unit** serves as the agency's liaison to the general public. It promotes NYC Aging's mission and priorities by conducting virtual and in-person presentations on NYC Aging's programs and services for nonprofits, Faith-Based institutions, service organizations, corporations, and other community-oriented associations, as well as tabling events.

More information on NYC Aging's programs and services can be found at: <https://www.nyc.gov/site/dfta/services/find-help.page>

Projected Budget and Funding Sources

NYC Aging receives funding from multiple sources to provide services to older adults throughout the city. The Department's budget for Fiscal Year 2027 is projected to be approximately **\$635** million.

NYC Aging's funding mainly comes from local, state, and federal grants. State and federal grants often come with a requirement for the City to "match" a portion of the grant funds. A significant amount of New York City's tax levy funds is dedicated towards meeting these matching requirements. The figure below shows the proportion of revenue by source.



Most services are delivered by local community-based organizations that receive contracts from the Department. The Department also provides several services directly, including older adult employment assistance, nutrition counseling, the Crime Prevention and Support Services (C-PASS) and Tenancy and Eviction Support Services (TESS) programs, and the Foster Grandparent Program. This approach allows the agency to reach older adults across the city, while leveraging the expertise of local organizations who understand their communities' specific needs.

Table C lists the agency's revenue sources, and Table D reflects planned support for the Department's services.

Table C: Projected Fiscal Year 2027 Revenue by Source*July 1, 2026 – June 30, 2027*

STATE GRANTS	BUDGET AMOUNT
CRIME VICTIMS PROGRAM	\$303,353
FOSTER GRANDPARENTS	\$18,443
COMMUNITY SVCS FOR THE ELDERLY	\$10,072,924
SUPPLEMENTAL NUTRITION ASSIST	\$10,509,762
EXPANDED IN HOME SERVICE	\$18,546,806
EISEP UNMET NEEDS	\$4,014,270
CONGREGATE SERVICES INITIATIVE	\$152,288
AAA TRANSPORTATION PGM	\$395,804
NY CONNECTS EXPANSION AND ENHANCEMENT	\$4,140,423
SUB-TOTAL	\$48,154,073
FEDERAL GRANTS	BUDGET AMOUNT
TITLE III (O.A.A)-NUTRITION	\$25,843,234
TITLE III (O.A.A.)-AREA SERVIC	\$10,270,814
FOSTER GRANDPARENTS GRANT	\$1,698,359
TITLE V NCOA EMPLOYMENT GRANT	\$1,388,734
TITLE IX SEN COM SER EMP PRGRM	\$3,579,495
NUTRITION SERVICES INCENTIVE P	\$10,272,714
TITLE XX SOCIAL SERVICE BLOCK	\$9,035,364
HLTH INSUR. INFO. COUNSELING.	\$599,568
TITLE III-D HEALTH PROMOTION	\$667,026
TITLE III-E CAREGIVER SUPPORT	\$3,514,168
MEDICARE IMPROVEMENTS (MMIPPA)	\$452,940
SENIORS' HEALTH IMPROVE & NUTR	\$343,500
ACL CAFE STYLE DINING/CONGREGA	\$543,444
FY25 HUD COOPERATIVE AGREEMENT	\$601,958
OTHER GRANTS	\$4,110,397
SUB-TOTAL	\$72,921,715
OTHER GRANTS	BUDGET AMOUNT
OMH - SAMUEL FIELD YM & YMHA	\$144,425
OMH - JAMAICA HOSPITAL MEDICAL	\$150,152
OMH - STRIVE COMMUNITY	\$185,050
OMH - OHEL CHILDREN'S HOME AND	\$196,505
NEXT 50 ANTI-AGEISM	\$160,227
SUB-TOTAL	\$836,359

INTRA-CITY	BUDGET AMOUNT
NYC CONNECTED COMMUNITIES PROGRAM	\$740,140
RESERVE IC	\$165,251
OTHER SERVICES/FEES	\$350,000
SUB-TOTAL	\$1,255,391
TOTAL GRANTS	\$123,167,538
CITY TAX LEVY PER BUDGET UNIT (PER OMB)	\$530,922,543

Current as of August 2026

Table D: Fiscal Year 2027 Planned Budget by Service*July 1, 2026 – June 30, 2027*

FISCAL YEAR 2027 PLANNED SUPPORT BY SERVICE			
ACCESS SERVICES			\$104,314,704
	Case Management	\$59,638,067	
	Transportation/Escort	\$7,282,052	
	Information & Referral/Outreach	\$37,394,586	
NUTRITION SERVICES			\$259,707,066
	Congregate Meals	\$177,418,290	
	Home Delivered Meals	\$81,129,572	
	Nutrition Education	\$1,045,536	
	Shopping Assistance/Chore	\$113,667	
IN-HOME & CARE SERVICES			\$43,399,680
	Home Care	\$40,239,319	
	Friendly Visiting	\$1,832,389	
	Telephone Reassurance	\$1,327,972	
LEGAL ASSISTANCE			\$1,741,667
EMPLOYMENT RELATED SERVICES			\$8,570,410
	Senior Employment	\$4,968,229	
	Silver Corp	\$1,736,757	
	Foster Grandparent Program	\$1,865,424	
OTHER SOCIAL/HEALTH PROMOTION SERVICES			\$173,316,526
	Education/Recreation	\$112,381,057	
	Elder Abuse	\$5,133,931	
	Health Promotion/Screening	\$23,043,791	
	Caregiver	\$14,869,459	
	NORCS	\$16,838,729	
	Residential Repair	\$1,049,559	

Current as of August 2026