

**New York City Department for the Aging  
Social Adult Day Care Ombuds Office  
LL9 Annual Report 2025**

In compliance with Local Law 9 of 2015, the following is the annual report of the NYC Aging Social Adult Day Care (SADC) Ombuds Office from December 1, 2024 to November 30, 2025.

- (i) The total number of registered and active social adult day cares (SADCs) operating in New York City: **373 as of November 30, 2025.**  
See attached list of SADCs with business names and addresses. The list is organized alphabetically by borough.
- (ii) The total number of complaints received by the SADC Ombuds Office: **148**
- (iii) A general description of the reason for each such complaint: **There were 15 distinct types of allegations among the complaints received, as shown below, ranked in order of most to least common.**

| <b>Types of Allegations</b>                                      |  |
|--|--|
| <b>Possible Medicaid Fraud:</b>                                  | Cash or goods are used as incentives to recruit older adults; possible falsification of eligibility; participants who are not eligible as defined by New York State Office for the Aging (NYSOFA) Social Adult Day Service (SADS) Standards are recruited into the program; false billing or attendance records. |
| <b>Physical Environment &amp; Safety:</b>                        | Issues regarding site conditions including unsanitary conditions, overcrowding, accessibility, and/or air quality.   |
| <b>Nutrition/Food:</b>   | Quantity/nutrition of food and liquids offered by SADC or SADC accommodation of participants' dietary needs do not comply with NYSOFA SADS Standards; complaints about food taste, food sanitation, and/or conditions of food service area.  |
| <b>Non-SADC Complaints:</b>                                      | Complaints against older adult centers, nursing home facilities, assisted living facilities, homeless shelters, or other facilities/providers that are not SADCs.  |
| <b>Participant Rights:</b>                                       | SADC staff violate/fail to protect the rights of participants in accordance with the NYSOFA SADS Standards, such as not treating participants with respect or discriminating against participants.   |
| <b>Staffing &amp; Training:</b>                                  | Insufficient number of staff; staff are not adequately trained to provide services or work with SADC participants; SADC director fails to create policies or procedures or maintain NYSOFA SADS Standards.   |
| <b>No Potential Violation of Any Relevant Law or Regulation:</b> | Issues mentioned do not raise any potential violations of laws or regulations addressed by the Social Adult Day Care Ombuds Office.  |
| <b>Not Enough Information:</b>                                   | Complaints do not contain SADC names; SADC names and addresses do not match; SADCs do not exist; unclear reasons for complaints; and unable to reach complainants to obtain more information.  |
| <b>Supervision &amp; Monitoring:</b>                             | Staff are not providing adequate supervision and monitoring of participants in accordance with NYSOFA SADS Standards.  |
| <b>Eligibility &amp; Discharge:</b>                              | Participants who do not qualify for SADC services are admitted into the program. Participants attending SADC are discharged from program without due process or in retaliation for making complaints to SADC staff.  |
| <b>Transportation:</b>   | Participants are transported by vehicles that are in poor condition, unreliable, failed inspection, have no working seatbelts, are overcrowded, or lack air conditioning; issues with drivers; issues with participants drop-off/pickup or assistance getting in and out of the vehicles.                        |
| <b>Not Open During Stated Hours/Not Operating at all:</b>        | SADC is not open during hours that it reports operating in its NYC Aging registration; SADC is not operating at all.   |
| <b>Service Plan:</b>   | SADC does not provide required services, including activities.   |
| <b>Registration in Accordance</b>                                | SADC failed to register with the SADC Ombuds Office; SADC failed to submit   |

|                               |   |
|-------------------------------|---|
| <b>with Local Law 9:</b>      | registration changes; registration is incomplete and/or inconsistent. |
| <b>Emergency Preparedness</b> | SADC does not have or follow procedures for handling emergencies.     |

- (iv) The total number of investigations conducted by the SADC Ombuds Office, a general description of the basis for each investigation, any findings that an SADC has violated subdivision a of Section 21-204 of the New York City Administrative Code (Admin. Code), and the outcome of each investigation: **The SADC Ombuds Office conducted 17 investigations. Below are general descriptions of the basis for the 17 completed investigations, along with our findings and outcomes.**

|   | <b>General Descriptions</b>  | <b>Findings</b>  | <b>Outcomes</b>   |
|---|--|--|---|
| 1 | 1) Physical Environment & Safe<br>2) Supervision & Monitoring<br>3) Participant rights<br>4) Registration in accordance with Local Law | 1) substantiated<br>2) substantiated<br>3) unsubstantiated<br>4) substantiated             | 1) CAP developed<br>2) CAP developed<br>3) N/A<br>4) CAP developed        |
| 2 | 1) Participant Rights<br>2) Staff & Training<br>3) Eligibility & Discharge   | 1) Substantiated<br>2) Substantiated<br>3) Substantiated                                   | 1) CAP developed<br>2) CAP developed<br>3) CAP developed                  |
| 3 | 1) Supervision & Monitoring  | 1) Substantiated   | 1) CAP in progress  |
| 4 | 1) Transportation<br>2) Eligibility & Discharge<br>3) Eligibility & Discharge  | 1) Unsubstantiated<br>2) Unsubstantiated<br>3) Substantiated (fail to update registration) | 1) N/A<br>2) N/A<br>3) CAP developed                                      |
| 5 | 1) SADC is not operating at all<br>2) Eligibility & Discharge<br>3) Service Plans  | 1) Unsubstantiated<br>2) Substantiated<br>3) Substantiated                                 | 1) N/A<br>2) CAP developed<br>3) CAP developed                            |
| 6 | 1) Registration in Accordance with Local Law 9   | 1) Substantiated   | 1) CAP developed  |
| 7 | 1) Possible Medicaid Fraud<br>2) Staffing & Training<br>2) Participant Rights<br>3) Service Plan                                       | 1) N/A<br>2) Substantiated<br>3) Unsubstantiated<br>4) Unsubstantiated                     | 1) Referred to oversight agencies<br>2) CAP developed<br>3) N/A<br>4) N/A |
| 8 | 1) Possible Medicaid Fraud<br>2) Staffing & Training<br>3) Service Plan  | 1) N/A<br>2) Unsubstantiated<br>3) Unsubstantiated   | 1) Referred to oversight agencies<br>2) N/A<br>3) N/A                     |

|    |   |  |  |
|----|---|--|--|
| 9  | 1) Possible Medicaid Fraud<br>2) Staffing & Training<br>3) Service Plan   | 1) N/A<br>2) Substantiated<br>3) Unsubstantiated   | 1) Referred to oversight agencies<br>2) CAP developed<br>3) N/A  |
| 10 | 1) Possible Medicaid Fraud<br>2) Staffing & Training<br>3) Service Plan   | 1) N/A<br>2) Unsubstantiated<br>3) Unsubstantiated   | 1) Referred to oversight agencies<br>2) N/A<br>3) N/A  |
| 11 | 1) Possible Medicaid Fraud<br>2) Staffing & Training<br>3) Nutrition/Food<br>4) Service Plan  | 1) N/A<br>2) Unsubstantiated<br>3) Substantiated<br>4) Unsubstantiated   | 1) Referred to oversight agencies<br>2) N/A<br>3) SADC developed policy and trained staff on it<br>4) N/A            |
| 12 | 1) Possible Medicaid Fraud<br>2) Staffing & Training<br>3) Nutrition/Food<br>4) Service Plan  | 1) N/A<br>2) Unsubstantiated<br>3) Unsubstantiated<br>4) Unsubstantiated   | 1) Referred to oversight agencies<br>2) N/A<br>3) N/A<br>4) N/A  |
| 13 | 1) Possible Medicaid Fraud<br>2) Staffing & Training<br>3) Service Plan   | 1) N/A<br>2) Substantiated<br>3) Unsubstantiated   | 1) Referred to oversight agencies<br>2) CAP developed<br>3) N/A  |
| 14 | 1) Not Open During Stated Hours   | 1) Substantiated   | 1) Registration deactivated (Manhattan)  |
| 15 | 1) Service Plan<br>2) Nutrition/Food  | 1) Substantiated<br>2) Unsubstantiated   | 1) CAP in progress<br>2) N/A   |
| 16 | 1) Participant Rights<br>2) Nutrition/Food<br>3) Service Plan   | 1) Substantiated<br>2) Substantiated<br>3) Substantiated   | 1) CAP in progress<br>2) CAP in progress<br>3) CAP in progress   |
| 17 | 1) Participant Rights<br>2) Staff & Training<br>3) Staff & Training<br>4) Staff & Training<br>5) Physical Environment & Safety<br>6) Staff & Training<br>7) Eligibility and Discharge<br>8) Nutrition | 1) Unsubstantiated<br>2) Substantiated<br>3) Unsubstantiated<br>4) Unsubstantiated<br>5) Substantiated<br>6) Unsubstantiated<br>7) Substantiated<br>8) Substantiated | 1) N/A<br>2) CAP developed<br>3) N/A<br>4) N/A<br>5) CAP developed<br>6) N/A<br>7) CAP developed<br>8) CAP developed |

## Glossary

| Terms                                       | Explanation  |
|---|--|
| CAP developed                               | A corrective action plan used as a process to correct violations   |
| CAP in process                              | A corrective action plan is in process of being developed  |
| N/A   | Complaint dismissed  |
| Substantiated                               | Violation of the NYS Social Adult Daycare Standards of Operation/Section 21-204 of the NYC Admin. Code                     |
| Substantiated (fail to update registration) | Registration not up to date and/or with errors   |
| Unsubstantiated                             | Cannot substantiate violation of the NYS Social Adult Daycare Standards of Operation/Section 21-204 of the NYC Admin. Code |
| Referred to oversight agencies              | A complaint that was outside of NYC Aging's SADC Ombuds office jurisdiction and was referred to the corresponding agency.  |

(v) The total number of notices of violation issued pursuant to subdivision a of Section 21-204 of the Admin. Code,

as noted in (iv) above, and subdivision c of Section 21-204 of the Admin. Code, which outlines the civil penalties to be imposed, disaggregated by the specific violation for which such notice was issued: **No notices of violation (NOVs) were issued from December 1, 2024 to November 30, 2025. The SADCs that were found in violation of the NYSOFA SADS Standards were informed of the investigative findings. The SADCs have resolved or are in the process of resolving the violations through the Corrective Action Plan (CAP) process or through providing evidence that they have already corrected the violations.**

- (vi) The total number of SADC programs that failed to register pursuant to subdivision b of Section 21-204 of the Admin. Code as of the date of such report: **Zero SADCs failed to register with the SADC Ombuds Office.**
  
- (vii) Any recommendations regarding the operation of social adult day cares:

**Additionally, SADCs operating in New York City should proactively seek an understanding of 21 Admin. Code §21-204 and 69 RCNY Chapter 2, including their obligations for registering with the Department and cooperating with audits and investigations conducted by the Ombuds Office. To that end, and to support and encourage compliance among SADCs, the SADC Ombuds Office will continue to conduct periodic outreach and provide training and technical assistance with the SADC Ombuds Registration Portal.**

**SADC programs are obligated to comply with NYSOFA Program Standards, codified in 9 NYCRR § 6654.20. SADC programs should seek to understand and adhere to these Program Standards to improve program operations. One way SADC programs can improve understanding of Program Standards and operating requirements is by connecting with the New York State Adult Day Services Association (NYSADSA), which is an organization committed to the development of adult day services. According to their website, NYSADSA contracts with NYSOFA to provide technical assistance to SADCs, although NYC Aging has never reviewed this contract and cannot speak to the scope of technical assistance NYSADSA is contracted to provide.**