



**Local Law 21 of 2023
Know Your Rights Pamphlet
2025 Outreach Report**

PREFACE

Local Law 21 of 2023 requires the New York City Department for the Aging (NYC Aging) to submit a report on the agency's outreach and distribution efforts of the *Know Your Rights Pamphlet*. This pamphlet was created in addition to the Senior Center Bill of Rights which is posted in every NYC Aging funded older adult center. NYC Aging developed the Know Your Rights Pamphlet which includes such important information as age discrimination, elder abuse, transportation assistance, and food access. As part of the requirements of Local Law 21, NYC Aging tracks the number of "informational sessions" conducted on the pamphlet, the number of pamphlets provided to "organizations and institutions serving older adults," and recommendations to improve outreach.

INFORMATIONAL SESSIONS

NYC Aging tracked the number of events where the pamphlet was made available to older adults and where it was promoted or discussed. This includes external events where tabling occurred, Older Adult Town Halls hosted alongside the Mayor, the Annual Plan Summary Hearings as required by the State Office for the Aging, and other external events where NYC Aging staff attended.

Number of Informational Sessions between August 2024 and July 2025: 54

PAMPHLETS PROVIDED TO ORGANIZATIONS & INSTITUTIONS

In addition to materials distributed at informational sessions, NYC Aging provided the Know Your Rights Pamphlet to all of our contracted providers as well as Community Boards and a number of elected officials.

Number of pamphlets distributed over the last year: 1,035¹

OUTREACH RECOMMENDATIONS

NYC Aging will continue to interface with older adults at tabling events, town halls, and public hearings as part of our ongoing distribution efforts. In the coming year, we will host the third and fourth round of NYC Aging 101 seminars for our elected counterparts to learn about our programs and services for older New Yorkers. Additionally, NYC Aging will continue to attend as many events and informational sessions with older adults to help distribute the pamphlet and to maximize the number of older New Yorkers connected to services and aware of their rights. Additionally, once again this pamphlet will be distributed to all new contractors, such as Case Management Agencies and Home Delivered Meals providers, to be included in their client onboarding materials.

¹ While we do track the number of events where the pamphlet is distributed, digital versions, flyers, and QR codes are not as easily trackable. This number only represents the number of known distribution points.