



Frequently Asked Questions for Social Adult Day Care Operators

General

I'm thinking about opening a social adult day care (SADC). What is the difference between an older adult center (OAC) and an SADC?

Membership in NYC Aging-funded [OACs](#), which provide healthy meals, fun activities, classes, fitness programs, and social services, is free and open to all New Yorkers ages 60 and older. An **SADC** is a structured program that provides functionally impaired adults of any age with socialization, supervision and monitoring, personal care, and nutrition in a protective setting. A person with a functional impairment needs the assistance of another person in toileting, mobility, transferring, and/or eating, or needs supervision due to cognitive and/or psycho-social impairment. SADCs are meant to serve people needing a higher level of care than OACs can provide but do not provide any medical services, although they may assist participants with self-administration of medications, changing simple dressings, and using supplies, including adaptive and assistive equipment. SADCs are typically not free, but many participants have their membership covered by a [managed long term care](#) plan.

NYC Aging's SADC Ombuds Office

What is the role of the SADC Ombuds Office?

No SADC may operate in New York City without registering with NYC Aging. The SADC Ombuds Office maintains a publicly accessible list of SADCs operating in New York City and registered with NYC Aging. We also take and, where appropriate, investigate complaints regarding New York City SADCs.

Can the SADC Ombuds Office help me open a new SADC?

No. The SADC Ombuds Office does not offer business advice or assistance. For such help, you may contact the [New York City Department of Small Business Services](#). Additionally, the New York State Office for the Aging has designated the [New York State Adult Day Services Association](#) as its SADC training and business assistance provider.

Can the SADC Ombuds Office give me any guidance at all about opening an SADC?

If you are considering opening an SADC, be sure to review [Section 21-204 of the Administrative Code of the City of New York](#) and all other relevant laws and rules, including but not limited to the [New York State Office for the Aging Program Standards and Participant Rights](#) and [Chapter 2 of Title 69 of the Rules of the City of New York](#). Read more about the standards governing SADCs [here](#), including how a program should be structured and who is eligible to receive SADC services, as well as tools for SADCs to assess their compliance with the standards. You should also consult with other government agencies to make sure you are in compliance with relevant laws and regulations that they enforce, including but not limited to the New York State Office of the Medicaid Inspector General, New York City Department of Buildings, New York City Fire Department, New York City Mayor’s Office for People with Disabilities, New York City Department of Health and Mental Hygiene, and New York State Department of Health.

Can the SADC Ombuds Office provide me with funding for my SADC?

No. The SADC Ombuds Office has no role in allocating any funding. To learn about any New York City government funding opportunities, we recommend [contacting your local NYC Councilmember](#).

Can the SADC Ombuds Office help me get contracts with managed long term care plans?

No. The SADC Ombuds Office has no role in managed long term care plan contracts.

Can the SADC Ombuds Office help me find staff or consultants for my SADC?

No. The SADC Ombuds Office has no role in helping SADCs find employees or consultants.

Given that SADCs can only serve members with functional impairments, I’d like to learn about how I can maximize accessibility for my participants. Do you have any information on that?

The [New York City Mayor’s Office for People with Disabilities](#) has many helpful resources, including a training on Disability Etiquette and Awareness available on request.

I have questions about appropriate space for my SADC. Can you help me with that?

No. The [New York City Department of Buildings](#) may be able to offer guidance on where you can locate your SADC.

I have a question about certification with the New York State Office of the Medicaid Inspector General (OMIG). Can you help me with that?

No. You should [contact OMIG](#) with any questions about the OMIG certification.

I have a question about my Food Service Establishment (FSE) Permit. Can you help me with that?

No. You should contact the [New York City Department of Health and Mental Hygiene](#) with questions about FSE Permits. However, you do need to include the expiration date of your FSE Permit in your NYC Aging registration and keep that date current.

Registration

Do I have to register my SADC with the SADC Ombuds Office?

Any social adult day care provider operating in New York City must register with the SADC Ombuds Office.

My adult day care located in New York City also provides medical services. Do I still need to register with the SADC Ombuds Office?

No. Medical model adult day care facilities do not need to register with the SADC Ombuds Office.

How do I register with the SADC Ombuds Office?

You'll need to provide some information about your SADC and pay a \$900 initial and one-time registration fee. You can find more registration information, including PDF instructions and YouTube tutorials, [here](#). When you create your user account, please make sure to record your user name, password, and answers to your security questions somewhere you will be able to find them later.

When should I register with the SADC Ombuds Office?

You should register one or two months before your SADC will begin serving any participants.

My SADC has multiple locations. Can I just submit one registration for all of them?

No. You must register each location separately.

What happens if I serve participants without registering with the SADC Ombuds Office?

New York City regulations provide that SADCs that operate without first registering with the SADC Ombuds Office can be fined \$1,000 for every day of operation up to \$60,000.

I've registered with the SADC Ombuds Office. Why isn't my SADC appearing in the [public SADC search portal](#)?

SADCs will appear in the public portal if they have paid the \$900 registration fee and have their status set to "active" in their registration. If your status is "standby" or "inactive," your SADC will not appear in the public portal.

How often do I need to update my registration with the SADC Ombuds Office?

New York City law requires that SADCs update their registration immediately as soon as any information in it is no longer accurate.

I heard that I only have to update my registration once a year. Is that right?

No. New York City law requires that SADCs update their registration immediately as soon as any information in it is no longer accurate. Depending on how often information in your registration changes, you may have to update it more frequently than once a year.

How do I update my registration?

1. Log into your SADC account on our [SADC Registration Portal](#).
2. Submit a \$240 payment (click "Pay Here"). You'll receive a payment confirmation email for your records.
3. Wait **five business days**. Then, if your payment settles, you'll receive an email notifying you that your record has been unlocked and that you can update it.
4. Log back into the portal—we recommend doing so immediately so you don't forget to do so—and click on the name of your SADC. Carefully review all the fields in your registration, make updates as necessary, and make sure that all of the information is accurate and up to date. Then hit "submit." You will receive a confirmation email for your records.

Please note that **records are re-locked either when you hit the "submit" button or after one month from when they are unlocked**. After that, you'll need to submit another \$240 payment to make any more updates to your record.

I'm not sure if my registration needs to be updated yet. Can I view it without first having to make a payment?

Yes. If you log into your account on the [SADC Registration Portal](#) and click on the name of your SADC, you'll be able to see all the information you've entered for your SADC but will not be able to update it.

What happens if I don't update my registration promptly?

New York City regulations provide that failure to update your registration can lead to fines of \$500 per day of operation up to \$30,000.

I've heard that the SADC Ombuds Office makes unannounced visits to SADCs. Is this true?

Yes. We visit SADCs regularly to verify that the information that you have submitted in your registration is accurate and to investigate complaints. We only make these visits during times that SADCs have affirmed on their registration that they will be operating, so we will expect to find you open and serving participants. If you are visited by a NYC Aging investigator, you are expected to treat them with respect and allow them full access to your facility and to any records that they request to see.

Does the SADC Ombuds Office offer any other guidance for SADCs on registration?

Yes. You can watch our video tutorials on the registration process [here](#). We also hold informational webinars for SADCs twice a year (typically in the spring and fall) to review the registration process. All registered SADCs are emailed an invitation to the webinars.

What do I do if my SADC, registered with the SADC Ombuds Office, shuts down?

New York City regulations require that you notify the SADC Ombuds Office within 30 days of stopping operation. We will then deactivate your registration.

What do I do if my SADC, registered with the SADC Ombuds Office, stops operating for six months or more?

New York City regulations require that you notify the SADC Ombuds Office if your SADC has not operated for six months or more, regardless of whether you plan to reopen. We will then deactivate your registration. If you later reopen, you will need to re-register with the SADC Ombuds Office.

What do I do if I am buying an SADC from another owner?

You must immediately contact us to let us know that the SADC's ownership has changed. Depending on your particular situation, either (a) you will need to update the

SADC's existing registration; or (b) we will need to terminate the existing registration and you will need to complete a new registration.

Technical Issues with the SADC Registration Portal

When I try to log into my account on the SADC Registration Portal, I get the message “Error: Invalid User, Please try again!” What is going on?

The message “Error: Invalid User, Please try again!” usually indicates that you have not entered your password correctly. Try entering your password again using a computer and not a phone or tablet and make sure that you do not include any spaces.

I forgot my password. How do I access my account?

Click “forgot password” [here](#). You'll be emailed a temporary password. When you log in again, please make sure you enter the temporary password accurately—use a computer and not a phone or tablet, and make sure you do not include any spaces. You should be able to reset your password and regain access to your account. If you get the message “Error: Invalid User, Please try again!” it is likely because you have not entered the temporary password correctly. However, if you are sure you are entering the password correctly and it still isn't working, click “forgot password” again and then email us the latest temporary password you receive. We will reset it for you.

My account is locked. How can I regain access?

If you don't log into your account for three months or more, it will be locked, so we suggest logging into your account at least every two months (also because then you can verify that the information you have entered there remains correct). You should be able to unlock your account by answering your security questions. However, if you cannot answer the questions, email appsupport@aging.nyc.gov for assistance.

I logged into my account to make an update, but the “Pay Here” page has no option to submit a payment. What do I do?

First, please make sure your record isn't already unlocked by clicking on the name of your SADC and seeing if you can make changes without having to make another payment. If it is still locked, then please try to make the payment again the next day—the option to pay should reappear. If it does not, please email us to let us know.

I logged into my account to make an update, but I'm not able to edit my record when I click on my SADC's name. What do I do?

You won't be able to edit your record unless you recently made a \$240 registration update payment and have been notified by email that your payment settled and your record is unlocked for updating. If you've received an email stating that your record was

unlocked and you still can't update your information, or if you made a payment over five business days earlier and did not receive such an email, please contact us. Otherwise, you'll need to either submit the \$240 payment (click "Pay Here" in the portal) or, if you've already paid, wait five business days for your record to be unlocked.

Complaints & Investigations

What can I expect if the SADC Ombuds Office receives a complaint about my SADC?

If we receive a complaint about an SADC, we will typically either refer it to another government agency with authority to investigate the complaint or we will investigate it ourselves. The SADC Ombuds Office investigates violations of the [New York State Office for the Aging Program Standards and Participant Rights](#), as well as New York City [laws](#) and [regulations](#) regarding SADCs (or sometimes a combination of these). If we refer the complaint, we will notify you of the referral. If we investigate it, we may contact you for records or interviews, visit your SADC, speak to your members, contact your managed long term care plans, and/or take other steps to gather information. Once we conclude our investigation, we will notify you, your managed long term care plans, and the complainant of whether we have substantiated any violations by your SADC of the relevant laws or regulations. If we substantiate any violations, you'll need to develop a corrective action plan in consultation with your managed long term care plans to resolve them. Please note that the SADC Ombuds Office always complies with any request to keep complainants' identity confidential.

How long do investigations take?

There is no specific timeline for investigations. The length depends on the number and urgency of complaints we receive, our staffing capacity, and the time it takes to gather necessary information.

Contacting Us

What is the best way to reach the SADC Ombuds Office?

Please email us at sadc-ombuds@aging.nyc.gov. We can also be reached by telephone at (212) 602-7751.