

BUILDING A BETTER FUTURE FOR OLDER NEW YORKERS

Over the past six years, NYC Aging has undergone a transformation that changed both how we serve older New Yorkers and how we work together as an agency. We set out to strengthen the system. In doing so, the work reshaped who we are.

First, older adults steadfastly remain our North Star and community-based care our guiding vision, broadening how aging services function across the city. For decades, older adult centers anchored our work. In recent years, we elevated their role by aligning them with Community Care and expanding funding by sixty-six percent to meet the needs of older New Yorkers in every neighborhood. Today, NYC Aging contracts with more than 300 centers that support daily engagement and nearly 10 million meals each year. Services have expanded into communities that never had them before, and federal investments made during COVID are now baselined into our budget.

System changes of this scale required a new internal foundation. We deepened the partnership between program and operations and built a culture rooted in accountability and coordination. Our staff received tools and training to improve processes, streamline services, and reduce delays for the older New Yorkers who rely on our supports.

With a stronger foundation, we launched Aging Connect in 2020, a dedicated call center for older adult concerns. Since then, it has offered seamless, timely support in more than 240 languages, providing clear guidance the moment someone reaches out.

This culture took root during the pandemic, when daily all-staff calls created a space grounded in connection and care. Those conversations evolved into the Wellness, Engagement, Culture, Action Network (WE



CAN), developed to expand collaboration, recognition, and shared purpose across the agency. Through WE CAN, our employees visited all older adult centers with certificates of appreciation, wrote thousands of letters to caregivers, and elevated the dedication to excellence that defines NYC Aging.

As our workplace engagement deepened, our reach expanded. Case management now provides critical assistance, including home-delivered meals and Friendly Visiting matches for homebound older adults. Thousands of New Yorkers have also tapped into mental health services from clinicians at local older adult centers.

Building on that momentum, in 2022, we launched the Cabinet for Older New Yorkers, our streamlined cross-agency approach for connecting New Yorkers over 60 to housing, transportation, public safety, and health supports. Codified in law in 2024, the Cabinet has led initiatives that place older adults at the center of program design, service delivery, and policy planning.

This includes advancing our fight against ageism through the Anti-Ageism resource Guide in partnership with NYC Public Schools and launching intergenerational storytelling with the Department of Youth and Community Development—both nationally recognized as “Programs of Merit.” The Cabinet has also strengthened our elder-justice partnership with the NYPD, ensuring coordinated support for older victims of abuse in every precinct.

Our progress has fostered an agency culture that earned external recognition when City & State NY named NYC Aging one of the 2025 Top Places to Work in New York. This honor reflects the dedication, mutual respect, and shared commitment of our staff and partners, and underscores that a modern workplace culture is the backbone of effective public service.

We strengthened our system to better serve older New Yorkers. As a more resilient and connected agency, we will continue advancing our vision of an age-inclusive city where older New

Yorkers can age-in-place with security, connection, and the services they need to thrive. NYC Aging will keep expanding Community Care, strengthening cross-government collaboration, and cultivating a culture that rejects Ageism and champions healthy aging as a defining part of New York's future.



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