



# Health & Human Services Committee Presentation

JoAnne Spoto Decker, Commissioner  
Maria Mahar, Deputy Commissioner

[www.ongov.net/adult](http://www.ongov.net/adult)

**April 21, 2026**





# What we do

The Department of Adult and Long Term Care Services connects individuals to directly provided services, outside organizations, service providers, and community groups to receive assistance for a variety of needs including:

- Health Insurance & Benefits
- Food, Meals, & Nutrition
- Homecare & Caregiver Assistance
- Safety, Wellness, & Socialization Programs
- Housing Care & Counseling
- Long-Term Care Needs
- Transportation
- Adult Protective Services

- Office for Aging
- NY Connects
- Adult Protective Services
- Long Term Care Resource Center





# Onondaga County

**Living in Onondaga:**

476,516 people

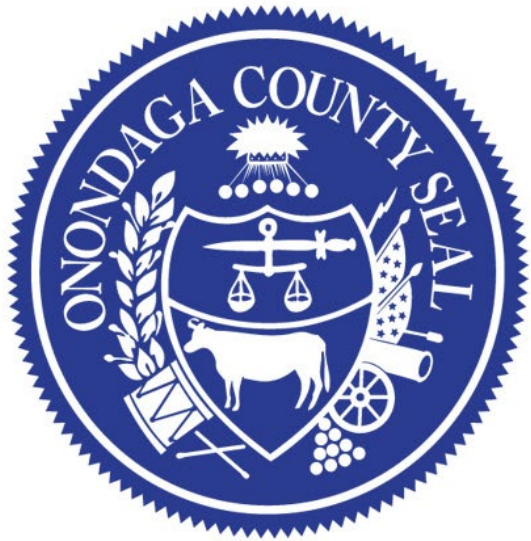
**Aged 65 and over: 119,359**

25% of Onondaga's County's

Population

\*Data from US Census 2022 ACS 1-year Estimates subject tables





**Onondaga County  
Department of  
Adult and Long Term  
Care Services**

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**Office for Aging**



# **EISEP** Expanded In-Home Services for the Elderly Program

## **In-Home Care clients served:**

January – December 2025: 427

## **Case Management:**

Clients: 316

Hours of Case Management: 4,001

## **PERS:**

Currently Serving: 165

**47,518 Hours of Care in One Year!**



# Food, Meals, & Nutrition Assistance

## NUTRITION PROGRAM

52%

From Q2 2024

- Congregate Meals  
2025: 2,974 clients, 83,360 meals served

45%

From 2024

- Home Delivered Meals  
2025: 1,652 clients, 382,265 meals served

50%

From 2024

- Farmers' Market Coupons
  - Dollar Value increase from \$75,000 (2024) to \$112,500 (2025)
  - Coupons Issued from 3,000 (2024) to 4,500 (2025)



50%

From 2024

# Caregiver Support & Education

## CAREGIVER SERVICES

Caregiver Assistance through:

- 9 Caregiver Classes & Courses (167 attendees)
- Respite: 55 Caregivers Received Services
- 3 Discussion & Support Groups/month
- Counseling, Case Management, and Referrals
- Animatronic Pet Program (30 pets delivered in 2025)



# DSS-ES Collaboration- Energy Programs

## HEAP (Home Energy Assistance Program)/Cooling Component

Nov 2025-Apr 2026: 33 HEAP

Applications Completed

Assisted 477 callers with HEAP related questions!



# Community Services Programs

## Transportation Services

### Partners:

Suburban Transportation (Highland Patient Transport and OUTBound)  
CENTRO (OSCAR)

Laker Limo

Senior Adult Transportation (Bridgeport/Minoa/Kirkville)

Jordan Elbridge Transportation (JET)

Westcott Community Center

Huntington Family Services

B'Ville Express (Canton Woods Center)

The Salvation Army

Area North Transportation Service (Catholic Charities)

Dunbar Association

Syracuse Northeast Community Center

Onondaga Nation

**Over 30,000 rides provided in 2025**



# Community Services Programs

**TymeSavers**  
Shopping Services

**812 Units of Shopping Services in 2025!**





# Onondaga County Department of Adult and Long Term Care Services

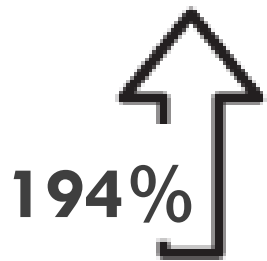
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# NY Connects



# NY CONNECTS

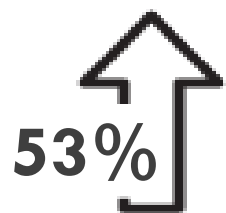
ADULT & LONG TERM CARE SERVICES



## In Person Contacts at ALTC Office

2024: 16

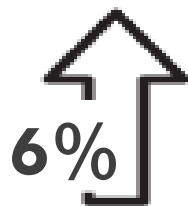
2025: 47



## Looking for Facility-Based Services

2024: 132

2025: 202



## Personalized Packets Distributed

2024: 716

2025: 761



# NY CONNECTS

## Looking for Medicaid Benefits and Counseling

25% ↑

Jan-Jul 2024: 581

Jan-Jul 2025: 724

## Looking for Transportation

547% ↑

Jan-Jul 2024: 126

Jan-Jul 2025: 815

## Connected to Agencies

21% ↑

Jan-Jul 2024: 2,091

Jan-Jul 2025: 2,527



Please respond by circling the responds that best applies to your contact with the NY Connects Team.

Date: 02/10/2025

RECEIVED FEB 18 2025

1. The NY Connects Staff person was courteous.

Strongly Agree  Agree  Not Sure/Don't Remember  Disagree  Strongly Disagree

2. Overall, the information I received from the NY Connects Team was helpful.

Strongly Agree  Agree  Not Sure/Don't Remember  Disagree  Strongly Disagree

3. I would contact NY Connects again.

Strongly Agree  Agree  Not Sure/Don't Remember  Disagree  Strongly Disagree

4. I would recommend NY Connects to others.

Strongly Agree  Agree  Not Sure/Don't Remember  Disagree  Strongly Disagree

5. I used the information I received to access the services that were needed.

Strongly Agree  Agree  Not Sure/Don't Remember  Disagree  Strongly Disagree

6. I contacted NY Connects for myself or for someone else?

Myself  Relative  Friend  Client  Other (please specify) \_\_\_\_\_

**Comment section**

Please include any comments or additional information not addressed above. Your suggestions on how NY Connects can provide better information and assistance will be utilized to assist individuals and families in our community. Thank you.

NY Connect staff were so helpful. I was unaware of all the services for which my Mom may benefit. I so appreciate the help.  
Pam Walcott

Please respond by circling the responds that best applies to your contact with the NY Connects Team.

Date:

RECEIVED FEB 10 2025  
RECEIVED FEB 07 2025

1. The NY Connects Staff person was courteous.

Strongly Agree  Agree  Not Sure/Don't Remember  Disagree  Strongly Disagree

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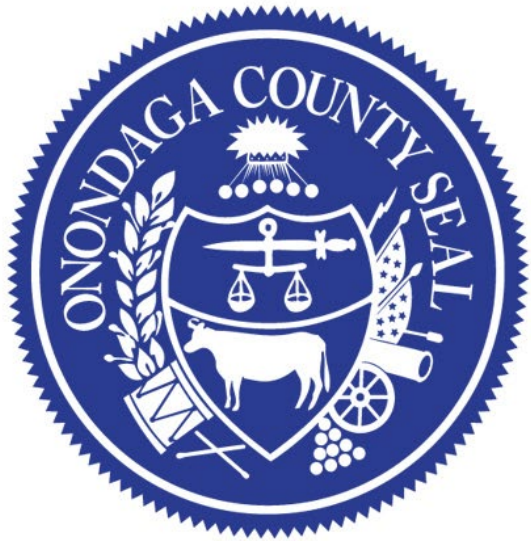
Please include any comments or additional information not addressed above. Your suggestions on how NY Connects can provide better information and assistance will be utilized to assist individuals and families in our community. Thank you.

A nice <sup>asset</sup> for us that don't know what we don't know. The items sent were a good resource for the future. Thank you for the help.  
Joe

# Surveys

ADULT & LONG TERM CARE SERVICES





**Onondaga County  
Department of  
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Care Services**

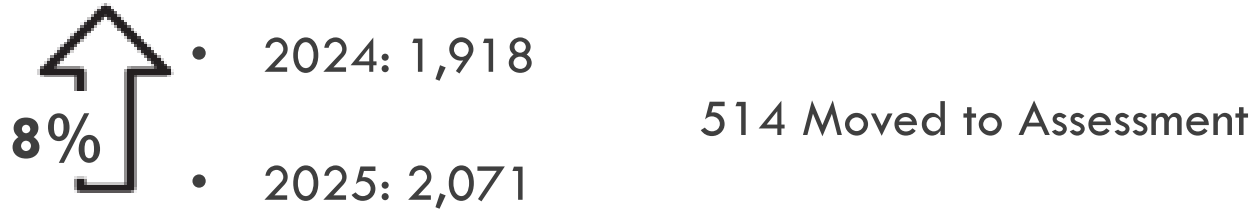
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# **Adult Protective Services**



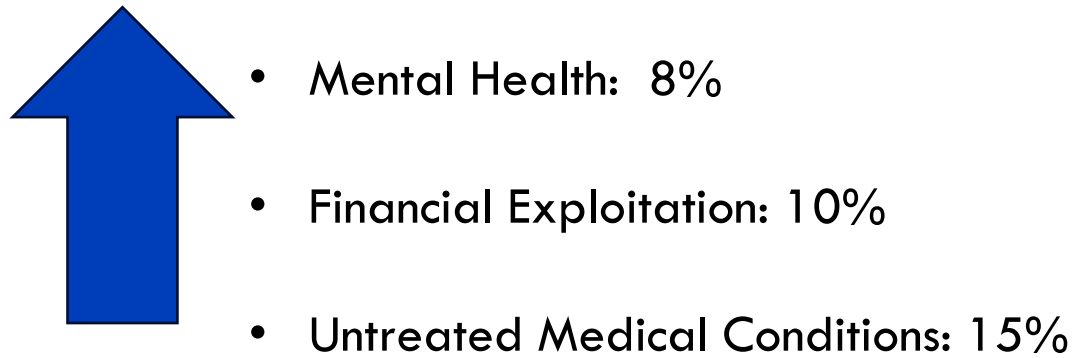
# APS ADULT PROTECTIVE SERVICES

## The Total Referrals



## Referrals Breakdown:

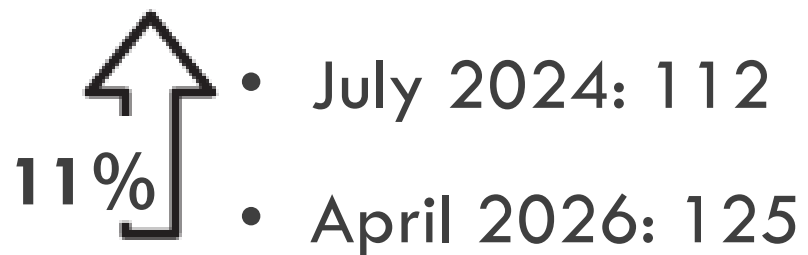
Percentage Increase Jan-July 2024 – Jan-July 2025



# APS

## GUARDIANSHIPS

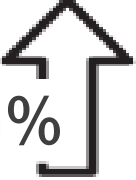
### The Total Guardianship Cases



**Guardianships up from 2024**



# APS IN THE COMMUNITY

54% 

## Assisted Cleanout Cases:

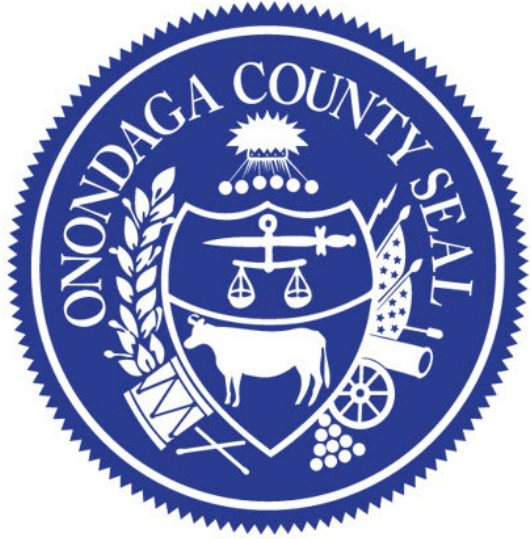
Aug 2023-Jul 2024: 185

Aug 2024-Jul 2025: 285

## Services Provided:

- Emergency Housing
- Visiting home-aids
- Other services such as food, clothing, transportation and furniture





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**Adult and Long Term  
Resource Center**




# Long Term Care Resource Center

## LONG TERM CARE

The total # of PRI & Screens completed

- 2025 Total: 168
- Jan-April 2026: 58

3.5% 

We are on track to exceed the 2025 total by 3.5% by the end of 2026.

**No Cost to County Residents**



# Outreach & Special Events

## 2025

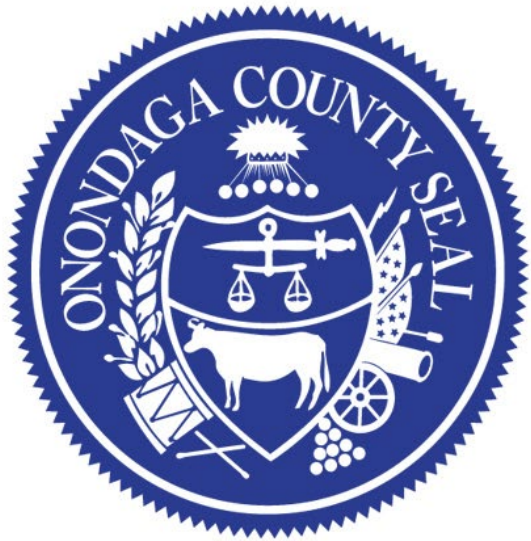
- 122 events, reaching with over 4,000 community members about ALTCS programs and services (2025)
- Senior Honorees of the Year 2025
- 2025 Elder Abuse Conference in June. More than 200 human service professionals watched the premiere of a film about Onondaga Adult Protective Services, entitled H.O.A.P. (Heroes of Adult Protective).



# 2025 Initiatives Accomplished!

- 2025 **Senior Center Grant Award Initiative**. Over \$205,000 awarded to 19 centers to support impactful upgrades, sponsored by County Executive Ryan McMahon.
- We opened **two new congregate dining sites**, in Skaneateles and at Syracuse Community Connections. This sites expand opportunities for older adults to access nutritious meals, social connection, and support services.
- New York Connects continues to serve as our “one stop shop” for information and assistance with long-term care services and supports. In 2025, **NY Connects handled 5,870 calls/contacts representing an 11% increase from the previous year.**





**Onondaga County  
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**Thank you for your continued support  
for ALTCS programs, services and staff.**

