

STATE OF NEW YORK

1754

2025-2026 Regular Sessions

IN SENATE

January 13, 2025

Introduced by Sens. CANZONERI-FITZPATRICK, BORRELLO, HELMING, RHOADS --
read twice and ordered printed, and when printed to be committed to
the Committee on Aging

AN ACT to amend the social services law and the elder law, in relation
to providing protective services to certain individuals

The People of the State of New York, represented in Senate and Assem-
bly, do enact as follows:

1 Section 1. Section 473 of the social services law is amended by adding
2 a new subdivision 9 to read as follows:

3 9. (a) Within amounts appropriated therefor, the office of children
4 and family services shall establish a statewide, toll-free telephone
5 number (a "hotline") to receive reports consistent with subdivision one
6 of this section. The hotline shall receive reports of allegations of
7 reportable incidents twenty-four hours per day, seven days a week. The
8 hotline shall accept anonymous calls.

9 (b) When any allegation that could reasonably constitute a reportable
10 incident is received by the hotline, the hotline shall accept and imme-
11 diately transmit notice of the report orally and electronically to any
12 appropriate state agencies or local social services office. Whenever a
13 telephone call or electronic transmission to the hotline alleges an act
14 or circumstances that may constitute a criminal offense or an immediate
15 threat to an individual's health, safety or welfare, the hotline shall
16 convey, by the most expedient means available, the information contained
17 in such call or transmission to the appropriate law enforcement agency
18 or district attorney and, to the extent necessary, the appropriate emer-
19 gency responder, and the relevant state agency or local social services
20 office.

21 (c) The commissioner is authorized to promulgate rules and regulations
22 to facilitate the implementation and operation of the hotline, including
23 but not limited to, procedures for timely and accurate referrals to

EXPLANATION--Matter in italics (underscored) is new; matter in brackets
[-] is old law to be omitted.

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1 other state agencies or entities that may have investigative or over-
2 sight authority regarding reported incidents.

3 § 2. Subdivision 16 of section 202 of the elder law, as amended by
4 chapter 63 of the laws of 2022, is amended to read as follows:

5 16. to the extent appropriations are available, and in consulta-
6 tion with the office of children and family services, conduct a public educa-
7 tion campaign that emphasizes zero-tolerance for elder abuse. Such
8 campaign shall include information about the signs and symptoms of elder
9 abuse, identification of potential causes of elder abuse, which includes
10 identity theft, resources available to assist in the prevention of elder
11 abuse, where suspected elder abuse can be reported, including, but not
12 limited to, information regarding the statewide hotline as provided for
13 in paragraph (a) of subdivision nine of section four hundred seventy-
14 three of the social services law, contact information for programs
15 offering services to victims of elder abuse such as counseling, and
16 assistance with arranging personal care and shelter. Such campaign may
17 include, but not be limited to: printed educational and informational
18 materials; audio, video, electronic, other media; and public service
19 announcements or advertisements; and

20 § 3. This act shall take effect on the one hundred twentieth day after
21 it shall have become a law.