

For Immediate Release

VISIONS Expands Citywide Support for Unpaid Caregivers Through New NYC Aging Contract

\$1.7 Million Annual NYC Aging Contract Recognizes VISIONS as the Sole Citywide Provider of Comprehensive Caregiver Services.

NEW YORK, NY (August 14, 2026) – VISIONS/Services for the Blind and Visually Impaired (VISIONS) has been selected by NYC Aging as the lead agency for New York City's comprehensive citywide caregiver services program under a new \$1.7 million annual contract. Effective July 1, 2026, the award expands support for unpaid family caregivers across all five boroughs, helping them care for older adults and other eligible family members through culturally and community responsive counseling, respite, education, support groups, and other essential services.

Under the new contract, VISIONS will continue leading the program in partnership with SAGE, Helen Keller Services, and the Center for Hearing and Communication. The citywide program supports a broad range of caregivers, including family caregivers as well as those caring for older adults and individuals who are blind or have low vision; are Deaf, hard of hearing, or DeafBlind; and LGBTQ+ older adults.

Caregivers, including family members and those individuals supporting older adults across diverse communities, are one of the cornerstones of New York's long-term care system, providing countless hours of unpaid care that help older adults age safely in their homes and within their communities. This new investment recognizes their essential role by expanding access to critical resources and support across all five boroughs. Building on more than 15 years of successful program leadership, VISIONS was selected for its proven track record of delivering high-quality caregiver services, expanding access to underserved communities, and helping thousands of New Yorkers navigate the challenges of caregiving while maintaining their own health and well-being.

"Family caregivers are one of the most important, and often least recognized parts of our healthcare and aging systems," said Molly Eagan, CEO of VISIONS. "Every day, they help older adults remain independent, avoid unnecessary hospitalizations, and continue living in their own homes. We are honored that NYC Aging has selected VISIONS to continue leading this important work and look forward to expanding access to high-quality, culturally responsive services for caregivers throughout New York City."

"For more than 15 years, we've had the privilege of walking alongside family caregivers through some of life's most challenging moments," said Elizabeth Lee, Senior Director of Caregiver Services at VISIONS. "This renewed partnership allows us to reach even more caregivers with practical resources, emotional support, education, and respite that helps sustain them throughout their caregiving journey."

"As the population of older adults in New York City continues to grow, so will the number of caregivers. Our partnership with VISIONS will continue to ensure those who need support while caring for loved ones will receive the guidance and assistance they need," said NYC Aging Commissioner Dr. Lisa Scott-McKenzie. "Whether its connections to respite care or helping overwhelmed caregivers with navigating services, our partnership with VISIONS and our entire network of caregiving service providers will help residents access government supports to allow older adults with vision challenges to age-in-place with dignity, independence and joy."

“LGBTQ+ people are 1.2 times more likely to be primary caregivers and 3.5 times more likely to provide care for friends and chosen family than their peers,” said Lynn Faria, CEO of SAGE. “For many LGBTQ+ older adults, caregivers are those individuals – partners, friends, and neighbors – who step up to provide support. As the nation’s largest and oldest organization dedicated to improving the lives of LGBTQ+ older adults, SAGE is committed to ensuring their caregivers have the resources they need. We are proud of our partnership with VISIONS and to continue supporting LGBTQ+ caregivers.”

“SAGE is my safety net. Everyone I’ve met there takes the time to listen. And, by providing me with individually targeted services, SAGE helps me to cope with the emotional and health stressors that come with old age and caregiving.” – Frances, SAGE Caregiver.

The VISIONS Caregiver Program provides counseling, support groups, educational workshops, respite services, information and assistance, and supplemental services to unpaid caregivers caring for older adults and other eligible family members. Services are available in multiple languages and accessible formats through in-person, virtual, telephone, and in-home options, making support available wherever caregivers need it most.

The program consistently demonstrates strong outcomes. In a 2025 caregiver survey:

- **100%** rated the program as excellent or very good and said they would recommend the program to others.
- **84%** reported greater confidence in their caregiving role.
- **72%** experienced reduced caregiver stress.

Unique in comparison to many caregiver programs, VISIONS also offers residential respite at the VISIONS Center on Blindness (VCB), its 37.5-acre rehabilitation campus in Rockland County, NY. During residential respite stays, care recipients participate in structured rehabilitation and recreational programming while caregivers have an opportunity to rest, attend to their own health and family responsibilities, and return better equipped to continue providing care.

Through the expanded contract, VISIONS expects to serve approximately 1,100 caregivers annually while increasing staffing, strengthening multilingual community outreach, and expanding access to caregiver resources throughout New York City.

VISIONS serves approximately 8,000 New Yorkers each year through vision rehabilitation, employment services, assistive technology training, youth and older adult programs, and caregiver support. This expanded partnership with NYC Aging reinforces the organization's commitment to helping older adults, and the individuals who care for them, remain connected to those they care about most.

If you or a loved one are an unpaid caregiver in New York City and need support, contact **Elizabeth Lee, Senior Director of Caregiver Services at VISIONS**, by emailing elee@visionsvcb.org or calling **646-486-0330**.

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About VISIONS

VISIONS is one of the nation's leading nonprofit organizations serving people who are blind or visually impaired. Through vision rehabilitation, social services, employment programs, residential rehabilitation, older adult services, and caregiver support, VISIONS empowers approximately 8,000 New Yorkers each year to live independently and pursue the lives they choose. No one is turned away for an inability to pay. For more information, visit www.visionsny.org.