



**Office for
the Aging**

Health Insurance Information, Counseling and Assistance Program (HIICAP) Reporting

September 17, 2025

Learning Objectives

- Reporting Responsibilities
- HIICAP/MIPPA Reporting
- SHIP/ MIPPA Performance Measures
- STARS Forms
- Resource Report
- Part D Enrollment Outcomes (PDEO)



HIICAP Reporting Responsibilities

- Beneficiary Contact form (required)
- Group Outreach and Education Form (required)
- Media Outreach and Education Form (required)
- Activity Form (required)
- Training Form (required)
- Resource Report (required)
- Part D Enrollment Outcomes (recommended)



New York State HIICAP Data

During the 2024-2025 HIICAP program year training was provided to over 700 counselors statewide who devoted over 170,000 hours to HIICAP counseling, and outreach activities!

HIICAP/MIPPA Reporting

Reporting HIICAP/MIPPA

Data for HIICAP and the Medicare Improvements for Patients and Provider Act (MIPPA) must be reported in one of two ways:

- Directly into the federal web-based SHIP Tracking and Reporting System (STARS) reporting system; or
- Through the Statewide Client Data System (PeerPlace) which utilizes Application Programming Interface (API) to “upload” monthly data to the federal STARS system.



STARS Registration

All those reporting HIICAP/MIPPA activities will need to first be registered in STARS. This ensures all activities reported either directly or through the Statewide Client Data System (PeerPlace) populate to the correct agency in the federal system.

To register new counselors and volunteers in the STARS system, please send a completed team member profile form to NYSOFA HIICAP via fax (518) 486-2225 only. Once NYSOFA HIICAP receives the completed form we will create the team member in STARS and login information will be sent automatically.

STARS Registration

When completing the STARS team member form the following roles should be used:

STARS Submitter	Site Staff	Site Manager
Assigned to all HIICAP volunteers	Assigned to all HIICAP, NY Connects, and Area Agency on Aging (AAA) Staff	Assigned to all HIICAP and NY Connects Coordinators

To ensure all data populates to both SHIP and MIPPA performance measures, please indicate both SHIP and MIPPA programs for each team member.



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HIICAP workflow path

Once the STARS team member profile is created, we will share the STARS Efile ID to be entered in the Statewide Client Data System HIICAP workflow path. This ensures all activities populate to the correct team member and partner organization in STARS

Search Queue Logout

Required fields are marked with an * asterisk

HIICAP Counselor Entry	SHIP EFILE ID: <input type="text"/>	First Name *: <input type="text"/>
Details	Last Name *: <input type="text"/>	Zip *: <input type="text"/>
	County *: <input type="text"/>	Agency Code: <input type="text"/>
	Status *: Active <input type="text"/>	

Save Save & Exit Cancel 

Reporting Considerations

Month Activity Occurred	Date to be entered by
April	May 31
May	June 30
June	July 31
July	August 31
August	September 30
September	October 31
October	November 31
November	December 31
December	January 31
January	February 28
February	March 31
March	April 30

For those entering data directly into the federal STARS reporting system, please follow the Administration for Community Living's (ACL's) reporting requirements outlined here.

Reporting Considerations

For those entering data into the Statewide Client Data System HIICAP workflow path, API submission dates differ from the STARS reporting deadlines. NYSOFA sends monthly guidance on API submission dates. All data that currently cannot be sent through the API submission must be directly entered into STARS.

Submitted via API	Not Submitted via API
Beneficiary Contact Form (BCF) Group Outreach and Education form Media Outreach and Education form	Beneficiary Additional Sessions (BAS) Additional Presenters Activity forms Attachments to forms - Part D Enrollment Outcomes (PDEO) Updates to forms Deleted forms Training forms



STARS Password Change

STARS requires users to change their password every 90 days. STARS will lock the account after multiple failed attempts to log in. If your account is locked, please follow the below steps to resolve.

1. Email NYSOFA HIICAP and the Booz Allen STARS help desk boozallenstarshelpdesk@bah.com to request your account be unlocked.
2. Booz Allen will confirm counselor status and provide user log-in assistance.

Please note locked accounts do not impede the API data transfer to STARS.

STARS Inactivity Rules

The status field on the Team Member form will automatically set to inactive if a Team Member has not logged in or entered any program data into STARS in 120 days. In addition, it will impact the CMS SHIP Unique ID.

- The CMS Unique ID status depends on counseling activity, as shown on the Beneficiary Contact form.
- The CMS Unique ID status field will automatically set to inactive if a Team Member has not reported any beneficiary contacts or additional sessions in 120 days.
- NYSOFA HIICAP Director can manually update the CMS Unique ID if it has lapsed on a case-by- case basis. May take several months before full reinstatement.
- [See Chapter 3 Team Member Management.](#)



HIICAP/MIPPA Service Types

- Beneficiary Contact
- Group outreach and Education
- Media Outreach and Education

Note: PeerPlace was updated in October 2024 to include the above service types.

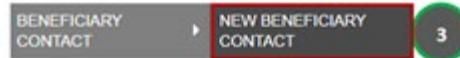
Beneficiary Contact Form

Includes all contacts for the purpose of relaying Medicare and State Health Insurance Assistance Program (SHIP) or related information between a properly trained and state certified SHIP team member and a Medicare beneficiary or a representative working on their behalf. This includes MIPPA activities.

Beneficiary Contact Form- STARS

Upon login, look for the Tracking Inbox in the main menu.

1. Click on the Tracking Inbox menu.
2. Hover your mouse over Beneficiary Contact.
3. When hovering, the option to open a new form appears to the right, like in the example below. Click on “New” option to open a blank form.



Beneficiary Contact Form- PeerPlace

For those that enter data through the Statewide Client Data System (PeerPlace) which utilizes Application Programming Interface (API) to “upload” monthly data to the federal STARS system. The beneficiary contact form can be found under units’ entry in the client's profile. If a profile does not exist, you will need to create one to enter data. Please note you will need a SHIP Efile ID to enter HIICAP & MIPPA data into the HIICAP workflow path of the Statewide Client Data System.

Intake

- [Referral Details](#)
- [Assignment](#)
- [Case Notes](#)
- ▶ [Units Entry](#)
- [Imported Client Contacts](#)
- [Other Referrals](#)
- [Event Profile Sign-Up](#)
- [Closing](#)



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Beneficiary Contact Form- PeerPlace

It's important to note income information exists in the client's profile and needs to be updated or entered upon initial counseling.

We would also encourage you check the gender field. If these fields are not populated, they will default to not collected and appear as missing data in STARS.

Poverty Level:	100-124
Poverty Levels:	Poverty Levels PDF
Low Income Minority:	Yes
Unit (do not include \$):	Monthly
SS Income:	500.00
Pension:	0.00
Supp. SS Income:	0.00
Interest Income:	0.00
Dividend Income:	0.00
Salary Income:	0.00
Other Income:	0.00
Total Monthly Income:	500.00
Total Annual Income:	6000.00

Nickname:		Gender:	Female
DOB(mm/dd/yyyy) *:	01/06/1965	Age:	60



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Group Outreach and Education

There are three types of Group Outreach and Education (GOE).

- 1) Interactive presentations to the public
- 2) Booths and/or exhibits
- 3) Enrollment events

Note Group Outreach and Education is reported under the Public and Media report within the HIICAP workflow path of the Statewide Client Data System.



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Group Outreach and Education Surveys

To gather information on beneficiary satisfaction with group outreach and education events, we ask all locals programs to use the approved ACL process and form to complete Group Outreach and Education surveys. ACL contracts with CG strategy for Group Outreach and Education Surveys below are the required steps to collect and submit.

Step 1: Conduct Group Outreach Surveys for Interactive Presentations such as Medicare 101, EPIC 101, as least once every quarter.

Step 2: Distribute either paper surveys or online surveys QR code for the virtual presentations. See HIICAP Update 25-8 Group Outreach and Education Survey 2-12-2025 for survey forms and job aids.

Step 3: Compile paper surveys, scan and return surveys within 1 week of interactive group outreach event by email to surveysupport@cgstrategy.com. Please include the following information in the Subject Line of the email message. Example subject line: SHIP Surveys – New York (County) Event - 10/2/24



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Group Outreach and Education –STARS

Upon login, look for Tracking Inbox in the main menu.

1. Click on the Tracking Inbox menu.
2. Hover your mouse over Group Outreach And Education. When you hover over the name of a form, it turns red, like the example below.
3. When hovering, the option to open a new form appears to the right. Click on “New” option to open a blank form.



Media Outreach and Education

A Media Outreach and Education (MOE) activity is one in which general program or Medicare information is shared through a type of media that may include:

- Billboard, Email, magazine, newsletter, newspaper, radio, social media, television, website,
- Other: Other. Select this option to report other media not listed above. Common examples may include the direct mailing of postcards, distributing flyers or brochures to partner

Media Outreach and Education is reported under the Public and Media report within the HIICAP workflow path of the Statewide Client Data System.

Media Outreach and Education -STARS

Upon login, look for Tracking Inbox in the main menu.

1. Click on the Tracking Inbox menu.
2. Hover your mouse over Media Outreach And Education (MOE) to access a new MOE form. When you hover over the name of a form, it turns red like the example below.
3. When hovering, the option to open a new form appears to the right, like in the example below. Click on “New” option to open a blank form.



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Group and Media – PeerPlace

In the Statewide Client Data System HIICAP workflow path Group Outreach and Education and Media Outreach and Education are combined into one form – the Public and Media(PAM) Report.

All SHIP and MIPPA outreach activities are to be entered into the PAM report. Upon monthly API submission they will automatically split and populate to Group Outreach and Education or Media Outreach and Education in the STARS system.



Group and Media–PeerPlace

Program Tools

Event Profile

Import Public and Media Activity

Public and Media Activity Report

Agency Information

Consent Forms

HIICAP Counselor Entry

Public and Media Activity Report

Required fields are marked with an * asterisk.

Activity Start Date *: 07/25/2025

Activity End Date *: 07/25/2025

Status *: Pending

Event/Group Name *:

Contact First Name:

Contact Last Name:

Contact Phone: - -

Event Street Address *:

Event City *:

Event Zip Code *:

Event County *:

Activity *: Select One



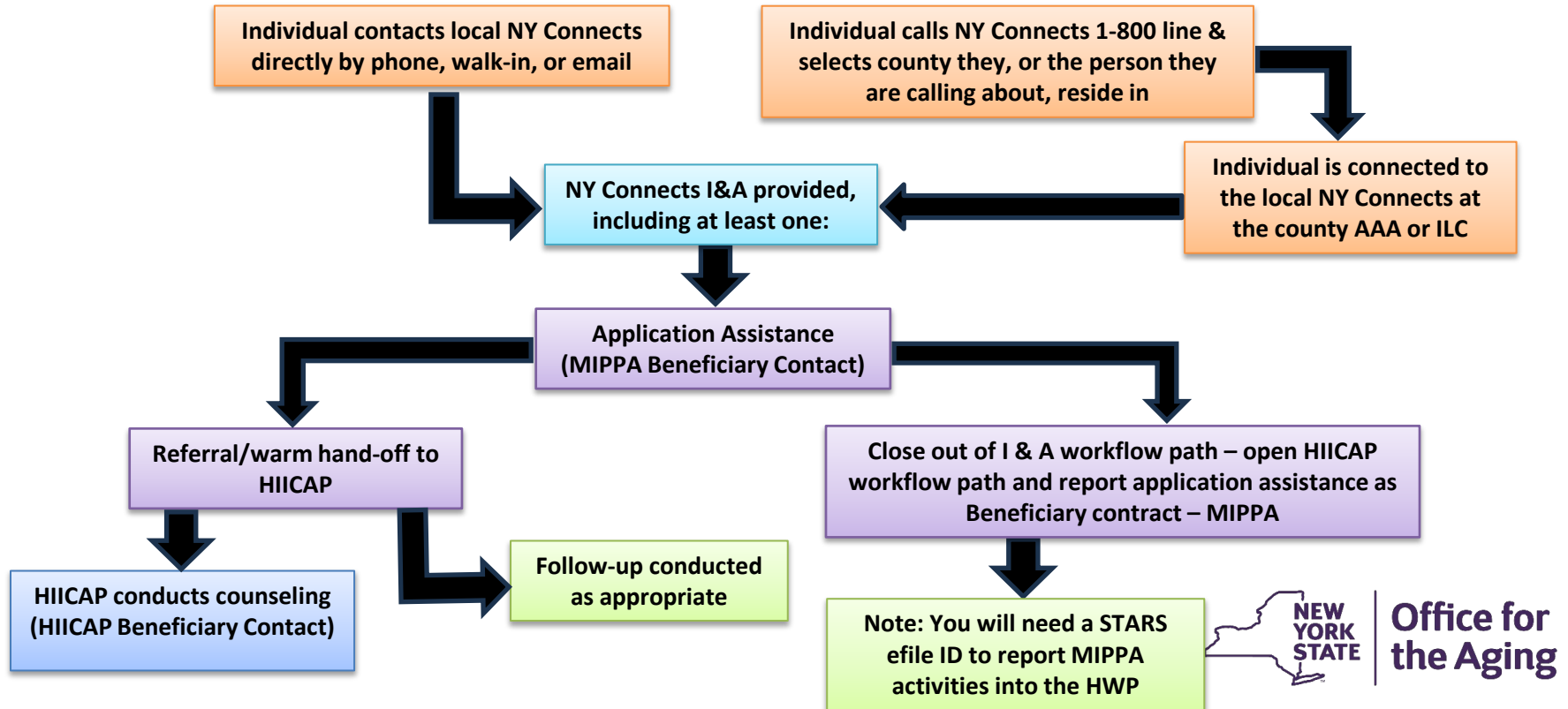
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HIICAP/MIPPA Reporting Example

A caregiver contacts NY Connects to ask about Medicare health insurance options and assistance with prescription drug costs. The NY Connects staff member provides information on the Medicare Savings Program and helps determine eligibility. The caregiver has additional insurance questions and wants to explore Part D prescription drug plan options. The caregiver is sent to a HIICAP counselor and receives Part D counseling, information and assistance.

How would this interaction be reported?

NY Connects I&A Workflow Path



MIPPA/SHIP Performance Measures

MIPPA Qualifying Topics

MIPPA-qualifying topics in the Medicaid sub-category changed in a June 2023 enhancement: two MIPPA-qualifying topics were retired (*Application Submission* and *Recertification*), and four replacement topics* were added.

MIPPA Qualifying Topics Discussed		
Part D Low Income Subsidy (LIS/Extra Help)	Medicaid	Additional Topic Details
Application Assistance	Benefit Explanation	Preventive Services
Application Submission	Eligibility/Screening	
Benefit Explanation	Medicaid Application Assistance	
Eligibility/Screening	Medicaid Application Submission*	
LI NET/BAE	Medicaid Recertification*	
	Medicare Buy-In Coordination	
	MSP Application Assistance	
	MSP Application Submission*	
	MSP Recertification*	



MIPPA Performance Measures

PM1: Overall MIPPA Contacts

Percentage of total beneficiary contact forms per Medicare beneficiaries under 150% FPL in the State

PM2: Overall Persons Reached through Outreach

Total number of people reached as reported on group outreach and education forms

PM3: MIPPA Target Populations

Total number of beneficiary contact forms by target beneficiary groups (Under 65, Rural, Native American, English as a Secondary Language)

PM4: Contacts with Applications Submitted

Percentage of forms with applications submitted compared to overall MIPPA contacts reported in PM1



MIPPA Reporting

Group Outreach Forms that have one item in each of the following areas checked will count:

<u>Target Beneficiary Group:</u>	<u>Topics:</u>
Low Income <u>or</u> Rural (rural counties should also check off low-income to ensure accurate MIPPA count)	Extra Help/LIS, Medicaid, MSP, <u>or</u> Preventive Services

[See MIPPA Performance Measure Reference Guide.](#)



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SHIP Performance Measures Reports

Reports can be generated directly by STARS users with a Site Manager role (HIICAP and NY Connects Coordinators)

- Can be run for any time period
- The system will limit time frame to one year or less
- Reports will not be distributed quarterly
- Coordinators generate reports as needed.

[See At-A-Glance Reference: SHIP Performance Measures](#)



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Performance Measure Report – PM1

**PM1: Client
Contacts**

**Percentage of total client contacts per
Medicare beneficiaries in the state.**

STARS data used – PM 1 Client Contacts:

- All Beneficiary Contact forms and Beneficiary Additional Sessions forms that have at least one discussion topic selected.



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Performance Measure Report – PM2

PM2: Outreach Contacts

Percentage of persons reached through presentations, booths/exhibits, and enrollment events per Medicare beneficiaries in the state.

STARS data used – PM 2 Outreach Contacts:

- Number of attendees reported on the Group Outreach and Education form.
- Estimated number of people reached in Media Outreach and Education does not count.
- Count only direct interactions with attendees, not estimated number of conference attendees.

Performance Measure Report – PM3

**PM3:Medicare
Beneficiaries
Under 65**

Percentage of contacts with Medicare beneficiaries under the age of 65 per Medicare beneficiaries under 65 in the state.

STARS data used – PM 3 Medicare Beneficiaries Under 65:

- All Beneficiary Contact forms and Beneficiary Additional Sessions forms with Receiving or applying for Social Security Disability or Medicare disability and 64 or younger selected.



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Performance Measure Report – PM4

PM4: Hard-to-Reach Contacts

Percentage of low-income, rural, and non-native English contacts per total “hard-to-reach” Medicare beneficiaries in the state.

STARS data used – PM4 Hard-to-Reach Contacts

- All Beneficiary Contact forms and Beneficiary Additional Sessions forms with at least one of the following hard-to-reach demographics selected:
 - Low income: Beneficiary monthly income = below 150% FPL
 - Non-native English speaker: English as a primary language = No
 - Rural: County meets the ACL/CMS/CDC classification of rural



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Performance Measure Report – PM5

PM5: Enrollment Contacts	Percentage of unduplicated enrollment contacts (i.e., contacts with one or more qualifying enrollment topics) discussed per Medicare beneficiaries in the state.
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STARS data used – PM5 Enrollment Contacts:

- Beneficiary Contact forms and Beneficiary Additional Sessions forms with at least one enrollment topic selected under the topics discussed.
- ACL allows you to select MA-PD OR Part D enrollment. Selecting both will cause submission errors.

Performance Measure Report

Step 1

HOME TRACKING INBOX SEARCH REPORTING ADMINISTRATION **CONFIGURATION**

Configuration » Pages » Shared Pages »

PAGES ▶ SHARED PAGES DASHBOARD OPTIONS

Shared Pages Dashboard Options

Step 2

Name	Description	Business Key
▶ 1-800 Medicare Unique ID's Report - State	This launch page launches the 1-800 Medicare Unique ID's Report for State user in STARS.	report.1800MedicareUniqueIDsStateReport
▶ Performance Measure Report - State and User	This launch page launches the State and User PM Reports.	report.PerformanceMeasureReportStateUser
▶ Resource Report - User	This launch page launches the User Resource Report for State, Sub-state, and Site users in STARS.	report.UserResourceReport

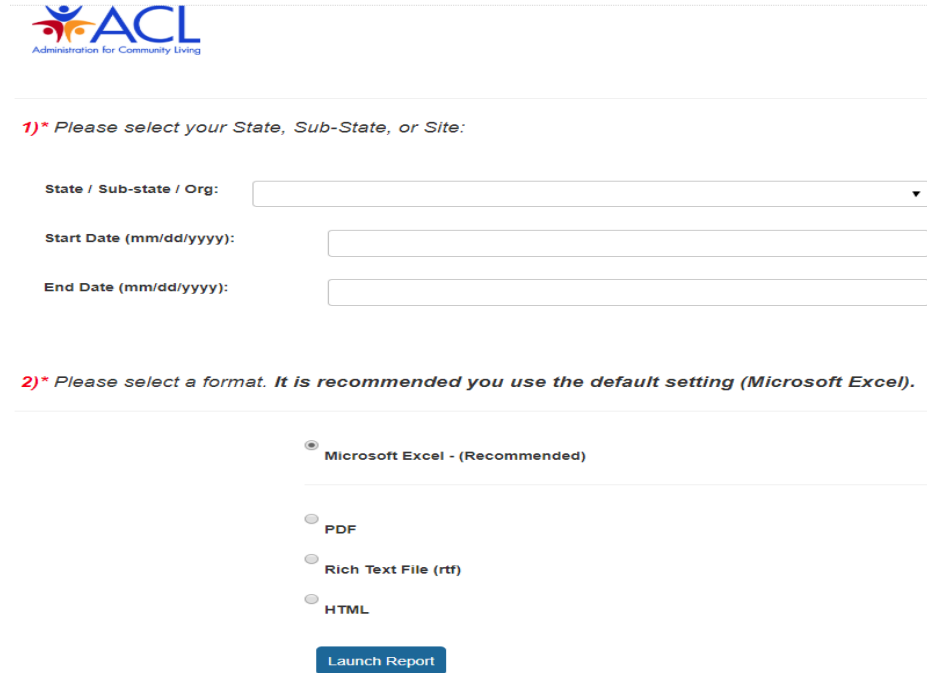
Step 3



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Performance Measure Report

1. Choose your site and then a date range
2. Choose format (excel is the default)
3. Click Launch



ACL
Administration for Community Living

1)* Please select your State, Sub-State, or Site:

State / Sub-state / Org:

Start Date (mm/dd/yyyy):

End Date (mm/dd/yyyy):

2)* Please select a format. It is recommended you use the default setting (Microsoft Excel).

Microsoft Excel - (Recommended)

PDF

Rich Text File (rtf)

HTML

[Launch Report](#)



Performance Measure Report

SHIP Performance Measures Report - State New York

Date Range: 04/01/2024 - 08/14/2025

Report run on: 08/15/2025

		Previous Date Range *	Current Date Range				Current Date Range	Annual Performance Rating	
State Name	Performance Measure	Total # Reached	Medicare Population	Total # Reached	Penetration Rate %	% Change in Total # Reached	Likert Performance Rating	Annual 2024 - 2025 Target Performance	Annual 2024 - 2025 Target Penetration
New York	PM 1: Beneficiary Contacts	133,352	3,800,464	129,803	3.42%	-2.66%	Average	Good	3.86%
New York	PM 2: Group Outreach Contacts	181,511	3,800,464	160,517	4.22%	-11.57%	Good	Good	4.17%
New York	PM 3: Medicare Beneficiaries Under 65	11,727	440,863	10,338	2.34%	-11.84%	Average	Good	2.36%
New York	PM 4: Total Hard-to-Reach Contacts	104,688	2,667,486	101,941	3.82%	-2.62%	Average	Good	7.09%
New York	PM 5: Enrollment Contacts	116,279	3,800,464	113,519	2.99%	-2.37%	Good	Good	2.81%

* Previous Date Range: 04/01/2023 - 08/14/2024



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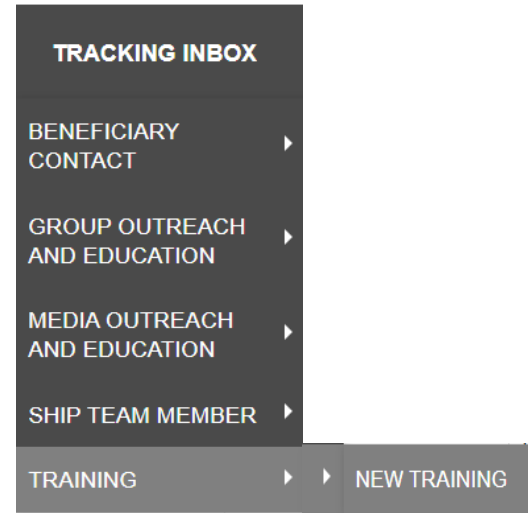
STARS Forms

Training Form

Goal: To collect data on trainings that team members participate in to support their knowledge base for both the SHIP and MIPPA programs.

Only trainings related to counseling skills, reporting systems, and beneficiary topics should be captured.

See [Chapter 9 Training Form](#).



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Training Form

- All training venues are accepted (training may be provided in-person or virtually)
- May be for a group at a single point in time (live classroom training or webinar)
- ACL indicated that CMS, ACL, SHIP TA, and NCOA webinars must be recorded as individual trainings, even if the webinars are part of a training series.
- May be self-paced individual learning (recorded webinars), compiled monthly, with all participating SHIP and MIPPA program staff.



Training Form

Training examples:	Provider examples:
<ul style="list-style-type: none"> Coordination of Benefits Medicaid/MSP Medicare Advantage (MA, MA-PD) Medicare Plan Finder Medigap or Medicare Select Original Medicare (Parts A and B) Part D Low Income Subsidy (LIS/ Extra Help) Preventive Services Centers for Medicare and Medicaid Services (CMS) Unique ID Forms and Reporting Performance Measures Outreach 	<ul style="list-style-type: none"> CMS Social Security Administration SHIP TA Center SHIP/MIPPA State/Local SHIP Created/Developed (use this for trainings provided by the Managed Care Consumer Assistance Program (MCCAP) partners) Other ACL Resource Center Other National Partner Other Federal Government Partner



Activity Form

The Activity tab is associated with each saved Team Member's profile in STARS. The Activity Form allows Team Members to report SHIP/MIPPA activity hours (in minutes) that have not been reported on any other forms. Time spent must be entered at least monthly to accurately record the amount of time spent on SHIP/MIPPA program activities.

Tracking Inbox » SHIP Team Member (Fred Martinez)

SHIP Team Member

Activity



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Activity Form - Categories

SHIP Program Management	Administrative Support	Other SHIP activities
<ul style="list-style-type: none"> • Recruitment, retention, and supervision of staff and volunteers • Overseeing, preparing, and analyzing data reports • Scheduling meetings and trainings • Providing travel reimbursements to volunteers 	<ul style="list-style-type: none"> • Data entry, copying, filing, mailing • Other paid or in-kind agency staff who help to manage day to day operations (e.g., receptionists, accountants managing grant dollars, Executive Directors managing overall agency functions) 	<ul style="list-style-type: none"> • Mentoring volunteers • Distributing brochures • SHIP or MIPPA marketing, informational, and educational materials that are publicized, disseminated and distributed to partner organizations and other local community sites, includes travel to deliver the information, etc. • Team member's travel to outreach and training events



Resource Report

About the Resource Report

- Used to gather metrics on the various demographics of users in the STARS system.
- The local program Resource Report provides a summary of active users (demographics such as age, years in the program and second language) and the number of hours spent on activities during a date range (e.g., 1 program year).
- A Team Member is deemed active if they have time entered on the Activity Form or if they conducted a counseling or outreach session during the report date range. Team Members who haven't been deactivated with an end date may still be listed as a Team Member on your agency's Resource Report.
- Administrative support, program management and other program activities are recorded on the Activity Form.



Running a Resource Report

1)* Please select your State, Sub-State, or Site:

State Hierarchy:

Click the arrow to see your hierarchy
and make a selection

Start Date (mm/dd/yyyy):

Enter your date range

End Date (mm/dd/yyyy):

2)* Please select a format. It is recommended you use the default setting (Adobe PDF).

PDF - (Recommended)

PDF
recommended but
not required

Microsoft Excel

Rich Text File (rtf)

HTML

Launch Report



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Resource Report Updates

- The Resource Report has been redesigned and expanded to include MIPPA data and data from the new Training Form. Time spent is reported by program, paid status, user role, and form type (i.e. Beneficiary Contacts, Group Outreach Events and Activity Form).

	SHIP-Only Personnel by Paid Status				SHIP & MIPPA Personnel by Paid Status						MIPPA-Only Personnel by Paid Status				Total
	SHIP-Paid	SHIP Volunteer	SHIP In-Kind	Total	SHIP-Paid & MIPPA-Paid	SHIP Volunteer & MIPPA Volunteer	SHIP In-Kind & MIPPA In-Kind	SHIP-Paid & MIPPA In-Kind	MIPPA-Paid & SHIP In-Kind	Total	MIPPA-Paid	MIPPA Volunteer	MIPPA In-Kind	Total	
SHIP Director	0	0	0	0	3	0	0	0	0	3	0	0	0	0	3
Assistant Director	0	0	0	0	1	0	0	0	0	1	2	0	0	2	3
SHIP State Staff	2	0	0	2	1	0	0	0	0	1	0	0	0	0	3
Sub-state Manager	0	0	1	1	0	0	0	0	0	0	0	0	2	2	3
Sub-state Staff	0	1	2	3	0	0	0	0	0	0	0	0	0	0	3
Site Manager	0	0	0	0	2	0	0	0	0	2	1	0	0	1	3
Site Staff	1	2	0	3	0	0	0	0	0	0	0	0	0	0	3
Team Member	0	0	0	0	0	1	0	0	0	1	0	2	0	2	3
STARS Submitter	0	2	0	2	0	1	0	0	0	1	0	0	0	0	3
Total	3	5	3	11	7	2	0	0	0	9	3	2	2	7	27



Part D Enrollment Outcomes

Overview of PDEO

ACL uses STARS to collect data related to the cost changes resulting from enrollment in Part D Prescription Drug Plans or Medicare Advantage Plans with Prescription Drug coverage (PDP/MA-PD plans) available through the Medicare Plan Finder (MPF). ACL will use cost change data as another way to demonstrate the impact of SHIP work on behalf of beneficiaries in three ways:

Step 1: Collect PDP and MA-PD plan cost information

Step 2: Assist beneficiary with enrollment

Step 3: Enter data in STARS

Step 4: Attach verification



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Assist Beneficiary with Enrollment

After you assist the beneficiary with enrollment into the new plan, save the MPF Enrollment Request Received page and attach it to the Beneficiary Contact form or Beneficiary Additional Session form.

Collect PDP and MA-PD Cost Information

In most cases, cost comparison data will come from the Medicare Plan Finder (MPF). If you use the MPF for enrollment, you must include the MPF Plan Details page as verification of the plan cost. You can collect data on both:

- Switching from one PDP/MA-PD to another
- New to Medicare PDP/MA-PD

In both cases, the first step is to save and upload the MPF Plan Details page from the beneficiary's original plan (if applicable) and new plan to demonstrate the original and new PDP and MA-PD costs.

Enter Enrollment Data in STARS

Enter cost data from the MPF Plan Details page in the Special Use Fields on the bottom of the Beneficiary Contact or Beneficiary Additional Sessions form. STARS Special Use Fields for PDEO tracking only accept dollar signs, commas, numbers, and decimal points.

Ex. 1.1 (Switching Plans):

Special Use Fields	
Original PDP/MA-PD Cost	<input type="text" value="4331.76"/>
New PDP/MA-PD Cost	<input type="text" value="636.40"/>

Ex. 1.2 (New to Medicare):

Special Use Fields	
Original PDP/MA-PD Cost	<input type="text" value="150"/>
New PDP/MA-PD Cost	<input type="text" value="224.40"/>



Attach Verification

When verifying cost changes for someone changing plans, you must upload three attachments:

- MPF Plan Details for the original plan
- MPF Plan Details for the new plan
- Enrollment verification for the new plan

When verifying cost changes for someone new to Medicare, you must upload two attachments:

- MPF Plan Detail pages for the plan they select
- Enrollment verification for the plan they select

Attach File

Attach File

Instructions for calculating and entering original and new PDP/MA-PD costs are provided in [Chapter 7A of the STARS manual](#) and the [PDEO Checklist](#).



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STARS Technical Assistance

For questions related to STARS, contact NYSOFA
HIICAP, Heather Leddick or Helen Fang:

Helen.Fang@aging.ny.gov (518) 473-3002

Heather.Leddick@aging.ny.gov (518) 474-2401