

FY 2021 Borough Budget Consultations

Manhattan - Department for the Aging

Meeting Date 9/13/2019

AGENDA ITEM 1 : General Agency Funding Discussion

The purpose of holding the Borough Budget Consultations is to provide Community Boards with important information to assist in drafting their statement of District Needs and Budget Priorities for the upcoming fiscal year. As you know, Community Board Members are volunteers who may not be familiar with the budget process and how agencies' programs are funded. At the same time, Community Board members are very knowledgeable about local service needs.

This year's Manhattan agendas have three sections:

I. Agencies begin the consultation with a presentation of their goals, funding decision process, and highlights of their funding needs.

II. Then, the agenda continues with Community Boards asking about specific program funding.

III. Lastly, the agendas include Boards' requests on district-specific budget questions. We request that the agency respond in writing, but have any further discussions on these items with the Community Boards outside of the consultation.

For the first section, please present on the four topics below for 10-15 minutes at the beginning of our Consultation. Also, please provide written responses or even a PowerPoint presentation that we can use to fully and accurately educate our Board Members.

1. What are your priorities and operational goals for FY19 and projected priorities and operational goals for FY20?
2. What are the current proposed FY19 and FY20 service and operational goals and proposed funding?
3. Which programs is the agency adding, dropping, or changing for FY19 and projected for FY20?
4. What are your benchmarks for new and existing programs and what are your benchmarks/key performance indicators for measuring success?

AGENCY RESPONSE:

DFTA will be releasing a home delivered meals RFP in FY 2020 and a senior center RFP in late FY 2020. With stakeholder input, DFTA will be determining innovations and priorities in both programs as the RFPs are developed. Funding levels have not yet been determined.

DFTA is joining H + H in a pilot to determine how best to make use of H + H nursing services in NORCs. This will entail one nurse for 10 hours weekly in each of three NORCs. Results will help shape DFTA's thinking on NORC health services as a NORC concept paper is prepared for release in CY 2021.

In FY 2020, DFTA and MOPD are launching a Federal Transportation Administration pilot for point-to-point car service for frail and mobility challenged older people and people of all ages with disabilities in order to test the efficacy of such a program in helping such people travel through the City and at what cost.

DFTA administers numerous aging services programs with a wide variety of performance indicators, including various input, output, process and outcomes measures. While this topic is too extensive to cover in our brief time together today, we would be happy to hold a separate meeting with interested staff to discuss these indicators.

MEETING NOTES:

COMMENTS:

DFTA: Increased baseline funding, resulting in over \$100 million+ new dollars. \$39 million for home delivered meals. \$7 million for NORCs. \$8 million for caregiver services.

NOTES:

DFTA: Will send list of cooling centers to community boards.

AGENDA ITEM 2 : Facilities Requiring Renovations

What is the number of facilities that require renovation? Please provide a list of names and community district facilities that require renovation as well as the funds and plans in place to improve these existing centers?

What specific facilities have funding allocated from the budget for renovations?

AGENCY RESPONSE:

Funded Projects

Community District Program Name Project

- 110 AP Randolph Senior Center Full Renovation
- 112 ARC XVI Fort Washington Neighborhood Senior Center Relocation
- 111 Carter Burden Innovative Senior Center ADA
- 101 City Hall Neighborhood Senior Center Storage Upgrades
- 107 Goddard Riverside Neighborhood Senior Center City Lease Renewal
- 104 Hudson Guild Neighborhood Center Renovations and ADA
- 109 Jackie Robinson Neighborhood Senior Center AC Replacement
- 111 Jefferson Houses Neighborhood Senior Center Kitchen Expansion
- 111 Carter Burden Innovative Senior Center New Kitchen and Code Compliance
- 102 Mott Street Neighborhood Senior Center Cooling Tower Replacement
- 103 Sirovich Innovative Senior Center New Toilet Room and Case Work Accessibility
- 112 Washington Heights Neighborhood Senior Center Acoustics and Toilet Room ADA

Unfunded Needs

Community District Program Name Project

- 111 Carter Burden Innovative Senior Center Temporary Relocation Site
- 111 Carver Neighborhood Senior Center ADA
- 112 Dyckman Neighborhood Senior Center ADA
- 111 Gaylord White Neighborhood Senior Center ADA
- 103 Grand Coalition of Seniors Neighborhood Senior Center ADA Toilets
- 103 UJC Lillian Wald Houses Senior Center ADA
- 112 Bethune Neighborhood Senior Center ADA Entrance
- 105 FIND Woodstock Neighborhood Senior Center Toilet Room Upgrades
- 112 RAIN Inwood Neighborhood Senior Center ADA
- 112 RAIN Inwood Neighborhood Senior Center Elevator or Lift
- 108 Stanley Isaacs Neighborhood Senior Center PA Permit

MEETING NOTES:

COMMENTS:

NOTES:

AGENDA ITEM 3 : Case Per Caseworker Ratio

Is DFTA achieving the average optimal ratio of 65 cases per case worker?

Have there been any changes in the average amount of time that people wait to receive services? How has this measure changed over the past three fiscal years?

How much funding would be necessary to eliminate the wait list for case management?

What changes are being implemented for FY20 (if any)?

AGENCY RESPONSE:

Yes, on average DFTA funded Case Management Agencies are continuing to maintain an average optimal ratio of 65 per case worker.

With additional funds from the City Council and the NY State Office for the Aging, all clients on the current wait list can be absorbed in FY20.

MEETING NOTES:

COMMENTS:

Additional funding for case per caseworker ratio is from the City Council.

NOTES:

Susan Stetzer (CB3 District Manager): Will try to get additional funding from City Council baselined.

AGENDA ITEM 4 : Job Development/Placement for Seniors

Are funding sources still being allocated to SBS to provide a network of Workforce-1 Centers for job development and placement for Senior for FY20?

AGENCY RESPONSE:

There is no funding allocated. However, we have a strong collaboration with Workforce 1 Centers throughout the city and have signed an MOU with SBS/SOFA/DFTA to support added services under WIOA for the SCSEP Title V Participants. These services are in-kind.

MEETING NOTES:

COMMENTS:

NOTES:

AGENDA ITEM 5 : Senior Meals Funding

In the past, senior centers have been unable to offer enough meals for seniors. What is the outlook for fully funding this meal demand?

Has DFTA met the demand for subsidized or free meals for seniors of limited means? How many of these slots have been eliminated or denied due to lack of funding?

How many senior centers are considered over utilized?

AGENCY RESPONSE:

There are 60 innovative and neighborhood senior centers in Manhattan. Among them, 12 senior centers are over-utilized in their congregate meal services.

It has always been DFTA’s policy to provide meals to seniors on a voluntary contribution basis. No seniors will be denied a meal based on their inability to pay. Some senior centers have a smaller capacity but are able to meet the demand by serving meals in shifts.

MEETING NOTES:

COMMENTS:

NOTES:

AGENDA ITEM 6 : Funding for Special Diet and Cultural Preferences

Will funding sources be maintained to provide special dietary foods, and cultural preferences to its Senior constituents in FY20?

AGENCY RESPONSE:

Senior centers are required to submit their menu to our Nutritionists for review and approval bi-annually to ensure that all congregate meals meet dietary requirements. DFTA has a software called Simple Servings which is a tool that Senior Center staff may use to look up and share menus. The vast majority of DFTA’s senior centers do serve meals that are culturally appropriate for the population they serve. DFTA will continue to ensure equitable and adequate distribution of food and food staff funds to promote provision of diverse meals that will attract people from different cultures and neighborhoods to senior centers and will maximize their ability to receive and consume nutritious meals making use of fresh foods as much as possible.

MEETING NOTES:

COMMENTS:

NOTES:

AGENDA ITEM 7 : Home Care Funding

Will Funding be continued for Home Care programs FY20?

Was the \$10.7 million increase in the FY18 budget sufficient to cover the need for home care programs, what additional allocation is needed for FY20?

What is the status of the wait list for this FY and what amount of funding increase would be necessary to eliminate it?

AGENCY RESPONSE:

Yes funding will continue for Home Care programs in FY20.

In FY20 there is an additional allocation of funds from the State Officer for the Aging to address the unmet needs for those on the waiting list for Home Care.

Through the State Office for the Aging funding, the present home care waiting list will be addressed in FY20.

MEETING NOTES:

COMMENTS:

DFTA trying to cut down on inefficiencies in order to better use funding for needs.

NOTES:

AGENDA ITEM 8 : Baseline Funding

Will the current funding of \$345.4 million be maintained for Senior Services in FY20?

How much of the current budget is not base-lined? Which programs rely on the funding that is not baselined?

AGENCY RESPONSE:

There are currently nine social adult day programs that are funded through discretionary funds. Once baselined, they were part of the PEG following the 2008 recession. Beginning in ~2010, ten programs were funded through City Council discretionary dollars; since 2017, nine programs have been funded, with the tenth program voluntarily closing its social adult day operations. City Council funding has increased from \$95,000 per site in 2010 to the current \$167,284 per site. Manhattan agenda items 8 & 9: How much of current budget is not base-lined? Which programs rely on funding that is not base-lined? Provide some key budget highlights for FY19.

For FY20, about \$40m were not base-lined. The Agency has roughly \$17m that fund standalone discretionary programs that include small events for seniors, meal programs, NORCS, etc. that rely on discretionary funding year after year. City Council also supports other programs that are base-lined in DFTA's budget with additional year-to-year funds.

For the last couple of fiscal years, DFTA increased funds for the senior centers through the model budget exercise, which is aimed to bring non-profit salary rates to market rate. This amount is set to increase by FY21. The administration also funded COLA and minimum wage increases over the last three Fiscal Years for programs, Geriatric Mental health, caregiver support and others.

Beginning in FY20, during phase 2 of the model budget exercise, the administration funded an increase to the cost of food and food staff salaries to bring them in line with market rate. The \$10 million of funding will increase to \$15 million in FY21. Additionally the agency received \$4 million for NYCHA repairs.

MEETING NOTES:

COMMENTS:

NOTES:

AGENDA ITEM 9 : Budget Highlight

What were some of the key Budget highlights for Seniors in FY19?

AGENCY RESPONSE:

Manhattan agenda items 8 & 9: How much of current budget is not base-lined? Which programs rely on funding that is not base-lined? Provide some key budget highlights for FY19.

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MEETING NOTES:

COMMENTS:

Since 2015, DFTA was appointed as ombudsman for social adult day programs.

NOTES:

AGENDA ITEM 10 : Assigned Counsel Project Participation

What are the current listings and number of Manhattan (1-12) seniors that have participated in the Assigned Counsel Project for seniors at risk of eviction from their homes during FY18?

What is this program's budget in FY19 and projected for FY20?

Is there a wait list for receiving these services?

Does DFTA have data on the efficacy of this program or the effective reduction in evictions?

What is the relationship between this program and HRA's Right-to-Counsel program?

AGENCY RESPONSE:

MEETING NOTES:

COMMENTS:

NOTES:

AGENDA ITEM 11 : Transportation for Seniors and Disabled

Will funding be maintained for on-demand transportation programs for seniors and people with disabilities?

AGENCY RESPONSE:

While not on-demand, limited transportation can be offered through the Caregiver programs serving Manhattan: Lenox Hill, VISIONS, SAGE, and Hamilton Madison House. An additional Caregiver program serving Lower Manhattan will be identified and is expected to be operational November, 2019.

Currently DFTA has 8 stand-alone transportation service throughout the 5 boroughs that provides services to a broad range of seniors. All of the vehicles used by these sites are ADA accessible. This service enables older individuals with or without disabilities enhance their mobility and participate in community life throughout all five boroughs of NYC. In addition DFTA also provides transportation services locally through various senior centers and NORCs throughout the 5 boroughs who provide services to their constituents to and from the senior centers as well as social engagements and medical rides. In addition, through a collaboration with DOE, DFTA utilizes school buses to help senior centers expand their program offerings at no cost to the City. By scheduling hundreds of shopping trips and visits to cultural institutions and recreational activities, participating senior centers have enabled thousands of seniors to enjoy day trips which, otherwise, would not have been possible because of funding constraints.

Also see DFTA's response to Agenda Item 12.

MEETING NOTES:

COMMENTS:

Finished RFPs, there are 12 new caregiver programs, 2 of which are in Manhattan.

NOTES:

AGENDA ITEM 12 : Taxi Smart Cars

What funds should be allocated for Taxi Smart Cars for Seniors in Manhattan (1-12) similar to programs currently being offered in Queens (CB1), and Brooklyn (CB18) once the 3-year pilot is completed?

Does DFTA have any data on the cost savings per rider and does the data indicate that this pilot will be expanded in the near future to all boroughs?

AGENCY RESPONSE:

The Taxi Smart Card project ended on March 31st 2015. However, in FY 2020 the Department will implement a pilot project named "DFTA My Ride". DFTA My Ride (DMR) is a three-year car service with app and dispatch options project where seniors aged 60 and older, and persons with disabilities aged 18 years and older, will be able to access on-demand rides from a car service provider to take rides within the 5 boroughs, and Nassau and Westchester Counties. The goal of the project is to help seniors and individuals with disabilities stay mobile, leading to increased health, well-being and ability to live independently. To be eligible, participants must reside in the following NYC Community Districts (CDs): Bronx CDs 4,5,8,10; Brooklyn CDs 5,13,15,16,17; and, Queens CDs 6,7,10,12,14.

What funds should be allocated for Taxi Smart Cars for Seniors in Manhattan (1-12) similar to programs currently being offered in Queens (CB1), and Brooklyn (CB18) once the 3-year pilot is completed? Based on lessons learned from this pilot, a second Federal Transportation Administration grant has been obtained to further test point-to-point car service outcomes for older people who are frail and mobility challenged or socially isolated, and for adults of all ages with disabilities. This pilot will extend over three years, beginning in FY 2020, and will provide information needed to shape policy regarding system wide transportation programming.

Does DFTA have any data on the cost savings per rider and does the data indicate that this pilot will be expanded in the near future to all boroughs? The upcoming car service pilot will include cost data.

Though the pilot for DFTA My Ride does not include Manhattan, the expectation is that results from the pilot will be used to shape citywide policy around transportation alternatives for older people and adults of all ages with disabilities.

MEETING NOTES:

COMMENTS:

There should be citywide policy in the future to address this program.

NOTES:

AGENDA ITEM 13 : Maintaining Independence for Homebound

Will continued funding be allocated to connect homebound seniors to resources and benefits to maintain their independence while living at home (i.e. Home Care delivered meals; and medical care needs)?

AGENCY RESPONSE:

Through NY Connects, individuals can be connected to resources and assisted with accessing benefits. Largely a telephonic service, NY Connects is, however, authorized to visit individuals at home, in hospitals, or in long term facilities to ensure the individual has the needed supports to remain in the community.

Yes, funding continues for programs that serve homebound seniors such as Case Management, Home Care, Home Delivered Meals, Friendly Visiting, and the Bill Payer Programs.

MEETING NOTES:

COMMENTS:

There is DFTA staff that can help families understand options out there.

NOTES:

AGENDA ITEM 14 : Vaccination Program

Will funding sources remain in place for Public Awareness and vaccinations to combat painful and sometimes deadly diseases (i.e Zika Virus; Shingles & Pneumonia)?

AGENCY RESPONSE:

Senior Centers are funded for Education/Recreation activities which may include workshops on preventive health. Some senior centers partner with health care providers to provide health screening and flu vaccination.

DFTA currently provides funding for senior centers to provide workshops in health management. These workshops include awareness on the importance of vaccinations for various issues such as the flu, shingles and pneumonia as well other disease prevention topics. While DFTA does not directly provide funds for vaccinations we have worked with other community partners to provide vaccinations at low cost or no cost to our seniors who can't afford the high cost of copayments or who lack insurance. For example we worked with VNS through a grant from the New York Foundation for elder care to provide 474 shingles vaccinations at 12 different site locations throughout the 5 boroughs.

MEETING NOTES:

COMMENTS:

NOTES:

AGENDA ITEM 15 : Senior Center Update

Is funding secure for Manhattan Senior Centers (1-12)? How are these figures calculated? Also, please provide number of slots for each center, average daily attendance and capacity for each.

AGENCY RESPONSE:

Please see Attachment: FY 2019 Senior Center ADP for Budget Consult – MANHATTAN

Funding for all senior Centers is base-lined for FY20 and out-years. Every Senior Center has a base-line budget that is the result of an RFP process. Additional funds may be added based on initiatives funded by the Mayor and City Council.

MEETING NOTES:

COMMENTS:

NOTES: