

FY 2022 Borough Budget Consultations

Manhattan - Department for the Aging

Meeting Date: 9/18/2020

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 faced unprecedented cuts and new funding requirements this year due to COVID 19. Can you list the previously unplanned cuts to the FY 21 budget due to COVID and the new initiatives necessitated by the emergency?

- 1. A \$5 million a one-year delay in the implementation of the second phase of the food model budget to FY22.*
- 2. A \$4 million savings resulting from the suspension of in-person programming at senior centers due to COVID 19 pandemic (Food Reduction only)*

Please discuss the expected timeline for the new initiatives.

In FY 20 and FY 21, DFTA worked with the Older Adults Technology Services (OATS) a organization that offers technology programs, community training, and other services to work with NYCHA residents who received a free tablet through the [Connected NYCHA](#) initiative with technical assistance and computer trainings/services.

What programs and capital projects will be continued uncut?

No capital funds where reduced for FY 21 and out.

Of the cuts in spending for FY 2021, please identify the most significant cuts that are currently expected to be permanent [or continued at the reduced level into FY 2022].

Neither of the above reductions.

What is the overall budget decrease for FY 21 adopted budget compared to FY20 budget?

There was a reduction of \$20.2 Million.

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 FY21 and projected priorities and operational goals for FY22?

DFTA is in the midst of processing a number of RFPs, each of which is designed to lay out key priorities and goals in order to further strengthen programming in order to ensure that available dollars are spent to maximum benefit. For home-delivered meals, for instance, increase quality, diversity and choice in meal programming are among our top priorities. New contracts commence January 1, 2021. The Older Adult Center Concept paper was just released and is available on DFTA's website. It provides an overview of the major priorities and goals and requests stakeholder input.

In addition, DFTA is focusing major attention on media campaigns related to social isolation in order to reach as many people as possible who are isolated and to connect them with services; and related to ageism in order to educate people about the negative results of ageism and provide a more positive and realistic view of how aging is a natural part of the life cycle and not to be seen as fundamentally a period of inexorable decline.

2. What are the current proposed FY21 and FY22 service and operational goals and proposed funding?

Please see response above for priorities, a findings and results for the solicitations will inform and dictate funding needs.

3. Which programs is the agency adding, dropping, or changing for FY21 and projected for FY22?

No programs are being dropped.

4. What are your benchmarks for new and existing programs and what are your benchmarks/key performance indicators for measuring success? PRET

For each of the RFPs underway now, DFTA is constructing performance metrics to ensure that the goals of the programs are achieved. The first set of these new metrics will be in place by December 2020. In the meantime, DFTA uses a range of largely output metrics to measure programs' services.

AGENCY RESPONSE:

MEETING NOTES:

NEW INFORMATION:

DFTA is releasing five RFPs.

FOLLOW-UP COMMITMENTS:

None discussed.

AGENDA ITEM 2: Facilities Requiring Renovations

What is the number of facilities that require renovation? BCS

(see list below.)

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 BCS centers?

(see list below.)

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

	Funding Source	Managing Agency	Description	New FY 21
	Mayoral	125	Rehabilitation of Various Senior Centers	\$ 100
Renovation	Mayoral	856	HVAC Room	\$ -
Renovation	Council	801	Lenox Hill Play Roof and Green House Renovation	\$ 1,100
Renovation	Council	801	House Renovation of Kitchen, Three Bathrooms and HVAC	\$ 1,839
Renovation	Council	125	Riverstone Senior Center - 99 Ft. Washington -- Upgrade and renovation	\$ 210

AGENCY RESPONSE:

MEETING NOTES:

NEW INFORMATION: No new information presented.

FOLLOW-UP COMMITMENTS:

DFTA reviewing above table to see if there is additional obscured text in the fifth row (description for the renovations budget).

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 FY21 (if any)?

AGENCY RESPONSE:

The citywide average ratio is currently 1:63. Clients typically speak to a case manager or intake staff within 24 hours of contacting the agency. Meals, the most commonly requested service, can typically be started within one to two days. This has not changed. Other requested data remain under review.

MEETING NOTES:

NEW INFORMATION: No new information presented.

FOLLOW-UP COMMITMENTS: None discussed.

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 FY21 and FY22?

AGENCY RESPONSE:

While there is no direct funding allocated to SBS, DFTA Senior Community Service Employment Program (SCSEP) has a partnership with three Workforce-1 Centers. Our Community Service Aides are trained in administrative and recruitment skills and work directly at these Workforce-1 Centers, supporting the recruitment efforts of older adults. Types of supports include but are limited to, issuing applications, helping to complete applications, facilitate basic participation questions, and track data.

MEETING NOTES:

NEW INFORMATION:

CB asked if DFTA works with the New York City Commission on Human Rights on issues of bias by employers against older adults.

FOLLOW-UP COMMITMENTS:

AGENDA ITEM 5: FUNDING FOR HOME DELIVERED MEALS PROGRAMS

Will funding be maintained for homebound older adults to receive home delivered meals in Manhattan boards 1-12?

Yes.

How many of the community-based organizations who administer this program lose thousands of dollars every year providing these meals?

We are unfamiliar with this occurrence. Contractors have not shared this data with DFTA.

How much is needed to help close the gap for weekday meals and how much is needed to provide weekend meals?

\$8.1m for weekday meals. DFTA does not fund weekend meals, which are provided by Meals on Wheels.

AGENCY RESPONSE:

MEETING NOTES:

NEW INFORMATION:

CB asked for difference between DFTA and Meals on Wheels home delivered meals and DFTA explained that the agency has 23 contracts to provide home delivered meals on weekdays – Meals on Wheels contracts with those same providers to distribute meals over the weekend.

Before the pandemic, there were two DFTA run food programs: senior center meals and home delivered Meals on Wheels. The senior center meals were replaced by the GetFoodNYC program which is run by DSNY.

Asked by CB if DFTA plans to expand the home delivered meals program in FY22, DFTA said it does not plan to grow the home delivered meals program at the current budget, any expansion would require extra funds.

FOLLOW-UP COMMITMENTS: None mentioned.

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 FY21 and FY22?

Yes

AGENCY RESPONSE:

There was \$4M reduction in the first quarter.

MEETING NOTES:

NEW INFORMATION: No new information.

FOLLOW-UP COMMITMENTS: None mentioned.

AGENDA ITEM 7: Home Care Funding

Will Funding be continued for Home Care programs FY21?

Yes

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:

MEETING NOTES:

NEW INFORMATION:

DFTA said pandemic did impact requests for these services; in interim, case management helps link individual older adults and family members with immediate supports before home care connection made.

FOLLOW-UP COMMITMENTS:

DFTA will respond with specific numbers on the status of the wait list and funding needed to eliminate it.

AGENDA ITEM 8: Baseline Funding

Which DFTA programs will be cut or reduced considering the budget reduction of almost \$6 Million?

See above-listed reduction

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

There is about \$24.8 million in discretionary funds that is not baselined.

AGENCY RESPONSE:

MEETING NOTES:

NEW INFORMATION:

DFTA said that unspent funds from previous budget year return to the City's General Fund.

In response to a CB question about if the City's tablet computer distribution program will be extended to seniors who do not live in NYCHA developments, DFTA said that they are in discussion with the Mayor's Office of Technology to expand access to tablet distribution, wifi, and technology education.

FOLLOW-UP COMMITMENTS:

None mentioned.

AGENDA ITEM 9: Budget Highlights

What were some of the key Budget highlights for Seniors in FY20?

- *Additional funding for Senior Centers*
 - *Ingersoll - \$469K*
 - *Millbrook - \$300k*
 - *Taft - \$150k*
- *Senior Food Model Budget - \$10m*
- *Indirect Rate - \$4.6m*

AGENCY RESPONSE:

MEETING NOTES:

NEW INFORMATION:

In response to a CB request for more details on programs that are funded with discretionary dollars, DFTA agreed with a follow up CB statement that those programs would benefit from baselining.

DFTA agreed with a CB inquiry that resilience of the food distribution programs should be made a budget priority.

DFTA said that the Senior Food Model Budget includes an increase in salaries for senior center kitchen staff.

DFTA is not aware of a plan to restore the Borough President Aging discretionary funds.

FOLLOW-UP COMMITMENTS:

DFTA is sending details on which programs are funded with discretionary dollars.

AGENDA ITEM 10: Naturally Occurring Retirement Communities (NORCs)

Will funding be maintained for NORCs?

Yes

AGENCY RESPONSE:

MEETING NOTES:

NEW INFORMATION:

CB asked for details on plans for NORC basket of services for FY22 and if they would include a reduction or increase. DFTA cited the upcoming new NORCs RFP. The new concept paper will be issued soon followed by the RFP, giving the opportunity for feedback on current programs, new ideas and structures. Planned start date of funding is July 1, 2021 (FY22).

CB asked if there were plans to expand funding and increasing the number of NORCS for FY22 to accommodate the City's growing number of seniors. DFTA said that the RFP will involve looking at new programs along current budget.

FOLLOW-UP COMMITMENTS:

CB requested a list of NORCs receiving New York City Council discretionary funding.

AGENDA ITEM 11: Transportation for Seniors and Disabled

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

No

AGENCY RESPONSE:

MEETING NOTES:

NEW INFORMATION:

FOLLOW-UP COMMITMENTS:

None mentioned.

AGENDA ITEM 12: Protecting Food Programs for the Senior Population

Will funding be provided to ensure every older adult in Manhattan 1-12 who requests a meal be provided one?

Yes, (Refer to GetFoodNYC which oversees the city's food insecurity initiative)

AGENCY RESPONSE:

MEETING NOTES:

NEW INFORMATION:

CB cited receiving complaints during the winter regarding GetFoodNYC and senior home delivered meals, especially around lack of quality (mold, lack of nutrition), wanting to know how meals be improved. DFTA responded that they had heard about the complaints but that DSNY runs GetFoodNYC program, not DFTA.

DFTA confirmed that the senior food budget will return to DFTA from DSNY and DFTA will resume the responsibility for feeding all seniors.

In response to a CB question about the agency's plans to accommodate growing food insecurity by expanding food funding in FY22, DFTA said that it hopes the pandemic will conclude and that the agency will receive the same funding. With this level of funding, it could serve its current use population but would need additional funds to serve new needs. CB concluded that budget advocacy should call for added funding.

FOLLOW-UP COMMITMENTS:

DFTA agreed to follow up on CB requested dollar amount required to fund expanded food budget needs.

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)?

Yes

AGENCY RESPONSE:

Bob (Cb2) : more details has this funding been maintained or reduced? Does DFTA have contracts with Visiting Neighbors?

DFTA: maintained the same – also increased capacity to home delivered meals using stimulus funds in FY20. Unsure about that partnership but will double check.

MEETING NOTES:

NEW INFORMATION:

DFTA said that this funding has been maintained along with increased capacity for home delivered meals in FY20 using stimulus funds.

FOLLOW-UP COMMITMENTS:

DFTA following up on CB inquiry on if DFTA contracts with Visiting Neighbors.

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. Corona Virus; Shingles & Pneumonia)?

AGENCY RESPONSE:

DFTA will continue to support older adults through awareness campaigns. For instance, even during this pandemic, DFTA launched 3 public awareness campaigns – social isolation, elder abuse, and NY Connects. With respect to specific public awareness campaigns around vaccinations, we defer to our colleagues in DOHMH and H+H, which are the experts in the space. If DFTA's assistance or support is warranted, we will gladly engage these lead agencies.

MEETING NOTES:

NEW INFORMATION:

FOLLOW-UP COMMITMENTS:

None mentioned.

AGENDA ITEM 15: Senior Center Update

Will funding be secure for Manhattan Senior Centers (1-12)? How are these figures calculated? Also, please provide number of slots for each center.

At present, there are no senior centers in Manhattan or otherwise anticipated for closure or consolidation. Funding has been allocated based on the last RFP.

AGENCY RESPONSE:

MEETING NOTES:

NEW INFORMATION:

FOLLOW-UP COMMITMENTS:

DFTA will share number of Manhattan senior centers to the consultation participants.

AGENDA ITEM 16: CONNECTING NYCHA's OLDER ADULTS DURING PANDEMIC

Will funding be increased in FY22 to secure tablets for seniors in NYCHA developments who weren't able to receive tablets in FY21 to combat social isolation and help them stay connected?

DFTA is not yet formally aware of any funding secured for FY22. However, we will continue to advocate for continued and/or expanded resources for older adults for the duration or in the aftermath of this pandemic.

AGENCY RESPONSE:

Eutha: Will the AC program be continued? Seniors called her office – didn't want to go to cooling centers – said they were eligible but difficult to

CB asked about the Administration's air conditioning distribution program status. DFTA said that 78 cooling centers were open this summer and that the AC/fan program has ended for the season. CB said that many seniors said that they didn't want to go to the cooling centers for COVID concern and had difficulty with receiving AC units even if eligible.

MEETING NOTES:

NEW INFORMATION:

DFTA reiterated that the City's tablet distribution program were restricted to eligible NYCHA seniors but that the agency is advocating for more funds for tablets, wifi access and technology education for all seniors to be given out through the center network.

FOLLOW-UP COMMITMENTS:

DFTA said it will follow up on issues with seniors and AC distribution program.

AGENDA ITEM 17: SUPPORT FOR ELDER ABUSE

Will funding be maintained to combat Crime Victims Resources Centers, PROTECT, and help with Elder Justice?

DFTA is not yet formally aware of any funding secured for FY22. However, we will continue to advocate for continued and/or expanded resources for older adults for the duration or in the aftermath of this pandemic.

AGENCY RESPONSE:

MEETING NOTES:

NEW INFORMATION:

FOLLOW-UP COMMITMENTS:

None mentioned.

AGENDA ITEM 18: FUNDING TO EXPAND SERVICE COORDINATION IN SENIOR HOUSING

Will funding be provided for the Senior Affordable Rental Assistance Program (SARA) administered by HRA which provides service coordination funds for seniors being referred to the program for general lottery system?

AGENCY RESPONSE:

SARA is a program administered by HPD not HRA. Please refer this question to HPD.

MEETING NOTES:

NEW INFORMATION:

FOLLOW-UP COMMITMENTS:

None mentioned.

AGENDA ITEM 19: FUNDING TO EXPAND MENTAL HEALTH SERVICES FOR SENIORS

Will funding be provided to expand mental health services for seniors in FY22?

AGENCY RESPONSE:

DFTA is not yet formally aware of any funding secured for FY22. However, we will continue to advocate for continued and/or expanded resources for older adults for the duration or in the aftermath of this pandemic.

MEETING NOTES:

NEW INFORMATION:

DFTA said that Aging Connect has several geriatric mental health programs as well as NYC Well which provides 24-7 mental health services. 200,000 older adults are receiving wellness calls each week as well and the agency is happy to coordinate with CB to help with social disconnection.

FOLLOW-UP COMMITMENTS:

None mentioned.

AGENDA ITEM 20: FUNDING TO EXPAND LEGAL SERVICES FOR SENIORS

Will funding be provided to expand FREE Legal Services for Seniors? Will providers provide legal services with involve public benefits, long-term care, consumer, and landlord tenant issues?

AGENCY RESPONSE:

DFTA is not yet formally aware of any funding secured for FY22. However, we will continue to advocate for continued and/or expanded resources for older adults for the duration or in the aftermath of this pandemic.

Susan Stetzer: didn't realize that DFTA and HRA both have these services; do they duplicate or DFTA takes the seniors and

MEETING NOTES:

NEW INFORMATION:

In response to a CB question on the difference/overlap in DFTA and HRA legal services for seniors, DFTA explained that its agency provides the social service side as part of eviction proceedings. For example, in the Assigned Counsel Project, it provides a group of social workers that work with the eviction lawyers and liaise with other City agencies like APS to help with human services issues around eviction. The legal services that DFTA contracts for are focused on elder abuse. Anti-eviction legal services

is contracted with HRA.

FOLLOW-UP COMMITMENTS:

None mentioned.

AGENDA ITEM 21: PROTECTING THE SENIOR POPULATION

Moving forward, there will be a clear need for more robust and expansive services for older adults, as this vulnerable population will need continued support well into the future as they recover from the impact of COVID-19. What funding sources are in place to protect our senior population?

AGENCY RESPONSE:

DFTA is not yet formally aware of any funding secured for FY22. However, we will continue to advocate for continued and/or expanded resources for older adults for the duration or in the aftermath of this pandemic.

MEETING NOTES:

NEW INFORMATION:

FOLLOW-UP COMMITMENTS:

None mentioned.

AGENDA ITEM 22: COVID-19 IMPACT

Please describe the budget impact Covid-19 has on DFTA and how will our seniors be impacted

AGENCY RESPONSE:

See above-listed reductions.

MEETING NOTES:

NEW INFORMATION:

FOLLOW-UP COMMITMENTS:

None mentioned.

AGENDA ITEM 23: HOME SHARING PROGRAM

Will DFTA continue to partner with an outside organization to operate the Home Sharing Program?
Has the success of this program reduced the budgetary demands on other DFTA or HPD programs?

AGENCY RESPONSE:

DFTA continues to work very closely with NY Foundation for Senior Citizens (the contractor for Home Sharing) to promote and raise public awareness about the many benefits to home sharing. Additionally, DFTA works directly

with other city agencies (DYCD, Dept of Finance, ACS, and DHS to name a few) to enlist their support to promote the program.

MEETING NOTES:

NEW INFORMATION:

DFTA said that matches continue to be made throughout the COVID pandemic.

FOLLOW-UP COMMITMENTS:

AGENDA ITEM 24: DFTA BUDGET PRIORITIES

Which expense or capital budget requests would DFTA recommend for FY22?

AGENCY RESPONSE:

DFTA will be seeking additional funds to purchase technology resources for seniors.

MEETING NOTES:

NEW INFORMATION:

In response to a CB request for an additional dollar figure or number of units to address outstanding technology needs, DFTA said it served over 25,000 older adults daily before the pandemic but agency doesn't know how many seniors have functioning tablets or need wifi services so difficult to project additional funding or unit count.

FOLLOW-UP COMMITMENTS:

None mentioned.