



# DEPARTMENT FOR THE AGING

Lilliam Barrios-Paoli, Commissioner

## Key Public Service Areas

- ✓ Promote independence and opportunities for older New Yorkers.
- ✓ Assist seniors in accessing existing resources and educate the general public about benefits, entitlements and information for older New Yorkers and their families.

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## Scope of Agency Operations

The Department for the Aging (DFTA) promotes, administers and coordinates the development and provision of services for older New Yorkers to help them maintain their independence and participation in their communities. The Department supports a broad range of services, both directly and through approximately 700 contracts which include discretionary funds with community-based organizations, including the administration of 258 contracted senior centers and other programs. DFTA also provides more than 10.5 million meals annually, both home-delivered and at senior centers.

## Critical Objectives

- Increase utilization of nutrition and socialization opportunities.
- Continue to provide home delivered meals and home care services.
- Increase knowledge among seniors and professionals about personal safety and services for elderly crime victims.
- Provide employment opportunities for seniors.
- Increase knowledge about benefits and entitlements available to eligible seniors.
- Increase supportive services to caregivers.

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## Preliminary Performance Highlights

- During the first four months of Fiscal 2012, the average daily attendance at senior centers declined to 25,434 and the number of meals served to older New Yorkers declined by 4.5 percent, to approximately 2.14 million meals compared to the same period in Fiscal 2011.
- The Department achieved a 2.5 percent increase in the number of meals delivered to older New Yorkers, serving approximately 1.25 million meals to seniors in their homes. A pilot project is underway to further increase client recruitment and provide more opportunities for older New Yorkers to access this benefit.
- Through October 2011, and as per the current budgeted capacity of the system, approximately 275,490 hours of home care services were provided.
- During the first four months of the fiscal year, the Department trained 141 seniors for unsubsidized employment, 4 fewer than during the prior period. Although the effects of the current economic recession create challenges to identifying employment opportunities, the Department continues to work towards its goal of servicing those most in need, who are homeless persons and those with limited English, low literacy skills, frailty/severe disabilities or otherwise low employment prospects. During this period, 41 seniors were placed in paying jobs through a federal Older Americans Act program to help low income new Yorkers, aged 55 and older, receive unique job training that emphasizes both community service and the elimination of the employment barriers that confront older workers.
- More caregivers received casework or supportive services from DFTA's In-house Alzheimer's and Long-Term Care Unit or DFTA's contracted providers during the reporting period.



## Performance Report

✓ **Promote independence and opportunities for older New Yorkers.**

Performance Statistics	Actual			Target		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated FY12	Updated FY13		
Average daily attendance at senior centers	27,951	27,176	25,107	*	*	26,629	25,434
★ Citywide senior center utilization rate (%)	NA	NA	88.0%	*	*	NA	NA
★ Senior center lunches served	6,987,646	6,801,948	6,301,828	7,085,852	7,085,852	2,236,805	2,136,426
★ Home delivered meals served	3,936,718	3,860,416	3,770,569	4,257,750	4,257,750	1,220,080	1,250,862
★ Total recipients of home care services (annual)	6,064	5,206	3,012	*	*	NA	NA
★ Hours of home care services provided	1,534,705	1,622,966	1,033,407	1,039,003	1,039,003	395,313	275,490
Seniors trained for unsubsidized employment (Title V)	308	542	706	*	*	145	141
Senior trainees placed in unsubsidized employment (Title V)	161	123	162	*	*	46	41

★ Critical Indicator "NA" - means Not Available in this report

✓ **Assist seniors in accessing existing resources and educate the general public about benefits, entitlements and information for older New Yorkers and their families.**

Performance Statistics	Actual			Target		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated FY12	Updated FY13		
★ Caregivers who received casework services or training through DFTA's In-house Alzheimer's and Long-Term Care Unit and Grandparent Resource Center	7,746	8,770	9,359	*	*	3,432	4,226
★ Caregivers who received supportive services through DFTA's contracted providers	6,414	6,202	8,783	*	*	2,959	3,052

★ Critical Indicator "NA" - means Not Available in this report

## Agency Customer Service

The Department for the Aging provides service to its customers through its walk-in facilities, website and correspondence.

Indicator	DFTA Jul-Oct FY11	Citywide Jul-Oct FY11	DFTA Jul-Oct FY12	Citywide Jul-Oct FY12	DFTA Change Jul-Oct FY11 to FY12	Citywide Change Jul-Oct FY11 to FY12
Average response time for email correspondence (days)	8	5	6	8	-25%	60%
Average response time for letters/mail correspondence (days)	13	11	16	9	23%	-18%
Service requests meeting expected time of action (%)	94.3%	82.2%	95.1%	89.7%	1%	9%
Number of 311 inquiries (to MMR agencies)	32,603	2,467,532	26,478	2,245,344	-19%	-9%



## 311 Customer Service Center Inquiries

	Total Jul-Oct FY11	% of DFTA Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of DFTA Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
<b>Top DFTA-related Inquiries</b>						
<i>Housing Options - Senior - Low-Income</i>	3,323	10%	1	2,761	10%	1
<i>Case Assistance for Seniors</i>	3,081	9%	2	2,508	9%	2
<i>Lawyer Referral - For Seniors</i>	2,381	7%	3	2,235	8%	3
<i>HEAP - Seniors Only - Application</i>	1,568	5%	5	1,895	7%	4
<i>Find a Senior Center</i>	1,772	5%	6	1,518	6%	5

## Agency Resources

Agency Resources	A c t u a l			September	Updated		4-Month	4-Month
	FY09	FY10	FY11	2011 MMR FY12	FY12 <sup>1</sup>	FY13 <sup>1</sup>	Actual FY11	Actual FY12
<i>Expenditures (\$ millions)<sup>2</sup></i>	\$290.3	\$281.6	\$263.7	\$258.7	\$259.9	\$233.3	\$181.7	\$172.8
<i>Revenues (\$ millions)</i>	\$2.0	\$3.5	\$2.1	\$1.0	\$1.0	\$1.0	\$1.1	\$0.3
<i>Personnel</i>	875	900	1,034	809	749	814	838	845
<i>Overtime paid (\$000)</i>	\$23	\$28	\$14	*	*	*	\$2	\$26
<i>Capital commitments (\$ millions)</i>	-\$0.9	\$4.2	\$1.1	\$8.0	\$33.1	\$4.8	\$0.7	\$0.0
<i>Human services contract budget (\$ millions)</i>	\$223.7	\$215.4	\$194.5	\$198.9	\$199.1	\$172.1	\$65.6	\$64.0
<i>Work Experience Program (WEP) participants assigned</i>	799	566	795	*	*	*	916	854

<sup>1</sup>January 2012 Financial Plan

"NA" - Not Available in this report

<sup>2</sup>Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.

## Noteworthy Changes, Additions or Deletions

None

For more information please visit the website at: [www.nyc.gov/aging](http://www.nyc.gov/aging)

