

# DEPARTMENT FOR THE AGING

Donna M. Corrado, Commissioner



## WHAT WE DO

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. This year, DFTA served 161,109 older New Yorkers through its in-house and contracted programs, and provided 11.56 million meals (both home-delivered and at senior centers). The Department supports a broad range of services, both directly and through over 500 direct service contracts, which include discretionary funds with community-based organizations. This year, DFTA expanded and/or recontracted services through RFP processes for Innovative Senior Centers, Naturally Occurring Retirement Communities (NORCs), and Home Care.

## FOCUS ON EQUITY

The Department for the Aging (DFTA) aims to connect with the full range of older people in the City based on demographics, immigrant status and other factors, in order to link interested seniors from all backgrounds and with varied demographic characteristics with services and activities that promote their health and well-being. To achieve this, DFTA offers programs such as home delivered and senior center meals which often include dishes representing the cultures of origin of the meal recipients. Its Innovative Senior Centers and many of its neighborhood centers offer culturally relevant programming such as varied musical offerings and other activities and events. DFTA offers programs such as senior employment services to expand job opportunities for older New Yorkers. DFTA's Advisory Board is made up of an ethnically and culturally diverse group of individuals with varied educational and professional backgrounds in order to promote input on programs and services that reflect a breadth of viewpoints. The Department contracts with over 500 direct service providers and works to ensure their diversity and excellence in meeting the needs of older New Yorkers from all backgrounds.

## OUR SERVICES AND GOALS

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### **SERVICE 1 Provide health and nutrition opportunities to older New Yorkers.**

- Goal 1a Increase utilization of nutrition programs.
- Goal 1b Increase utilization of senior centers.

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### **SERVICE 2 Provide supportive services for seniors.**

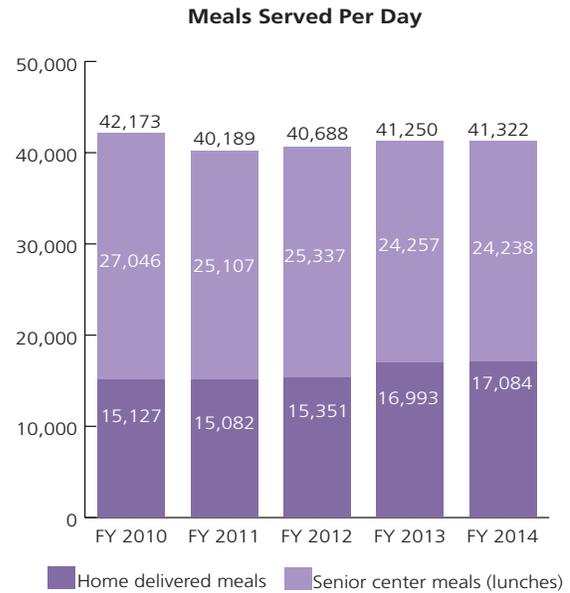
- Goal 2a Increase supportive services to caregivers.
- Goal 2b Increase supportive services to the homebound.

# HOW WE PERFORMED IN FISCAL 2014

## SERVICE 1 Provide health and nutrition opportunities to older New Yorkers.

### Goal 1a Increase utilization of nutrition programs.

DFTA currently funds senior centers at 250 sites, including 234 Neighborhood Centers and 16 Innovative Senior Centers throughout the five boroughs. Senior centers provide meals at no cost to participants (contributions are accepted) and are places where older New Yorkers can participate in a variety of recreational, health promotion, and cultural activities as well as receive counseling on social services and information on and assistance with benefits. DFTA also helps vulnerable older New Yorkers who are homebound and unable to prepare meals to maintain or improve their nutritional health by providing them nutritious home delivered meals. During Fiscal 2014, the number of meals delivered to seniors in their homes increased slightly, to 4.27 million meals. A total of 7.29 million congregate meals (including breakfast, lunch, and dinner) were served to approximately 94,595 seniors at senior centers.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★ Total meals served (000)	NA	NA	11,276	11,521	11,557	*	*	Neutral	NA

★ Critical Indicator "NA" - means Not Available in this report ⇅ shows desired direction

### Goal 1b Increase utilization of senior centers.

During Fiscal 2014, 119,891 older New Yorkers participated in senior center activities citywide. Based on the number of meals served, the senior center citywide utilization rate for this period was 85 percent.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★ Senior center utilization rate (%)	NA	88.0%	93.0%	86.0%	85.0%	95.0%	95.0%	Neutral	NA
Average daily attendance at senior centers	27,046	25,107	25,337	24,257	23,983	26,342	26,342	Up	Down

★ Critical Indicator "NA" - means Not Available in this report ⇅ shows desired direction

## SERVICE 2 Provide supportive services for seniors.

### Goal 2a Increase supportive services to caregivers.

Caregiver services, provided by DFTA's Alzheimer's and Caregiver Resource Center, Grandparents Resource Center, and contracted agencies, are designed to provide assistance and support to New York City caregivers who provide care for an older person and/or to grandparents or other older adults who provide care for a child. Services for caregivers 18 years of age and older include: general information and referral; resources on Alzheimer's disease and other chronic illnesses; educational forums on issues related to cognitive impairment, caregiving and long-term care issues; telephone assessments; supportive counseling; and information about community care options including nursing home placements. During Fiscal 2014, 9,296 caregivers received supportive services from in-house and contracted providers. DFTA consolidated the reporting of caregiver support indicators and now reports a combined, unduplicated count of all caregivers who receive services from DFTA and its providers.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★ Caregivers who received supportive services through DFTA's In-house and Contracted Providers	NA	NA	NA	NA	9,296	*	*	Neutral	NA

★ Critical Indicator "NA" - means Not Available in this report ↕↑ shows desired direction

### Goal 2b Increase supportive services to the homebound.

Some homebound seniors receive home care services, which include homemaking and personal care services, that support functionally impaired older persons who need assistance with personal care needs, and housekeeper/chore services. During Fiscal 2014, 3,250 older New Yorkers received 990,778 hours of home care services, 11 percent more hours, compared to last year.

DFTA's case management system provides a comprehensive approach to allow older adults to continue to live at home and be engaged in their communities. Case management assessments identify the strengths and needs of older persons, and case managers work with clients to plan how to meet their needs and to arrange for and coordinate services and resources on their behalf. Approximately 28,233 older New Yorkers received a total of 458,432 hours of case management services during this period, an increase of three percent in the number of case management hours compared to Fiscal 2013. During Fiscal 2014, DFTA implemented a new data system and is now able to report full-fiscal year totals for home care and case management services. Home care and case management data for years prior to Fiscal 2014 reflect caseloads as of June 30th of that year.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★ Hours of home care services provided	1,622,966	1,033,407	823,831	890,232	990,778	1,039,003	958,000	Up	Down
★ Total recipients of home care services (annual)	5,206	3,012	2,861	2,835	3,250	2,861	2,900	Up	Down
Hours of case management services provided	527,144	499,867	398,013	443,404	458,432	444,000	444,000	Up	Down
Total annual recipients of case management services	NA	NA	16,899	17,499	28,233	*	*	Neutral	NA

★ Critical Indicator "NA" - means Not Available in this report ↕↑ shows desired direction

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Customer Experience									
Completed requests for interpretation	4,016	171	547	485	523	*	*	Neutral	Down
Letters responded to in 14 days (%)	67.0%	65.3%	72.9%	52.8%	59.4%	*	*	Up	Down
E-mails responded to in 14 days (%)	92.0%	83.2%	89.6%	83.7%	96.5%	*	*	Up	Neutral
CORE facility rating	93	85	91	95	100	*	*	Up	Up

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Response to 311 Service Requests (SRs)									
SLA - Housing Options-% of SRs Meeting Time to Action	86%	96%	96%	95%	99%	*	*	Neutral	Up
SLA - Home Delivered Meals for Seniors - Missed Delivery - % of SRs Meeting Time to Action	99%	94%	100%	99%	100%	*	*	Neutral	Neutral
SLA - Elder Abuse-% of SRs Meeting Time to Action	66%	84%	82%	75%	72%	*	*	Neutral	Neutral
SLA - Alzheimers Care Information-% of SRs Meeting Time to Action	70%	82%	89%	86%	87%	*	*	Neutral	Up
SLA - Senior Center Complaint-% of SRs Meeting Time to Action	98%	95%	69%	40%	96%	*	*	Neutral	Down

## AGENCY RESOURCES

Resource Indicators	Actual					Plan <sup>1</sup>		5-year Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15	
Expenditures (\$000,000) <sup>2</sup>	\$281.6	\$263.7	\$257.8	\$262.2	\$268.4	\$262.3	\$280.8	Neutral
Revenues (\$000,000)	\$3.5	\$2.1	\$0.7	\$1.0	\$1.1	\$1.0	\$1.0	Down
Personnel	900	1,034	833	772	660	678	530	Down
Overtime paid (\$000)	\$28	\$14	\$38	\$82	\$1	\$1	\$0	Up
Capital commitments (\$000,000)	\$4.2	\$1.1	\$4.3	\$4.5	\$5.5	\$38.2	\$8.5	Up
Human services contract budget (\$000,000)	\$215.4	\$194.5	\$191.9	\$221.1	\$226.2	220,0	\$234.1	Neutral
Work Experience Program (WEP) participants assigned	566	795	704	63	10	*	*	Down

<sup>1</sup>Authorized Budget Level      "NA" - Not Available in this report      <sup>2</sup>Expenditures include all funds.

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- DFTA consolidated the reporting of caregiver support indicators and now reports a combined, unduplicated count of all caregivers who receive services from DFTA and its providers. The new indicator 'Caregivers who received supportive services through DFTA's In-house and Contracted Providers' replaces previously reported indicators 'Caregivers who received casework services or training through DFTA's In-house Alzheimer's and Long-Term Care Unit and Grandparent Resource Center' and 'Caregivers who received supportive services through DFTA's contracted providers.' Data for periods prior to Fiscal 2014 are not available for the new indicator.
- DFTA's Senior Tracking, Analysis and Reporting System (STARS), which is a system wide database that vastly expands the data processing and analytic capabilities available to providers and to DFTA in order to better manage aging services programs and track their success, is now online. STARS provides a framework that for the first time allows DFTA and all of its direct service contract providers to share information using one master client database. Data from the system are available in real time or in some cases with a delay of no more than 24 hours. STARS contains individual modules specifically tailored to the needs of each DFTA-funded program area while at the same time serving as one central point of access to all reported data (prior systems required IT personnel to laboriously consolidate data from several different sources). In addition, with this new system, DFTA is now able to obtain unduplicated counts of the number of clients

it serves over the course of a year or any other desired time period. Taken together, these new system features are enabling staff to easily extract vital information on individual clients as well as overall program metrics in order to better manage their programs and meet the needs of the older New Yorkers that they serve.

## ADDITIONAL RESOURCES

For more information on the agency, please visit: [www.nyc.gov/aging](http://www.nyc.gov/aging).

