

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. Through October 2014, DFTA served 150,637 older New Yorkers through its in-house and contracted programs, and provided 4.1 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.

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 to 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. Innovative Senior Centers and many 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

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.

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

- During the first four months of Fiscal 2015, 27,652 older New Yorkers participated in activities and received meals at DFTA's 250 senior centers (234 Neighborhood Centers and 16 Innovative Senior Centers) each day. The number of congregate meals (breakfast, lunch, and dinner) served at senior centers remained stable during the reporting period at 2.6 million. Seniors also received 1.48 million home delivered meals, equivalent to the same period last year. This year DFTA and its service providers expanded the Innovative Senior Center model from 10 to 16 sites.
- DFTA continues to support homebound older New Yorkers through its home delivered meal, case management and home care programs. During the reporting period, homebound older New Yorkers received 317,767 hours of home care services, a decrease of 8.3 percent compared to the prior period. Fewer hours of home care services were provided during the first four months of Fiscal 2015 due to shifting some funding to increase hourly reimbursement rates under the new contracts beginning in July 2014. Home care contracts have been consolidated to one contract per borough to increase efficiency in meeting client needs where needs are greatest. During the same period, 155,535 hours of case management were provided, an increase of 11.4 percent.

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

Goal 1a Increase utilization of nutrition programs.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Total meals served (000)	11,276	11,521	11,557	*	*	4,024	4,083

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

Goal 1b Increase utilization of senior centers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Senior center utilization rate (%)	93.0%	86.0%	85.0%	95.0%	95.0%	NA	NA
Average daily attendance at senior centers	25,337	24,257	23,983	26,342	26,342	24,900	27,652

★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Persons who received information and/or supportive services through DFTA's in-house and contracted Caregiver programs	NA	NA	9,296	*	*	NA	13,982

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

Goal 2b Increase supportive services to the homebound.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Hours of home care services provided	823,831	890,232	990,778	958,000	958,000	346,692	317,767
★ Total recipients of home care services (annual)	2,861	2,835	3,250	2,900	2,900	NA	NA
Hours of case management services provided	398,013	443,404	458,432	444,000	444,000	139,613	155,535
Total annual recipients of case management services	16,899	17,499	28,233	*	*	NA	NA

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

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Customer Experience							
Completed requests for interpretation	547	485	523	*	*	NA	NA
Letters responded to in 14 days (%)	72.9%	52.8%	59.4%	*	*	54.7%	84.8%
E-mails responded to in 14 days (%)	89.6%	83.7%	96.5%	*	*	97.1%	71.1%
CORE facility rating	91	95	100	*	*	NA	NA

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Response to 311 Service Requests (SRs)							
SLA - Housing Options-% of SRs Meeting Time to Action	96%	95%	99%	*	*	99%	100%
SLA - Home Delivered Meals for Seniors - Missed Delivery - % of SRs Meeting Time to Action	100%	99%	100%	*	*	100%	100%
SLA - Elder Abuse-% of SRs Meeting Time to Action	82%	75%	72%	*	*	67%	76%
SLA - Alzheimers Care Information-% of SRs Meeting Time to Action	89%	86%	87%	*	*	96%	100%
SLA - Senior Center Complaint-% of SRs Meeting Time to Action	69%	40%	96%	*	*	95%	95%

AGENCY RESOURCES

Resource Statistics	Actual			Sept. 2014 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY12	FY13	FY14	FY15	FY15 ¹	FY16 ¹	FY14	FY15
Expenditures (\$000,000) ²	\$257.8	\$262.2	\$263.9	\$280.8	\$286.0	\$257.3	\$206.4	\$148.6
Revenues (\$000,000)	\$0.7	\$1.0	\$1.1	\$1.0	\$1.0	\$1.0	\$0.3	\$0.7
Personnel	833	772	660	530	696	490	699	644
Overtime paid (\$000)	\$38	\$82	\$28	\$0	\$0	\$0	\$6	\$11
Capital commitments (\$000,000)	\$4.3	\$4.5	\$5.5	\$8.5	\$30.5	\$5.1	\$0.6	\$0.0
Human services contract budget (\$000,000)	\$191.9	\$221.1	\$225.0	\$234.1	\$241.5	\$209.2	\$84.6	\$84.0
Work Experience Program (WEP) participants assigned	704	63	10	*	*	*	23	0
¹ February 2015 Financial Plan ² Expenditures include all funds. "NA" - Not Available in this report								

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- For the first time this year data for the indicator 'Average daily attendance at senior centers' is counting actual client attendance data, a much more precise measure than in the past, when the indicator was calculated using meals as a proxy. This improvement is the result of the implementation of DFTA's new database of record: the Senior Tracking, Analysis and Reporting System (STARS).

ADDITIONAL RESOURCES

For more information on the agency, please visit: www.nyc.gov/aging.