

# **FY 2026 Borough Budget Consultations**

## **Manhattan - Department for the Aging**

Meeting Date: [9/16/24](#)

The purpose of holding the Borough Budget Consultations is to have a straightforward and frank conversation about each agency's budget needs and requests. Unlike other venues, such as City Council Hearings, these consultations are not open to the public nor are they recorded. The information provided assists Community Boards in drafting our own Statement of District Needs and Budget Priorities and it facilitates the opportunity to do so in a way that supports the Agency's goals. Community Board Members often lack expertise about funding sources and the processes within Agencies regarding funding of various programs and initiatives. However, they are very knowledgeable about what local services are needed in their neighborhoods and the effectiveness of Agency programs.

This year's Manhattan agenda have three sections:

### **I. General overview of current and out-year agency budgets**

1. What is the overall budget increase or decrease for the Agency in the FY 25 adopted budget? How does that compare to the FY24 budget? Does the Agency anticipate a budget shortfall for FY 25, FY 26 or further out years?
2. What are your priorities, operational goals, and capital goals for FY25 and projected priorities, operational goals, and capital goals for FY26?
3. What, if any, programs are affected by the end of COVID relief funds?

### **II. Specific Program Funding.**

1. What programs within the Agency will see a significant increase or decrease in funding overall in FY 25 and anticipated FY 26? To what

extent, if any, is the increase or decrease in funding related to non-recurring federal funding allocations?

2. Which programs will be new? eliminated entirely?
3. What are your benchmarks for new and existing programs and what are your benchmarks/key performance indicators for measuring success?

### III. 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.

### **AGENDA ITEM [1]: General Agency Funding Discussion**

As Agencies continue to recover from COVID 19 period to provide full services and relief funds from the Federal Government to states and municipalities begins to wind down:

1. What changes in federal funding have been instituted for FY 25? Will those changes continue into FY 26? What portion or percentage of the FY 24 and FY 25 budgets consisted of non-recurring federal funding?
2. What, if any, programs are affected by a change (decrease or increase) or end of COVID relief funds for FY 25?
3. What is the overall budget increase or decrease for FY 25 adopted budget compared to FY24 budget? Does the Agency anticipate a budget shortfall for FY 25, FY 26 or further out years after the non-recurring federal funding has been exhausted?
4. How will funding allocations be adjusted for impacts of inflation for FY 25 and what is planned for 26?

### **AGENCY RESPONSE:**

1. There is no anticipated change in federal funding for the New York City Department for the Aging (NYC Aging). We continue to work with OMB as we discuss funding needs for FY 26 and are in frequent communication with them on any anticipated changes or potential

issues. There are no portions of the NYC Aging budget which contain non-recurring federal funding.

2. As we move into FY 2025, NYC Aging has already ensured that both the end of COVID-19 emergency stimulus funds and the difficult fiscal climate that the city is experiencing did not negatively affect programs and services for older adults. Currently, there is no impact to programs or services solely due to a loss of these funds.
3. NYC Aging works closely with our partners at the Office of Management and Budget (OMB) to fully fund programs that serve the needs of older adults regardless of changes in the city's fiscal realities. There was an overall increase of \$28 million in the adopted budget which included a \$4.3 million increase for the Home Delivered Meals (HDM) program which added \$1 to every meal for HDM providers raising their per meal reimbursement rate to \$13.78. We continue to work with our partners at the OMB to manage adequate funding for our programs and services during difficult fiscal years.
4. At NYC Aging, we understand the impacts of inflation that our contracted providers experience as they operate programs which serve the needs of older adults. Higher operating costs have been a concern for NYC Aging in the past two years, and we work with our providers to manage rising costs within their existing budgets. We work with OMB when we are alerted by providers to inflation related cost issues and accelerate those requests as we are able.

## **MEETING NOTES:**

### **NEW INFORMATION:**

Q. Are you seeing a need to reduce or change services being provided due to inflation?

A. No. Some of the providers are underspending their budgets so we tap into that reserve.

Q. Have providers mentioned inflation and price changes in how they deliver services?

A. Yes, they have and we work with them to meet the needs and tell OMB. The underspending mitigates this cost and issue.

Q. Why would service providers be underspending?

A. In some areas where there is are many clients and then some are under capacity so it balances out.

### **FOLLOW-UP COMMITMENTS:**

## **AGENDA ITEM [2]: Senior Facilities Requiring Renovation**

1. Please provide an updated list of names and community district facilities that require renovation as well as the funds and plans in place to improve these existing centers? Please update the 5-year plan provided last year.

2. What specific facilities have funding allocated from the budget for renovations?
3. Are there any operational changes planned and budget for these facilities?

**AGENCY RESPONSE:**

1. NYC Aging establishes contracts with providers who run Older Adult Centers (OACs) and maintains close relationships with those programs. However, OACs exist in a range of buildings or spaces which have differing occupancy agreements that determine levels of responsibility for improvements and repairs. Thus, NYC Aging works with the OACs to address needs and find opportunities for upgrades, repairs, or renovations on a case-by-case basis depending on the building-type.
2. At NYC Aging, we are always looking for opportunities to help centers update their spaces to best serve older adult clients. Below is a list of projects currently planned or in-process for Manhattan.

Center Name	Project
Goddard Riverside	Lease renewal scope final sign off
Leonard Covello	Code Compliance and Local Law 97 Upgrades
Mott Street	Energy Audit and Compliance Projects
CPC Open Door	Energy Audit and Compliance Projects

3. As stated previously, no programs have been eliminated which would lead to planned operational changes at facilities.

**MEETING NOTES:**

**NEW INFORMATION:**

Clarification of project centers districts:  
 Goddard CB-7  
 Leonard Covello -CB-11  
 Mott St. & Open Door- CB 3

**FOLLOW-UP COMMITMENTS:**

**AGENDA ITEM [3]: Case per Case Worker Ratio**

1. Will NYC Aging continue to budget to support providers and maintain appropriate Case Worker Ratios?
2. What is the current Ratio per Case Worker?

**AGENCY RESPONSE:**

1. Ensuring appropriate caseworker ratios is vital to serving the needs of older adults and maintaining success in these critical programs. NYC Aging Case Management Agencies (CMA) provide necessary help to homebound older New Yorkers and meet the client where they are based on their unique needs. NYC Aging continues to budget to support providers and maintain appropriate Case Worker ratios year over year, and to manage increases in CMA clients as older adults are evaluated for programs like homecare or home delivered meals.
2. As of the July 15, 2024, Terms and Conditions report which has been submitted to the New York City Council, the Case Manager to client ratio is 1:58.

**MEETING NOTES:**

**NEW INFORMATION:**

- Q. 1-58 Case manager ratio sounds like a big number is there a parameter we work under?  
A. Yes, the parameter is 65-72.

**FOLLOW-UP COMMITMENTS:**

**AGENDA ITEM [4]: Funding for Home Delivered Meals Program(s)**

1. Will funding be increased for homebound older adults to receive home delivered meals in Manhattan boards 1-12 for FY 26?
2. Are special diets and cultural preferences being continued in the contracts for HDM?

**AGENCY RESPONSE:**

1. Our goal is always to meet the needs of older adults and ensure that those who are looking for meals can receive culturally appropriate meals as soon as possible. In the FY 2025 Adopted Budget, NYC Aging will see the HDM program funded at \$62 million,

representing an increase over FY 2024 funding and including a \$1 increase in the meal reimbursement rate, for a total reimbursement of \$13.78 for HDM providers.

2. NYC Aging requires that providers understand the cultural needs of their communities where they serve older adults. It is our ultimate goal to ensure that any older adult who needs a meal, can receive a meal that fits their specific cultural or religious needs. HDM contracts have larger catchment areas than OACs where meals are also provided, and therefore, have specific requirements to always provide options for varying meal types. This includes Halal, Vegetarian, Chinese, Latin, Russian, Mediterranean, and Kosher.

In our efforts to reduce food insecurity among older New Yorkers, for decades, the Department for the Aging has worked with our providers to serve nutritious meals. In the past few years, we have required that one vegetarian entrée be served at congregate meals at older adult centers and to homebound residents through our home delivered meals program. With the new City Food Standards requiring one plant-based entrée be served, we worked with our providers to meet this new requirement.

## **MEETING NOTES:**

### **NEW INFORMATION:**

Q. Is there an option in plant based diets?

A. Contract is stipulated to meet the needs of the client so in essence, yes.

### **FOLLOW-UP COMMITMENTS:**

## **AGENDA ITEM [5]: Connecting Older Adults**

With the increase in Telehealth mandates the need to educate and provide technology for medical needs as well as to combat social isolation is needed.

1. Will Funding be maintained in FY26 to secure tablets for seniors in NYCHA and other low- Income dwellings (HDFC; TIL; SCRIE) who do not have tablets?

## **AGENCY RESPONSE:**

1. During the COVID-19 Pandemic, we learned how incredibly important internet access, devices, and education were to ensuring that older adults stay connected, combatted social isolation, and were able to participate in programs or services necessary to our everyday lives like telehealth services. In FY22, NYC Aging distributed more than 10,400 tablets to older adults across the City. Currently, NYC Aging is working to welcome more

older adults into their local Older Adult Centers which offer case assistance, technology services, and congregate meals, and expanding internet access at older adults' homes through New York State's ConectAll program. Additionally, we work with our partners at NYCHA to inform more older adults living in NYCHA facilities about the Big Apple Connect program. This program provides free high-speed internet service to NYCHA spaces including our OACs which are located in NYCHA developments.

## **MEETING NOTES:**

### **NEW INFORMATION:**

Q. IS there Wifi available at centers, are there classes on how to use these things

A. Yes and yes. Greenwich house is a good example.

Q. For aging clients that are homebound, is there a program for them to get a device?

A. No there is not any program to supply homebound clients with devices.

### **FOLLOW-UP COMMITMENTS:**

## **AGENDA ITEM [6]: Home Care Funding**

1. Will funding be continued and increased for Senior Home Care Programs in FY 26?
2. What are the numbers of Seniors on the waiting list for Home Care Services in FY25?
3. Please provide a list of Home Care by District and the funding level.

## **AGENCY RESPONSE:**

1. NYC Aging has secured funding for Fiscal Year 2025 to support the wages of Home Care workers. The state was able to provide \$5.1 million for a cost-of-living-adjustment for Home Care workers. During Fiscal Year 2026, NYC Aging will continue to work with OMB and our state partners to secure funding and advocate for Home Care workers.
2. It is important to note that waitlist numbers reflect a point in time. In other words, based on the need/demand, waitlist numbers will constantly fluctuate – often daily. Our providers will work to prioritize anyone waiting for services and address any urgent needs during the intake process. We are committed to reducing waitlist numbers for key services, like Home Care, which is crucial to addressing the health needs of older adults. Often waitlists represent a revolving door of individuals who are being onboarded for services and are immediately replaced by another individual recently determined eligible

for services. On July 15, 2024, there were 210 clients on the waiting list for home care services.

3. Manhattan homecare services are provided by the New York Foundation for Senior Citizens Home Attendant Services, Inc., and is funded at \$9.004 million in FY 2025.

## **MEETING NOTES:**

### **NEW INFORMATION:**

[NO FURTHER INFO OR QUESTIONS](#)

### **FOLLOW-UP COMMITMENTS:**

## **AGENDA ITEM [7]: Transportation for Seniors and Disabled**

1. Will essential Transportation services be maintained for Medical and Social Service appointments for people age 60 and older who lack access to transportation for essential medical and social service appointments or cannot use public transportation?
2. Will transportation be provided for group transportation to and from shopping trips, and recreational and cultural outings for older adults?

## **AGENCY RESPONSE:**

1. Last year, NYC Aging completed a successful Transportation Request for Proposal (RFP) process and was able to award contracts to providers in catchment areas citywide who will serve the transportation needs of older adults. These providers offer accessible transportation services within communities, connected older New Yorkers to grocery stores, medical appointments, social activities, community centers, houses of worship, and other vital needs. This is in addition to the individual transportation services which Older Adult Centers may provide as well. We are confident that this more robust transportation program will best serve the needs of older adults. These programs continue into this year and will serve transportation needs for older adults who need access to medical appointments, shopping, houses of worship, banking, and other necessary trips.
2. The transportation contracts include options for group trips and Older Adult Centers frequently organize groups to visit larger grocery stores outside of Manhattan, recreational activities, trips to cultural institutions, and other larger group outings.



## **MEETING NOTES:**

### **NEW INFORMATION:**

Q. How is group transportation arranged for recreation?

A. It can be through a senior center or it can be a group of seniors who request it. It is flexible.

### **FOLLOW-UP COMMITMENTS:**

## **AGENDA ITEM [8]: Elder Abuse & Crime**

As a Study from the Department for the Aging and other organizations found that 76 in 1,000 older New York state residents were victims of elder abuse during any given one-year period. NYC elderly are often victims of violent crimes that for the most part are ignored and not reported.

1. Will Funds be made available to counsel victims of Elder Abuse and raise awareness about this issue?
2. Will Funds be provided to victims for crisis intervention and safety planning?
3. Will funding be provided to help victims compile evidence, work with authorities, and seek compensation?

## **AGENCY RESPONSE:**

1. NYC Aging currently funds eight Elder Justice community provider contracts who deliver services across all five boroughs. Our providers work with older adults who are or have experienced abuse and offer counseling and case assistance services, which includes crisis intervention, safety planning criminal justice advocacy and assistance navigating the court system(s). Through our Elder Justice provider partners, NYC Aging works to increase awareness of Elder Abuse, as victims often suffer in silence, to identify older adults experiencing abuse and provide supportive services to assist those older adults.

NYC Aging always works with our partners at NYPD to identify larger trends and patterns surrounding elder abuse. While we cannot report overall numbers, we have seen increases in referrals to our Elder Crime Victims Resource Center (ECVRC) as well as increases in new elder abuse clients in our community-based programs. Increased reporting does not necessarily reflect an increase in crime/abuse but may reflect increased outreach by NYPD or social services which results in increased reporting. We work closely with NYPD and our network of providers to monitor trends and provide information to older adults.

2. Crisis intervention and safety planning are part of the services provided through the ECVRC and our community-based partners. We work closely with law enforcement, the DA's offices, and our network of providers to support the needs of clients and law enforcement as part of these robust programs.
3. As part of the typical work done in the ECVRC program, we regularly assist clients in accessing crime victims reparations funds through applications to the New York State Office of Victim Services. Clients are assisted by helping them walk through this process in order to lessen the administrative burden.

## **MEETING NOTES:**

### **NEW INFORMATION:**

Q. What kind of eviction services are comprised in TESS?

A. TESS must refer the person in housing court to TESS. It is staffed by social workers. Whatever the issue is in court they will address, The TESS team works to stop the eviction if possible.

Q. Are there also resources who are being harassed or annoyed before eviction or is this service reactive? (i.e. harassment, unnecessary repairs)

A TESS is referral by judge. Elderly crime resource center can be accessed for these types of things. HRA can provide the social services side and then to OFC to help in this regard?

Q. Senior evictions n regards to hoarding? Any services for that?

A. Many of our programs refer to APS (adult protective services) around hoarding. This is a resource to help with this and cover costs for assisting with hoarding. They have contracts to help with hoarding but HRA would know better. Please defer to them.

### **FOLLOW-UP COMMITMENTS:**

## **AGENDA ITEM [9]: Geriatric Mental Health**

1. Will Mental Health Services be maintained in FY 25 and FY 26 by providing licensed health clinicians at older Adult Centers for boards 1-12?
2. Are there existing RFP's available FY 25 and FY 26 for preventative Mental Health services?
3. Can a list of existing mental health services be provided for board 1-12?

## **AGENCY RESPONSE:**

1. Yes, there will continue to be NYC Aging funded mental health support programs co-located at Older Adult Centers throughout the five boroughs. NYC Aging currently operates the Geriatric Mental Health (DGMH) program in 88 OACs across the city. Every community board throughout New York City has access to a DGMH site where older adults can access services like counseling, regardless of whether they are an OAC member or not.
2. The current DGMH contracts for mental health services will continue to be active through FY 25 and FY 26. All upcoming RFPs for NYC Aging programs can be found where we list procurement information, and we announce upcoming RFPs through the Government Affairs Officers who regularly attend District Service Cabinet Meetings.
3. Co-located mental health services can be found at the following OACs:
  - UJCES Lunch Club
  - UJCES Lillian Wald
  - Henry Street Settlement OAC
  - Greenwich House Center on the Square OAC
  - Greenwich House Westbeth
  - Stein OAC
  - Lenox Hill at 70<sup>th</sup> Street
  - Lenox Hill OAC at St. Peter's Church
  - Project FIND Aid Clinton
  - Encore at St. Malachy's
  - Riverstone Senior Life Neighborhood OAC
  - A. Philip Randolph OAC
  - ARC XVI Central Harlem OAC
  - ARC XVI Fort Washington OAC
  - Cothoa Luncheon Club OAC
  - Leonard Covello OAC
  - PSS Harlem Neighborhood OAC

**MEETING NOTES:**

**NEW INFORMATION:**

**NOT ADDRESSED IN MEETING-** Skipped?

**FOLLOW-UP COMMITMENTS:**

**AGENDA ITEM [10]: Tenancy and Eviction Support Services**

The Tenancy and Eviction Support Services (TESS) program (formerly known as the Assigned Counsel Project) which gives the opportunity for New Yorkers 60 years of age and older who are at risk of being evicted from their homes to receive free legal representation and social services.

Will funding be maintained for the Tenancy and Eviction Support Services (TESS) program?

Can a list of existing TESS Programs be provided for boards 1-12?

**AGENCY RESPONSE:**

Yes, funding for TESS will be maintained in FY25. The TESS program is run directly by NYC Aging and staff members work out of the NYC Aging office to assist older adults in housing court facing eviction in Manhattan and Brooklyn. NYC Housing court judges refer older adults directly to TESS, who then assess their eligibility to receive TESS services.

There are no individual TESS providers by borough or other catchment area as the program is directly run by NYC Aging. To get in touch with NYC Aging's Tenancy and Eviction Support Services team, email [TESS@aging.nyc.gov](mailto:TESS@aging.nyc.gov) or call Aging Connect at 212-AGING-NYC (212.244.6469).

**MEETING NOTES:**

**NEW INFORMATION:**

ADDRESSED ABOVE

**FOLLOW-UP COMMITMENTS:**

**AGENDA ITEM [11]: Protecting Food Programs for the Senior Population**

1. Will the Home Delivered Meals (HDM) program continue to provide nutritious meals to older adults without interruption in FY26?
2. Is funding adequate to maintain and replace or upgrade food delivery trucks in FY 25 and 26?

## **AGENCY RESPONSE:**

1. Our goal is always to meet the needs of older adults and ensure that those who are looking for meals can receive culturally appropriate meals as soon as possible. In the FY 2025 Adopted Budget, NYC Aging will see the HDM program funded at \$62 million, representing an increase over FY 2024 funding and including a \$1 increase in the meal reimbursement rate, for a total reimbursement of \$13.78 for HDM providers.
2. There are currently no scheduled upgrades for HDM delivery vehicles. However, we have in past years, worked with the New York City Council to secure investments for the purchase Hot Shot Vans which serve HDM providers and have upgraded their fleet of delivery vehicles, and will continue for Council support to help replace old hot shots.

## **MEETING NOTES:**

### **NEW INFORMATION:**

NO NEW INFO or QUESTIONS

### **FOLLOW-UP COMMITMENTS:**

## **AGENDA ITEM [12]: Maintaining Independence for Homebound**

1. Will continued case management be funded in FY 25 and FY 26 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)?
2. Please give the status of Community Care Plan and funding allocation

## **AGENCY RESPONSE:**

1. Case Management Agencies (CMA) connect homebound older adults to resources and benefits so that they may continue to live independently and safely in their homes. Case Management will be funded at the current baseline levels in FY 2025 at \$44.4 million which can serve approximately 35,000 clients annually.
2. NYC Aging released a 5-year Community Care Plan in April 2021 to address the needs of a growing and diversifying older adult population so that they may remain at home in their communities in a state of health and well-being as long as possible. The goal is to make the city age-inclusive, providing access to a full spectrum of high-quality critical services, resources, and opportunities that will support older adults with their daily living activities, which then promotes the second goal of reducing institutionalization. To date we have

increased our older adult center network, expanded citywide and neighborhood-based marketing and outreach for services, increased transportation options, and strengthened funding for additional staff for the existing network of OACs. Total funding for the Community Care Plan is at \$82.293 million.

**MEETING NOTES:**

**NEW INFORMATION:**

- Q. Is there demand that is not being met? Is there a waiting list for case management?
- A. We do technically have a waitlist. Client enters with an intake phone call. Like HDM. If the case management agency cannot visit within 10 days, they go on waiting list. If they don't have an urgent need, they will check in every 2 months but not immediately go home to assess them. If someone needs homecare they do not go on waitlist.
- Q. What kinds of issues go on waitlist?
- A. Non-urgent issues. Their needs are being met and they are safe and connected and can wait for the visit of social worker.
- Q. What kind of services might these non-urgent clients get? Why are they calling?
- A. Majority may need just a home-delivered meal but that might be it. Their needs are being met.
- Q. CB needs more clarification.
- A. We will respond to you directly to fully clarify.

ADVOCACY NEEDS FROM CB

Capital and expense needs – Agency will provide a list of specific needs.

**FOLLOW-UP COMMITMENTS:**

**AGENDA ITEM [13]: [Title]**

[Insert Question]

**AGENCY RESPONSE:**

**MEETING NOTES:**

**NEW INFORMATION:**

**FOLLOW-UP COMMITMENTS:**

**AGENDA ITEM [14]: [Title]**

[Insert Question]

**AGENCY RESPONSE:**

**MEETING NOTES:**

**NEW INFORMATION:**

**FOLLOW-UP COMMITMENTS:**

**AGENDA ITEM [15]: [Title]**

[Insert Question]

**AGENCY RESPONSE:**

**MEETING NOTES:**

**NEW INFORMATION:**

**FOLLOW-UP COMMITMENTS:**