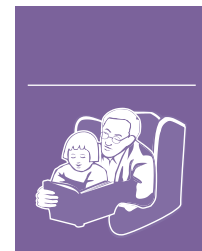


DEPARTMENT FOR THE AGING

Lorraine Cortés-Vázquez, Commissioner



WHAT WE DO

The Department for the Aging (DFTA), also known as NYC Aging, 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. In Fiscal 2023, NYC Aging served approximately 213,828 older New Yorkers not notwithstanding 36,000 callers served via Aging Connect. NYC Aging supports a broad range of services, both directly and through approximately 400 direct service contracts. NYC Aging also administers discretionary funds received from the City Council, in addition to federal, state and City funding, as well as other grants for special initiatives and programming.

FOCUS ON EQUITY

With an overarching mission to eliminate ageism and ensure the dignity and quality of life of approximately 1.8 million older New Yorkers, NYC Aging is deeply committed to helping older adults age in their homes and creating a community-care approach that reflects a model age-inclusive city. NYC Aging and its providers are committed to ensuring that all older New Yorkers, especially the historically under-served, have access to the services they need. The historically underserved among older New Yorkers have included people of color, immigrants, and individuals with limited English proficiency, and those who are of low income. Internally, NYC Aging has created a committee on Justice, Diversity, Equity, and Inclusion (J.D.E.I.) that ensures that NYC Aging staff are educated about, and continuously made aware of the need to keep our fingers on the pulse of equity and inclusion. NYC Aging aims to connect with the full range of older people in the city in order to link them with services and activities that promote their health, safety and well-being.

Procurements are important vehicles that NYC Aging uses to promote equity. Through solicitations, NYC Aging emphasizes the need for provider candidates to demonstrate how they will achieve cultural competence among staff related to the population groups in their catchment areas, conduct outreach and marketing efforts to attract the full range of groups to their programs, and offer the types of programming that will meet the needs of these groups. In Fiscal 2024 NYC Aging is executing requests for proposals for several program areas based on NYC Aging's principles of equity and community-based support of older people.

OUR SERVICES AND GOALS

SERVICE 1 Provide community-based services to older New Yorkers.

- Goal 1a Increase utilization of Older Adult Centers.
 - Goal 1b Provide community-based nutrition opportunities to older New Yorkers.
 - Goal 1c Provide services and supports to older New Yorkers aging in place.
 - Goal 1d Provide mental health services and supports to older New Yorkers.
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SERVICE 2 Provide supportive services to homebound older adults and their caregivers.

- Goal 2a Provide supportive services to homebound older adults.
- Goal 2b Provide supportive services to caregivers

HOW WE PERFORMED IN FISCAL 2023

SERVICE 1 Provide community-based services to older New Yorkers.

Goal 1a Increase utilization of Older Adult Centers.

NYC Aging's Older Adult Centers provide opportunities for older New Yorkers to access nutrition and health services, recreation, socialization, volunteerism, and education. During Fiscal 2023, NYC Aging released the *Join Us* ad campaign to encourage and reassure older New Yorkers to safely return to Older Adult Centers in an effort to combat social isolation after the COVID-19 pandemic impacted services and visitation. Likely attributable to that campaign, over 145,919 individual older New Yorkers were served by Older Adult Centers and affiliated sites funded by NYC Aging, a nine percent increase over the 134,239 served in Fiscal 2022. An average of 24,261 participants attended daily in Fiscal 2023, an increase nearly a third at over 5,000 average daily participants over the previous year and moving closer to the target of over 26,000 last reached in Fiscal 2019.

Building on the success of lessons learned from the pandemic, NYC Aging and its providers continue to offer the option of virtual programming to older New Yorkers who would like to join in on activities from home or other locations remotely. This year 33,608 Virtual and Hybrid Program Participants were served, a 45 percent decline from the prior year. As daily participant rebounds to pre-pandemic levels, NYC Aging expects virtual participation may continue to decrease, however, it will remain an option.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Older Adult Center average daily participants	29,726	24,249	NA	18,967	24,261	26,342	26,342	NA	Up
Older Adult Center service utilization rate (%)	97%	92%	NA	NA	NA	*	85%	NA	Up
Older Adult Center virtual and hybrid program clients	NA	NA	33,458	61,351	33,608	*	*	NA	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Goal 1b Provide community-based nutrition opportunities to older New Yorkers.

Older New Yorkers' access to meals at Older Adult Centers fully resumed in Fiscal 2022. In As such, in Fiscal 2023, 5,072,524 meals were served to 109,583 older New Yorkers. The number of meals served increased 69 percent and the number of meal participants increased by 23 percent from the previous year. Although this is a significant improvement, Older Adult Centers are still working towards reaching pre-pandemic service levels.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Older Adult Center total meals	7,175,638	7,616,106	NA	3,004,508	5,072,524	*	*	NA	*
● Older Adult Center meal participants	131,146	118,673	NA	89,230	109,583	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Goal 1c Provide services and supports to older New Yorkers aging in place.

In addition to other aging in place services NYC Aging provides, Naturally Occurring Retirement Communities (NORCs) are multi-age housing developments or neighborhoods that were not originally built for older adults but are now home to a significant number of older New Yorkers. Older residents of many of the City's NORCs can access health and social services in their own building or building complex. In addition to their focus on health, NORC supportive services programs provide case management services, educational activities, trips, and volunteer and NORC governance opportunities. In Fiscal 2023 NYC Aging served 19,122 older adults residing in an NYC Aging-funded NORC. This is an increase of 7.1 percent from the previous year and the highest level since reporting began in Fiscal 2016.

NYC Aging's Senior Community Services Employment Program (SCSEP) provides training opportunities to older adults who are seeking re-employment in today's job market. This program has built partnerships with community-based organizations,

government agencies and nonprofit entities which collaborate in the enhancement of skills for older adults. In Fiscal 2023, 386 older New Yorkers received training, subsidized and/or unsubsidized employment opportunities through the NYC Aging senior employment program.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Naturally Occurring Retirement Communities participants	16,651	18,309	17,889	17,849	19,122	*	*	Up	*
Senior Community Services Employment Program participants	437	367	247	259	386	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Goal 1d Provide mental health services and supports to older New Yorkers.

Older adults have high rates of late-onset mental health conditions, yet low rates of assessment and treatment. NYC Aging partners with the Mayor’s Office of Community Mental Health to provide mental health support to older New Yorkers through NYC Aging’s Geriatric Mental Health Initiative (GMH), which was launched at the beginning of July 2016. GMH places mental health clinicians in Older Adult Centers who lead educational games and continuously engage participants to lower cultural or other barriers to treatment and have open conversations with older adults about anxiety and depression. Clinicians also screen participants for depression, provide on-site counseling, and give referrals. All older New Yorkers 60 and older are eligible to receive services and do not have to be a registered participant of an Older Adult Center to see a mental health professional. Before this initiative, many older adults went without ready access to mental health support. In Fiscal 2023, 861 older adults experiencing mental health issues were treated through this initiative in 17,331 clinical sessions. The number of older adults served increased by 10.2 percent from the prior year. NYC Aging will continue to monitor participation as the Older Adult Centers work towards reaching their pre-pandemic levels.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Geriatric mental health clinical clients	NA	538	801	781	861	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

SERVICE 2 Provide supportive services to homebound older adults and their caregivers.

Goal 2a Provide supportive services to homebound older adults.

NYC Aging continues to support homebound older New Yorkers through its case management, home care, and home delivered meal programs. Case management services involve comprehensive assessments to identify the needs and strengths of older persons with functional impairments, planning with these clients on how to meet their needs and build on their identified strengths and capacities, as well as arranging and coordinating services and resources on their behalf. The goal of case management is to help clients maintain their independence to the extent possible and improve their current quality of life. During Fiscal 2023, 493,550 hours of case management services were provided by case management providers to 34,783 older New Yorkers. This is 6.2 percent fewer hours and 11.2 percent fewer clients served than the previous year.

Home care services are for older New Yorkers who have unmet needs in activities of daily living and do not qualify for Medicaid or other ongoing insurance-funded home care. The goal of this program is to maintain seniors safely at home and prevent or at least delay the placement of frail elderly individuals into more expensive Medicaid-funded nursing homes. Home care clients receive a variety of services including assistance with bathing, dressing, grooming, toileting, transferring from bed to chair and/or to wheelchair, walking and eating. They are aided with housekeeping tasks, including assistance with dusting and vacuuming, light cleaning of the kitchen, bedroom, and bathroom, as well as shopping or other essential errands like laundering, ironing, and mending. Home care clients are also supported with meal preparation and provided individual respite to support caregivers of functionally impaired older adults. In Fiscal 2023, 3,451 homebound older New Yorkers received 1,411,609 hours of home care services a 4.7 percent increase in care clients served and a 17.9 percent increase in home care service hours from the previous year to the highest number of care hours since Fiscal 2010.

NYC Aging 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. When it is in the best interest of the older person receiving a home delivered meal, meals may also be provided to the client's spouse or domestic partner regardless of age or physical condition, and disabled individuals under 60 years of age living in the same household as the client. This year NYC Aging's Home Delivered Meal providers served 27,547 homebound older New Yorkers 4.01 million home delivered meals.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Home delivered meals served	4,554,828	4,663,561	4,109,446	4,287,681	4,011,119	4,390,494	4,390,494	Down	Up
Recipients of home delivered meals	27,065	24,508	26,275	26,852	27,547	*	*	Neutral	*
★ Home care hours	1,396,234	1,260,142	1,235,692	1,197,483	1,411,609	1,100,000	1,100,000	Neutral	Up
★ ● Total recipients of home care services	3,877	3,780	3,386	3,296	3,451	3,500	3,500	Down	Up
Case management hours	545,695	570,809	562,899	526,293	493,550	530,000	530,000	Down	Up
● Case management clients	34,937	40,347	35,153	39,163	34,783	*	*	Neutral	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Goal 2b Provide supportive services to caregivers.

NYC Aging's in-house and contracted caregiver service providers assist and support New York City caregivers who are caring for an older person, as well as grandparents or other older adults who are caring for children. Caregiver services include information and assessments, referrals, support groups and training, counseling, and individual or group respite. Over Fiscal 2023, 5,211 caregivers received services through NYC Aging's contracted and in-house caregiver programs, three percent fewer persons than the previous year.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Caregiver clients	5,437	5,290	5,261	5,349	5,211	5,400	5,400	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	1,473	1,647	2,032	2,903	3,050	*	*	Up	*
Letters responded to in 14 days (%)	71.0%	95.0%	99.0%	100.0%	100.0%	*	*	Up	Up
E-mails responded to in 14 days (%)	96.0%	97.0%	99.0%	77.6%	91.9%	*	*	Down	Up
CORE facility rating	NA	100	NA	100	100	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to first action - Home Delivered Meals for Seniors - Missed Delivery (14 days)	94%	NA	100%	100%	99%	*	*	NA	*
Percent meeting time to first action - Elder Abuse (5 days)	92%	NA	79%	98%	100%	*	*	NA	*
Percent meeting time to first action—Housing (14 days)	NA	NA	100%	100%	100%	*	*	NA	Up
Percent meeting time to first action—General Aging Information (14 days)	NA	NA	100%	100%	100%	*	*	NA	Up
Percent meeting time to first action—Benefits and Entitlements (14 days)	NA	NA	100%	100%	100%	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	
Expenditures (\$000,000) ³	\$388.2	\$424.0	\$355.6	\$502.6	\$545.3	\$534.9	\$521.8	Up
Revenues (\$000,000)	\$0.3	\$1.5	\$1.3	\$2.4	\$7.1	\$1.0	\$1.0	Up
Personnel	647	636	628	304	312	349	350	Down
Overtime paid (\$000)	\$31	\$41	\$75	\$26	\$31	\$31	-	Down
Capital commitments (\$000,000)	\$0.4	\$7.2	\$2.3	\$1.3	\$5.1	\$14.8	\$9.5	Up
Human services contract budget (\$000,000)	\$338.1	\$364.2	\$304.6	\$445.4	\$468.3	\$440.0	\$331.3	Up
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures include all funds "NA" - Not Available								
* None								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY22 ¹ (\$000,000)	Modified Budget FY23 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$29.4	\$30.2	
001 - Executive and Administrative Management	\$15.7	\$17.2	All
002 - Community Programs	\$11.7	\$10.9	All
006 - In-Home Services	NA	\$2.1	2a
Other Than Personal Services - Total	\$473.2	\$515.1	
003 - Out-of-Home Services	\$378.4	\$407.3	All
004 - Executive and Administrative Management	\$2.7	\$4.3	All
005 - In-Home Services	NA	\$103.5	2a
Agency Total	\$502.6	\$545.3	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2022. Includes all funds. ² City of New York Adopted Budget for Fiscal 2023, as of June 2023. Includes all funds. ³ Refer to agency goals listed at front of chapter. "NA" Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- In Goal 1a, changed 'Average daily Older Adult Center (OAC) participants' to 'Older Adult Center average daily participants', and 'OAC Virtual and Hybrid Program participants' to 'Older Adult Center virtual and hybrid program clients.'
- Introduced a Fiscal 2024 target of 85 percent for 'Older Adult Center service utilization rate (%).'
- In Goal 2a, changed 'Total Older Adult Center meals' to 'Older Adult Center total meals', and 'Individuals at DFTA older adult centers receiving mental health services' to 'Geriatric mental health clinical clients.'
- In Goal 2a, changed 'Home delivered meals served' to 'Home delivered meals,' 'Recipients of home delivered meals' to 'Home delivered meal clients,' 'Hours of home care services provided' to 'Home care hours,' 'Total recipients of home care services' to 'Home care clients,' 'Hours of case management services provided' to 'Case management hours,' and 'Total recipients of case management services' to 'Case management clients.'
- In Goal 2b, removed 'Persons who received information and/or supportive services through DFTA's in-house and contracted caregiver programs' and replaced with 'Caregiver clients.'

ADDITIONAL RESOURCES

For additional information go to:

- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov/>

For more information on the agency, please visit: www.nyc.gov/aging, or call DFTA's AgingConnect call center at (212) AGING NYC.

