

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 2024, NYC Aging served approximately 220,042 older New Yorkers. NYC Aging supports a broad range of services, both directly and through approximately 400 human services 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 staff and its network of service providers are committed to ensuring that all older New Yorkers—especially the historically underserved, including people of color, immigrants, individuals with limited English proficiency, and low-income individuals—have access to basic and essential services.

NYC Aging oversees a comprehensive and wide-ranging set of services and programs designed to meet the growing and evolving needs of all older New Yorkers. These programs embrace differences in age, color, disability, ethnicity, marital status, gender identity or expression, language, national origin, race, religion, sexual orientation, socio-economic and veteran status to help ensure all older New Yorkers we serve can thrive in culturally and linguistically diverse environments.

Like its programs, procurements are another important vehicle 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 shifting needs of those they serve.

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 New Yorkers and their caregivers.

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

HOW WE PERFORMED IN FISCAL 2024

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

Goal 1a Increase utilization of Older Adult Centers.

NYC Aging’s Older Adult Centers (OACs) provide opportunities for older New Yorkers to access nutrition and health services, recreation, socialization, volunteerism, and education. During Fiscal 2024, NYC Aging’s OACs and affiliated sites served 153,220 older New Yorkers, a five percent increase from Fiscal 2023. An average of 26,358 participants attended daily in Fiscal 2024, a seven percent increase over the previous year, surpassing the Fiscal Year target.

Building on the success of lessons learned from the COVID-19 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, 35,000 participants attended virtual and hybrid program, a two percent increase from the prior year.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
● Older Adult Center average daily participants	24,249	NA	18,967	24,545	26,358	26,342	27,251	NA	Up
Older Adult Center virtual and hybrid program clients	NA	33,458	61,351	34,322	35,000	*	*	NA	*
★ Older Adult Center participants	NA	NA	92,600	145,747	153,220	↑	↑	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

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

NYC Aging continues to provide older New Yorkers access to meals at Older Adult Centers through congregate meals on site, Grab and Go meals for at home consumption, and Meals on Heels for OAC participants who might be temporarily homebound. In Fiscal 2024, 6,128,368 meals were served to 119,321 older New Yorkers. The number of meals served increased 10 percent and the number of meal participants increased by nine percent from Fiscal 2023. OACs are still recovering from the pandemic and NYC Aging expects this number to continue to rise until it has reached pre-pandemic service levels.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Older Adult Center total meals	7,616,106	NA	3,004,508	5,548,305	6,128,368	*	8,338,069	NA	*
● Older Adult Center meal participants	118,673	NA	89,230	109,548	119,321	*	154,000	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.

One way that NYC Aging promotes aging in place is by supporting Naturally Occurring Retirement Communities (NORCs), which 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 opportunities. In Fiscal 2024, NYC Aging served 17,650 older adults residing in NYC Aging-funded NORCs, a decrease of eight percent from the previous year.

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 2024, 377 participants received training, subsidized, and/or unsubsidized employment opportunities, six percent fewer than the prior year.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Naturally Occurring Retirement Communities participants	18,309	17,889	17,849	19,085	17,650	*	17,650	Neutral	*
★ Senior Community Services Employment Program participants	367	247	259	399	377	*	312	Up	*
★ 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, according to NYC Aging’s partner agency, the Mayor’s Office of Community Mental Health (OCMH). OCMH and NYC Aging partner 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 Fiscal 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 New Yorkers who are 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 2024, 852 older adults accessed clinical services to support their mental health, a three percent decrease from last year.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Geriatric Mental Health clinical clients	538	801	781	879	852	⬆️	825	Up	Up
★ Critical Indicator	● Equity Indicator	“NA” Not Available			⬆️⬆️ Directional Target	* None			

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

Goal 2a Provide supportive services to homebound older New Yorkers.

NYC Aging helps vulnerable older New Yorkers who are homebound and unable to prepare meals to maintain or improve their nutritional health through the Home Delivered Meal program. 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 24,572 homebound older New Yorkers 4,209,261 meals, an 11 percent decline in recipients and a nine percent decline in meals.

NYC Aging continues to support homebound older New Yorkers through its Case Management, Home Care, and Home Delivered Meal programs. Home Care services support 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. 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 meal preparation, 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. During Fiscal 2024, 3,422 homebound older New Yorkers received 1,317,155 hours of Home Care services. Home Care client levels remain stable, though just below target, and there was a two percent increase in hours provided in Fiscal 2024 compared to the previous year.

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. During Fiscal 2024, 31,759 older New Yorkers received 515,854 hours of Case Management services, nine percent fewer clients and three percent fewer hours than the previous year.

The decline in Case Management and Home Delivered Meals clients is due to provider transition and staffing deficits, as well as State guidance around Managed Long-Term Care (MLTC), which impacted Case Management clients and hours, and rendered many clients ineligible for Home Delivered Meals. NYC Aging has since received further clarification on these guidelines from the State and is now able to re-enroll those clients. Case Management providers are conducting outreach and NYC Aging anticipates an increase in clients served in Fiscal 2025.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
🌟 Home Delivered Meals program meals served	4,663,561	4,109,446	4,287,681	4,609,919	4,209,261	4,390,494	4,800,602	Neutral	Up
🌟 Home Delivered Meals clients	24,508	26,275	26,852	27,547	24,572	*	27,251	Neutral	*
★ Home Care hours	1,260,142	1,235,692	1,197,483	1,311,169	1,317,155	1,100,000	1,372,549	Neutral	Up
★ 🌟 Home Care clients	3,780	3,386	3,296	3,452	3,422	3,500	3,400	Neutral	Up
Case Management hours	570,809	562,899	526,293	532,795	515,854	530,000	513,558	Neutral	Up
🌟 Case Management clients	40,347	35,153	39,163	34,767	31,759	*	31,500	Down	*
★ 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. During Fiscal 2024, 5,485 caregivers received services through NYC Aging’s contracted and in-house caregiver programs, five percent more persons than the previous year and surpassing the annual target.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Caregiver persons served	5,290	5,261	5,349	5,215	5,485	5,400	5,400	Neutral	Up
★ Critical Indicator 🌟 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Customer Experience									
Total completed requests for interpretation	1,647	2,032	2,903	3,050	2,219	*	*	Up	*
Letters responded to in 14 days (%)	95.0%	99.0%	100.0%	100.0%	100.0%	*	*	Neutral	Up
E-mails responded to in 14 days (%)	97.0%	99.0%	77.6%	91.9%	98.0%	*	*	Neutral	Up
CORE facility rating	100	NA	100	100	100	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
SLA – Missing delivery (% of SRs from meeting time to action)	NA	100%	100%	99%	99%	*	*	NA	*
SLA – Elder abuse (% of SRs from meeting time to action)	NA	79%	98%	100%	100%	*	*	NA	*
Meeting time to first action – Housing (% within 14 days)	NA	100%	100%	100%	100%	*	*	NA	Up
– General aging information (% within 14 days)	NA	100%	100%	100%	100%	*	*	NA	Up
– Benefits and entitlements (% within 14 days)	NA	100%	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
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	
Expenditures (\$000,000) ³	\$424.0	\$355.6	\$502.6	\$494.7	\$514.8	\$505.8	\$550.2	Up
Revenues (\$000,000)	\$1.5	\$1.3	\$2.4	\$7.1	\$4.0	\$1.0	\$1.0	Up
Personnel	636	628	304	312	326	370	353	Down
Overtime paid (\$000)	\$41	\$75	\$26	\$36	\$50	\$0	\$46	Down
Capital commitments (\$000,000)	\$7.2	\$2.3	\$1.3	\$5.4	\$4.2	\$14.9	\$14.3	Down
Human services contract budget (\$000,000)	\$364.2	\$304.6	\$445.4	\$440.5	\$450.3	\$359.5	\$330.5	Up

¹Actual 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. ²Authorized Budget Level ³Expenditures 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 FY23 ¹ (\$000,000)	Modified Budget FY24 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$28.0	\$33.1	
001 - Executive and Administrative Management	\$15.9	\$18.5	All
002 - Community Programs	\$10.0	\$12.3	All
006 - In-Home Services	\$2.4	\$2.4	2a
Other Than Personal Services - Total	\$466.7	\$481.7	
003 - Out-of-Home Services	\$364.2	\$368.0	All
004 - Executive and Administrative Management	\$2.9	\$5.2	All
005 - In-Home Services	\$108.5	\$108.5	2a
Agency Total	\$494.7	\$514.8	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. ²City of New York Adopted Budget for Fiscal 2024, as of June 2024. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Indicator names for 'Geriatric Mental Health clinical clients,' 'Home Delivered Meals program meals served,' 'Home Delivered Meals clients,' 'Home Care hours,' 'Home Care clients,' 'Case Management hours,' and 'Case Management clients' have been revised to capitalize program names.
- The indicators 'Older Adult Center participants,' 'Older Adult Center total meals,' 'Senior Community Services Employment Program participants,' and 'Geriatric Mental Health Initiative clinical clients' have been designated as critical to reflect their importance in achieving the Agency's goals.
- Previously published Fiscal 2025 targets were repeated from the Fiscal 2024 targets and the actual 2025 targets are as follows:
 - 'Older Adult Centers average daily participants' updated from 26,342 to 27,251.
 - 'Home Delivered Meals program meals served' updated from 4,390,494 to 4,800,602.
 - 'Home Care hours' updated from 1,100,000 to 1,372,549.
 - 'Home Care clients' updated from 3,500 to 3,400.
 - 'Case Management hours' updated from 530,000 to 513,558.
- NYC Aging has provided official targets for Fiscal 2025 for 'Older Adult Center meal participants,' 'Older Adult Center total meals,' 'Naturally Occurring Retirement Communities participants,' 'Senior Community Services Employment Program participants,' 'Geriatric Mental Health Initiative clinical clients,' 'Home Delivered Meals clients,' and 'Case Management clients'.
- 'Unique Older Adult Center participants' was renamed to 'Older Adult Center participants.' This indicator remains a count of the unduplicated number of OAC participants. The Fiscal 2023 value for this indicator has been revised from 146,119 to 145,747 as a result of data review.

- Service 2 was renamed from ‘Provide supportive services to homebound older adults and their caregivers’ to ‘Provide supportive services to homebound older New Yorkers and their caregivers’ and Goal 2a ‘Provide supportive services to homebound older adults’ was renamed to ‘Provide supportive services to homebound older New Yorkers’ to standardize service and goal language.
- ‘Total recipients of home delivered meals’ has been designated an Equity Indicator to reflect the inclusion of this indicator in the Equity NYC report.
- The Fiscal 2023 value for ‘Home Care hours’ was revised from 1,411,609 to 1,311,169 after updated data became available.
- ‘Caregiver clients’ was renamed to ‘Caregiver persons served’ because NYC Aging providers assist all persons who call for information and assistance, not just those who consent to becoming a client. The Fiscal 2023 value for this indicator has been revised from 5,211 to 5,215 as a result of data review.

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 NYC Aging’s Aging Connect call center at (212) AGING NYC.