

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 2025, NYC Aging served around 212,290 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 New York 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 for approximately 1.8 million older New Yorkers, NYC Aging is deeply committed to helping older adults age in their homes and to creating a community care approach that reflects New York City as a model age-inclusive city. NYC Aging and its providers are committed to ensuring that all older New Yorkers, especially the historically under-served, including people of color, immigrants, individuals with limited English proficiency, and low-income individuals, have access to basic and essential services.

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 importance of diversity, belonging, and fairness, and are engaged on these topics to boost team dynamics, innovation and productivity.

Procurement is an 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 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 2025

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 2025, NYC Aging’s OACs and affiliated sites served 148,680 older New Yorkers, a slight decline from Fiscal 2024. An average of 27,356 participants attended OACs daily in Fiscal 2025, a two percent increase over the previous year, surpassing the fiscal year target.

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. In Fiscal 2025, 34,078 participants attended virtual and hybrid programs, a two percent decrease from the prior year.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Older Adult Center participants	NA	92,600	145,747	150,314	148,680	↑	↑	NA	Up
● Older Adult Center average daily participants	NA	18,967	24,545	26,263	27,456	26,044	26,044	NA	Up
Older Adult Center virtual and hybrid program clients	33,458	61,351	34,322	34,862	34,078	*	*	Down	*
★ 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 2025, service levels remained stable with 6,452,188 meals served, a five percent increase from Fiscal 2024, to 115,508 older New Yorkers, three percent fewer than last year.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Older Adult Center total meals	NA	3,004,508	5,548,305	6,131,215	6,452,188	8,338,069	8,338,069	NA	*
● Older Adult Center meal participants	NA	89,230	109,548	117,457	115,508	15,400	15,400	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 2025, NYC Aging served 16,904 older adults residing in NYC Aging-funded NORCs, a decrease of five 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 the current 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 2025, 372 participants received training, subsidized, and/or unsubsidized employment opportunities, a similar level to Fiscal 2024.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Naturally Occurring Retirement Communities participants	17,889	17,849	19,085	17,813	16,904	17,650	17,650	Neutral	*
★ Senior Community Services Employment Program participants	247	259	399	377	372	312	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 the Mayor’s Office of Community Mental Health (OCMH). NYC Aging provides 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 licensed mental health clinicians in Older Adult Centers to lead engagement sessions, continuously engage participants to decrease barriers to mental health treatment, and have open conversations with older adults about a variety of mental health symptoms. Clinicians screen participants for depression and other mental health conditions, provide on-site counseling, and provide outside referrals when needed. 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 2025, additional GMH sites received their licenses to operate satellite mental health clinics, increasing the number of sites where clinical services were provided and the number of older adults who were able to utilize these services. This resulted in 1,419 older adults receiving at least one clinical service to improve their mental health in Fiscal 2025, 66 percent more than last year, due to this increase in availability and accessibility.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Clients who received Geriatric Mental Health clinical services	801	781	879	857	1,419	825	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 Meals 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 23,935 homebound older New Yorkers nearly 3.83 million meals, a three percent decline in unduplicated clients and 10 percent decrease in meals delivered over last year. Some of the decreases are attributed to the transition to a new data management system which has led to some delay in data entry.

NYC Aging also continues to support homebound older New Yorkers through its Case Management and Home Care 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 a bed to chair and/or to a 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 2025, 3,121 homebound older New Yorkers received 1,278,931 hours of Home Care services, decreases of nine percent and three percent, respectively.

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 building on their identified strengths and capacities, as well as arranging and coordinating services and resources on their behalf. During Fiscal 2025, 31,787 older New Yorkers received 535,773 hours of Case Management services, serving a similar number of clients and providing four percent more hours of services than the previous year.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
☛ Home Delivered Meals served	4,109,446	4,287,681	4,609,919	4,252,731	3,827,579	4,740,339	4,740,339	Neutral	Up
☛ Home Delivered Meals clients	26,275	26,852	27,547	24,595	23,935	27,251	27,251	Down	*
★ Home Care hours	1,235,692	1,197,483	1,311,169	1,318,076	1,278,931	1,372,549	1,372,549	Neutral	Up
★ ☛ Home Care clients	3,386	3,296	3,452	3,422	3,121	3,400	3,400	Neutral	Up
Case Management hours	562,899	526,293	532,795	516,005	535,773	513,558	513,558	Neutral	Up
☛ Case Management clients	35,153	39,163	34,767	31,680	31,787	31,500	31,500	Down	*
★ Critical Indicator ☛ Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 2b Provide supportive services to caregivers.

NYC Aging’s contracted caregiver 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 2025, 4,003 caregivers received direct services through NYC Aging’s contracted programs, compared to 5,439 in Fiscal 2024. This year New York State changed how this metric is tracked. Fiscal 2025 data cannot be compared to previous fiscal years. Numerous individuals were served in aggregate events in Fiscal 2025 that are not included in this count. As such, NYC Aging is confident that a similar level of caregivers received direct services in Fiscal 2025 as in Fiscal 2024.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Caregiver persons served	5,261	5,349	5,215	5,439	4,003	5,400	5,400	Down	Up
★ Critical Indicator ☛ Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	2,032	2,903	3,050	2,219	1,725	*	*	Down	*
Letters responded to within 14 days (%)	99.0%	100.0%	100.0%	100.0%	100.0%	*	*	Neutral	Up
E-mails responded to within 14 days (%)	99.0%	77.6%	91.9%	98.0%	99.7%	*	*	Neutral	Up
CORE facility rating	NA	100	100	100	100	*	*	NA	Up
★ Critical Indicator ☛ Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Meeting time to first action – Missed delivery (% within 14 days)	100%	100%	99%	99%	100%	*	*	Neutral	*
Meeting time to first action – Housing (% within 14 days)	100%	100%	100%	100%	100%	*	*	Neutral	Up
Meeting time to first action – General aging information (% within 14 days)	100%	100%	100%	100%	100%	*	*	Neutral	Up
Meeting time to first action – Benefits and entitlements (% within 14 days)	100%	100%	100%	100%	100%	*	*	Neutral	Up
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	
Expenditures (\$000,000) ³	\$355.6	\$502.6	\$494.7	\$509.4	\$569.8	\$550.7	\$605.5	Up
Revenues (\$000,000)	\$1.3	\$2.4	\$7.1	\$4.0	\$1.5	\$1.1	\$1.0	Up
Personnel	628	304	312	326	329	353	370	Down
Overtime paid (\$000)	\$75	\$26	\$36	\$47	\$48	\$0	\$0	Down
Capital commitments (\$000,000)	\$2.3	\$1.3	\$5.4	\$4.4	-\$0.3	\$15.7	\$29.9	Down
Human services contract budget (\$000,000)	\$304.6	\$445.4	\$440.5	\$450.6	\$471.9	\$472.1	\$329.9	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 FY24 ¹ (\$000,000)	Modified Budget FY25 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$30.8	\$33.3	
001 - Executive and Administrative Management	\$18.2	\$18.4	All
002 - Community Programs	\$10.7	\$12.3	All
006 - In-Home Services	\$2.0	\$2.6	2a
Other Than Personal Services - Total	\$478.5	\$536.5	
003 - Out-of-Home Services	\$368.0	\$426.8	All
004 - Executive and Administrative Management	\$2.3	\$5.4	All
005 - In-Home Services	\$108.2	\$104.4	2a
007 - Centers and Home Delivered Meals	\$0.0	\$0.0	1b, 2a
Agency Total	\$509.4	\$569.8	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. ² City of New York Adopted Budget for Fiscal 2025, as of June 2025. Includes all funds. ³ Refer to agency goals listed at front of chapter. “NA” Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- At the end of May 2025, NYC Aging started transitioning to a new client management system. As the system and data transfer are ongoing, the metrics for Fiscal 2025 as reported here are likely to be updated, and NYC Aging anticipates Fiscal 2025 figures may be undercounted as a result.
- Previously reported Fiscal 2024 values have been revised to reflect more accurate data. Observed decreases are the result of ongoing data cleaning initiatives:
 - In Goal 1a, ‘Older Adult Center participants’ was revised from 153,220 to 150,314, ‘Older Adult Center average daily participants’ was revised from 26,358 to 26,263 and ‘Older Adult Center virtual and hybrid program clients’ was revised from 35,000 to 34,862.
 - In Goal 1b, ‘Older Adult Center total meals’ was revised from 6,128,268 to 6,131,215 and ‘Older Adult Center meal participants’ was revised from 119,321 to 117,457.
 - In Goal 1c, ‘Naturally Occurring Retirement Communities participants’ was revised from 17,650 to 17,813.
 - In Goal 1d, ‘Clients who received Geriatric Mental Health clinical services’ was revised from 852 to 857.
 - In Goal 2a, ‘Home Delivered Meals’ was revised from 4,209,261 to 4,275,731; ‘Home Delivered Meals clients’ was revised from 24,572 to 24,595; ‘Home Care hours’ was revised from 1,317,155 to 1,318,076; ‘Case Management hours’ was revised from 515,854 to 516,005; and ‘Case Management clients’ was revised from 31,759 to 31,680.
- The previously published target for the indicator ‘Home Delivered Meals served’ was erroneously reported as 4,800,602 for Fiscal 2025 and Fiscal 2026 and revised to the correct target of 4,740,339 for both Fiscal 2025 and Fiscal 2026.
- As of October 2024, the ‘Caregiver persons served’ indicator no longer includes ‘Outreach’ as a service, which the New York State Office for the Aging (NYSOFA) has removed from reporting. This resulted in a change in what is included in NYC Aging’s count and makes it incomparable to previous years. Combined with the challenges of transitioning to a new data system, these factors directly and adversely impacted the reported number of persons served by caregiver providers.

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.

