

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. Thus far this year, DFTA served 163,927 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 includes 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 with services and activities that promote their health and well-being. To achieve this, DFTA offers programs that are tailored to the varied cultures, ethnicities and backgrounds of older New Yorkers. Innovative Senior Centers and Neighborhood Centers offer culturally relevant programming such as varied health, education, and case assistance activities. In addition to senior centers, DFTA's core programs include services provided on site at Naturally Occurring Retirement Communities, home care, caregiver supports, and case management and home delivered meals for the largely homebound. The Department also offers a variety of supports to assist older people, such as elder abuse programs for victims of abuse and crime, employment services, and a resource center for grandparents and other relatives caring for children. 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 2017, 29,299 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 approximately 1.49 million home delivered meals. In total, more than 4.1 million meals were provided.
- DFTA continues to support homebound older New Yorkers through its home delivered meal, case management, and home care programs. During the reporting period, hours of case management remained stable with homebound older New Yorkers receiving 168,553 hours of service. The number of hours of home care provided has increased by 34.6 percent in comparison to last year, with 437,197 hours of home care services provided to homebound older New Yorkers during this period.
- DFTA's caregiver services assist and support New York City caregivers who provide care for an older person, and to grandparents or other older adults caring for children. Caregivers and grandparents seeking services can receive them through DFTA's Alzheimer's and Caregiver Resource Center (ACRC), Grandparents Resource Center (GRC) and borough-based contracted caregiver providers. During the first four months of Fiscal 2017, 3,875 persons received information and/or supportive services through DFTA's in-house and contracted caregiver programs.

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	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
★ Total meals served (000)	11,597	11,671	12,102	*	*	4,110	4,101

★ 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	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
★ Senior center utilization rate (%)	86.0%	85.0%	86.0%	95.0%	95.0%	89.4%	89.0%
Average daily attendance at senior centers	23,983	27,812	29,682	26,342	26,342	28,416	29,299

★ 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	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
★ Persons who received information and/or supportive services through DFTA's in-house and contracted Caregiver programs	9,296	11,033	11,342	*	*	4,224	3,875

★ 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	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
★ Hours of home care services provided	996,105	906,442	1,097,543	961,500	961,500	324,757	437,197
★ Total recipients of home care services	3,250	2,928	3,826	2,900	2,900	2,814	3,060
Hours of case management services provided	458,432	456,838	534,769	462,112	462,112	169,254	168,553
Total recipients of case management services	28,233	28,898	32,773	*	*	23,678	24,697

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

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
Customer Experience							
Completed requests for interpretation	523	428	892	*	*	196	246
Letters responded to in 14 days (%)	59.4%	77.2%	86.5%	*	*	89.0%	80.0%
E-mails responded to in 14 days (%)	96.5%	75.7%	81.4%	*	*	77.1%	87.0%
CORE facility rating	100	100	96	*	*	NA	NA

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - Housing Options (14 days)	99%	94%	90%	*	*	87%	90%
Percent meeting time to first action - Home Delivered Meals for Seniors - Missed Delivery (14 days)	100%	100%	100%	*	*	100%	100%
Percent meeting time to first action - Elder Abuse (5 days)	72%	76%	67%	*	*	68%	83%
Percent meeting time to first action - Alzheimers Care Information (14 days)	87%	95%	85%	*	*	78%	86%
Percent meeting time to first action - Senior Center Complaint (14 days)	96%	97%	99%	*	*	98%	99%

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2016 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY14	FY15	FY16	FY17	FY17 ¹	FY18 ¹	FY16	FY17
Expenditures (\$000,000) ²	\$263.9	\$285.2	\$305.4	\$330.9	\$341.0	\$306.5	\$197.0	\$198.8
Revenues (\$000,000)	\$1.1	\$1.1	\$0.3	\$1.0	\$1.0	\$1.0	\$0.2	\$0.3
Personnel	660	727	731	690	720	720	636	662
Overtime paid (\$000)	\$28	\$35	\$17	\$0	\$0	\$0	\$6	\$2
Capital commitments (\$000,000)	\$5.5	\$1.7	\$1.2	\$10.5	\$19.5	\$12.6	\$0.0	\$2.1
Human services contract budget (\$000,000)	\$225.0	\$244.9	\$264.3	\$276.7	\$284.1	\$253.3	\$92.4	\$95.9

¹January 2017 Financial Plan ²Expenditures include all funds "NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

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

