

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 the first four months of Fiscal 2024, NYC Aging served approximately 156,144 older New Yorkers. 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 including people of color, immigrants, individuals with limited English proficiency, and low-income individuals, have access to the services they need.. 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 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 those they serve. 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

- 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 the first four months of Fiscal 2024, 111,662 older New Yorkers were served by OACs and affiliated sites funded by NYC Aging, an 11 percent increase from the same period in Fiscal 2023, with an average of 26,337 participants attending daily, up 16 percent from the same period last year.
- 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 activities from home or other locations remotely. In the first four months of Fiscal 2024, 22,619 virtual and hybrid program participants were served, an increase of 15 percent from the first four months of Fiscal 2023.
- NYC Aging's Older Adult Centers also continue to provide older New Yorkers the opportunity to receive hot meals. From July through October 2024, OACs provided nearly two million meals to 86,332 older New Yorkers, representing a 26 percent increase in meals served and a 17 percent increase in meal participants.
- 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 opportunities. In the first four months of Fiscal 2024, these services were provided to 13,135 older adults participating in activities at an NYC Aging-funded NORC, a six percent decline from the 13,948 participants served in the same period in Fiscal 2023.
- NYC Aging provides mental health support to older New Yorkers through the Department's Geriatric Mental Health Initiative (GMH). In the first four months of Fiscal 2024, 448 older adults experiencing mental health issues were treated through this initiative, a 21 percent reduction from the 564 clients served in the same period in Fiscal 2023. Fluctuations in client levels are expected; when existing clients have greater need, more sessions are provided leaving less availability to serve additional clients.
- NYC Aging continues to support homebound older New Yorkers through case management services, which assess clients' needs and help coordinate services and resources on their behalf, as well as home care services, and home delivered meal programs. This year NYC Aging's home delivered meal providers served 1.38 million home delivered meals to 20,775 homebound older New Yorkers over the first four months of Fiscal 2024. These figures represent a two percent decline in home delivered meals and a nine percent decline in home delivered meal clients from the first four months of Fiscal 2023 to the first four months of Fiscal 2024.
- 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 older adults safely at home and prevent or at least delay the placement of frail elderly individuals into more expensive Medicaid-funded nursing homes. In the first four months of Fiscal 2024, 2,729 homebound older New Yorkers received 443,282 hours of home care services, a seven percent increase in hours and a two percent decrease in clients from the same period in Fiscal 2023.
- In the first four months of Fiscal 2024, 171,870 hours of case management services were provided by case management providers to 25,006 older New Yorkers, a four percent increase in hours and a seven percent decrease in clients from the same period in Fiscal 2023. Due to budgetary constraints, NYC Aging temporarily closed intake for new clients and restructured home care hours to serve the pre-existing clients.
- NYC Aging's contracted caregiver service providers assist and support New York City caregivers who are caring for an older person, and 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. From July to October 2023, 2,567 caregivers received services through NYC Aging's contracted caregiver programs, a slight increase from the 2,529 clients served over the same period in Fiscal 2023.

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

Goal 1a Increase utilization of older adult centers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Older Adult Center average daily participants	NA	18,967	24,261	26,342	26,342	22,812	26,337
Older Adult Center virtual and hybrid program clients	33,458	61,351	33,608	*	*	19,687	22,619
Unique Older Adult Center participants	NA	92,600	146,119	*	*	100,454	111,662
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Older Adult Center total meals	NA	3,004,508	5,072,524	*	*	1,578,423	1,987,383
● Older Adult Center meal participants	NA	89,230	109,583	*	*	73,630	86,332
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Naturally Occurring Retirement Communities participants	17,889	17,849	19,122	*	*	13,948	13,135
Senior Community Services Employment Program participants	247	259	386	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Geriatric mental health clinical clients	801	781	861	*	*	564	448
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
● Home delivered meals served	4,109,446	4,287,681	4,011,119	4,390,494	4,390,494	1,413,178	1,382,975
Total recipients of home delivered meals	26,275	26,852	27,547	*	*	22,822	20,775
★ Home care hours	1,235,692	1,197,483	1,411,609	1,100,000	1,100,000	416,342	443,282
★ ● Total recipients of home care services	3,386	3,296	3,451	3,500	3,500	2,796	2,729
Case management hours	562,899	526,293	493,550	530,000	530,000	165,772	171,870
● Case management clients	35,153	39,163	34,783	*	*	26,800	25,006
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None							

Goal 2b

Provide supportive services to caregivers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Caregiver clients	5,261	5,349	5,211	5,400	5,400	2,529	2,567
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Customer Experience							
Total completed requests for interpretation	2,032	2,903	3,050	*	*	1,493	NA
Letters responded to in 14 days (%)	99.0%	100.0%	100.0%	*	*	100.0%	100.0%
E-mails responded to in 14 days (%)	99.0%	77.6%	91.9%	*	*	91.7%	87.1%
CORE facility rating	NA	100	100	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Response to 311 Service Requests (SRs)							
SLA – Missing delivery (% of SRs from meeting time to action)	100%	100%	99%	*	*	100%	98%
SLA – Elder abuse (% of SRs from meeting time to action)	79%	98%	100%	*	*	NA	100%
Meeting time to first action – Housing (% within 14 days)	100%	100%	100%	*	*	100%	NA
– General aging information (% within 14 days)	100%	100%	100%	*	*	100%	NA
– Benefits and entitlements (% within 14 days)	100%	100%	100%	*	*	100%	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2023 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY21	FY22	FY23	FY24	FY24 ¹	FY25 ¹	FY23	FY24
Expenditures (\$000,000) ²	\$355.6	\$502.6	\$494.7	\$521.8	\$505.8	\$485.1	\$341.8	\$322.4
Revenues (\$000,000)	\$1.3	\$2.4	\$7.1	\$1.0	\$1.0	\$1.0	\$2.6	\$0.5
Personnel ³	628	304	312	350	370	355	306	307
Overtime paid (\$000)	\$75	\$26	\$36	\$0	\$0	\$0	\$10	\$8
Capital commitments (\$000,000)	\$2.3	\$1.3	\$5.4	\$9.5	\$14.9	\$16.8	\$2.4	\$2.5
Human services contract budget (\$000,000)	\$304.6	\$445.4	\$440.5	\$331.3	\$359.5	\$289.8	\$194.1	\$207.6
¹ January 2024 Financial Plan. ² Expenditures include all funds "NA" - Not Available ³ 'Personnel' includes the full-time equivalent of non-DFTA employees who are older New Yorkers participating in DFTA's Senior Employment (Title V) program.								

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)	January 2024 Financial Plan FY24 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$28.0	\$31.7	
001 - Executive and Administrative Management	\$15.9	\$17.7	All
002 - Community Programs	\$10.0	\$11.9	All
006 - In-Home Services ⁴	\$2.1	\$2.1	2a
Other Than Personal Services - Total	\$466.7	\$474.1	
003 - Out-of-Home Services	\$364.2	\$369.8	All
004 - Executive and Administrative Management	\$2.9	\$5.1	All
005 - In-Home Services ⁴	\$99.6	\$99.2	2a
Agency Total	\$494.7	\$505.8	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. ²Includes all funds. ³Refer to agency goals listed at front of chapter. ⁴This UA originated in Fiscal 2022. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Goal 1a was changed from 'Increase utilization of Older Adult Centers' to 'Increase Older Adult Center participation.'
- 'Unique Older Adult Center participants' was added to Goal 1a.
- Goal 1b was changed from 'Provide community-based nutrition opportunities to older New Yorkers' to 'Offer provider-based meal opportunities to older New Yorkers.'
- Preceding the Fiscal 2024 Preliminary Mayor's Management Report, the Mayor's Office of Operations implemented updated standards for indicator names. Minimal stylistic changes, such as the use of em-dashes, percent symbols and acronyms, were made to the names of previously published indicators here within. Substantive name changes for indicators that clarify what is being measured are otherwise noted above.

ADDITIONAL RESOURCES

- NYC Aging website: www.nyc.gov/aging.
- NYC Aging's Aging Connect telephone hotline: (212) AGING NYC (212-244-6469), or on Twitter at #AgingConnected.
- Older New Yorkers and their caregivers can also dial 311 for information and assistance or visit www.nyc.gov/311.

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.