

# DEPARTMENT FOR THE AGING

Lorraine Cortés-Vázquez, 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. In Fiscal 2022 DFTA served approximately 209,465 older New Yorkers through its in-house and contracted programs. The Department supports a broad range of services, both directly and through approximately 400 direct service contracts, which in addition to federal, state and City funding, and foundation and other grants for special initiatives and programming, DFTA administers discretionary funds received from the City Council.

## FOCUS ON EQUITY

DFTA 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. DFTA 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 an important vehicle that DFTA uses to promote equity. Through solicitations, DFTA 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 2022 DFTA commenced new contracts based on a request for proposals (RFP) released for Older Adult Centers (OAC) and Naturally Occurring Retirement Communities (NORCs). A centerpiece of this RFP was the establishment of new OACs and NORCs in 31 community districts, while continuing to serve all 59 community districts. Many of the new OACs and NORCs are in neighborhoods identified by the City as needing an infusion of resources to promote greater equity for low income, ethnically diverse, immigrant and other groups with particularly great needs (includes Taskforce on Racial Inclusion & Equity or TRIE neighborhoods). This RFP included substantial additional funding to support critical aging services and supports for a growing older adult population. Further, it was based on a newly created Community Care Plan that emphasizes program elements to promote equity as well as the ability of older people to remain healthy, safe and in a state of well-being at home and in their communities. For Fiscal 2023 DFTA is executing additional RFPs for other program areas based on the same principles of equity and community-based support of older people.

## OUR SERVICES AND GOALS

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### **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 2022

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

### Goal 1a Increase utilization of Older Adult Centers.

The Department for the Aging's Older Adult Centers provide opportunities for older New Yorkers to access nutrition and health services, recreation, socialization, volunteerism, and education. During Fiscal 2022 over 134,239 individual older New Yorkers were served by DFTA-funded centers and affiliated sites. On average, 18,967 participants attended daily.

DFTA 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. This year 61,351 Virtual and Hybrid Program Participants were served, a 12 percent increase over the previous year. Hybrid programs offer older adults the choice to attend in-person or virtually.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Average daily Older Adult Center (OAC) participants	29,201	29,726	24,249	NA	18,967	26,342	26,342	NA	Up
Older Adult Center (OAC) utilization rate (%)	97%	97%	92%	NA	NA	*	*	NA	Up
OAC Virtual and Hybrid Program participants	NA	NA	NA	33,458	61,351	*	*	NA	*
★ Critical Indicator   ● Equity Indicator   "NA" Not Available   ↑↓ Directional Target   * None									

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

Older New Yorker access to meals at DFTA's older adult centers fully resumed in Fiscal 2022. This year 3,004,508 meals were served to over 89,000 older New Yorkers. Older adult centers are still working towards reaching pre-pandemic service levels.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Total Older Adult Center meals	7,186,486	7,175,638	7,616,106	NA	3,004,508	*	*	NA	*
● Older Adult Center meal participants	136,529	131,146	118,673	NA	89,230	*	*	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.

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 persons. 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 2022 DFTA served 17,849 older adults residing in NYC NORCs.

DFTA's Senior Employment Services Program (SESP) 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. This Fiscal Year 259 older New Yorkers received training, subsidized and/or unsubsidized employment through DFTA's senior employment program.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Naturally Occurring Retirement Communities (NORC) participants	17,301	16,651	18,309	17,889	17,849	*	*	Neutral	*
Senior Employment Program participants	413	437	367	247	259	*	*	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 disorders, yet low rates of assessment and treatment. DFTA partners with the Mayor’s Office of Community Mental Health (formerly ThriveNYC) to provide mental health support to older New Yorkers through DFTA’s Geriatric Mental Health Initiative (DGMH). DGMH places mental health clinicians in centers; they lead educational games and have open conversations with older adults about anxiety and depression. Clinicians also screen participants for depression, provide on-site counseling, and give referrals. Older New Yorkers 60 and older do not have to be a member of an Older Adult Center to see a mental health professional. Before this initiative, many seniors went without ready access to mental health support. In Fiscal 2022, 781 older adults experiencing mental health issues were treated through this initiative in 17,224 clinical sessions. DFTA will continue to monitor participation as the older adult centers work towards reaching their pre-pandemic service levels.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Individuals at DFTA older adult centers receiving mental health services	NA	NA	538	801	781	*	*	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.

DFTA 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 2022, 526,293 hours of case management services were provided by case management providers to 39,163 older New Yorkers.

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. Specific service types include: 1) Homemaker/ Personal Care and Individual Respite for functionally impaired older persons to assist with personal care needs and housekeeping. Assistance is provided with bathing, dressing, grooming, toileting, transferring from bed to chair and/or to wheelchair, walking and eating, as well as with housekeeping tasks. 2) Housekeeper/Chore for functionally impaired older persons to assist with housekeeping needs only. Assistance is provided with dusting and vacuuming; light cleaning of the kitchen, bedroom, and bathroom; shopping or other essential errands; laundering, ironing, and mending; meal preparation; etc. This Fiscal Year 3,296 homebound older New Yorkers received 1,197,483 hours of home care services. Home care service participation was impacted by the pandemic. DFTA will continue to monitor service levels.

DFTA 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. Eligible homebound older New Yorkers have a choice of daily delivery of hot meals, or twice-weekly delivery of frozen meals. When it is in the best interest of the older person receiving a DFTA-funded 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 DFTA’s Home Delivered Meal providers served to 26,852 homebound older New Yorkers 4.29 million home delivered meals.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Home delivered meals served	4,551,394	4,554,828	4,663,561	4,109,446	4,287,681	4,390,494	4,390,494	Neutral	Up
Recipients of home delivered meals	26,873	27,065	24,508	26,275	26,852	*	*	Neutral	*
★ Hours of home care services provided	1,183,813	1,396,234	1,260,142	1,235,692	1,197,483	1,100,000	1,100,000	Neutral	Up
★ ● Total recipients of home care services	3,645	3,877	3,780	3,386	3,296	3,500	3,500	Down	Up
Hours of case management services provided	543,914	545,695	570,809	562,899	526,293	530,000	530,000	Neutral	Up
● Total recipients of case management services	33,894	34,937	40,347	35,153	39,163	*	*	Up	*
★ Critical Indicator   ● Equity Indicator   "NA" Not Available   ⬆️⬇️ Directional Target   * None									

## Goal 2b Provide supportive services to caregivers.

DFTA's in-house and 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. During this period, 7,501 caregivers received information and/or supportive services through DFTA's in-house and contracted caregiver programs.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Persons who received information and/or supportive services through DFTA's in-house and contracted caregiver programs	10,676	11,399	8,548	6,368	7,501	*	*	Down	*
★ Critical Indicator   ● Equity Indicator   "NA" Not Available   ⬆️⬇️ Directional Target   * None									

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	1,242	1,473	1,647	2,032	2,903	*	*	Up	*
Letters responded to in 14 days (%)	79.0%	71.0%	95.0%	99.0%	100.0%	*	*	Up	Up
E-mails responded to in 14 days (%)	99.0%	96.0%	97.0%	99.0%	77.6%	*	*	Down	Up
CORE facility rating	98	NA	100	NA	100	*	*	NA	Up
★ Critical Indicator   ● Equity Indicator   "NA" Not Available   ⬆️⬇️ Directional Target   * None									

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	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)	99%	94%	NA	100%	100%	*	*	NA	*
Percent meeting time to first action - Elder Abuse (5 days)	97%	92%	NA	79%	98%	*	*	NA	*
Percent meeting time to first action - Housing (14 days)	NA	NA	NA	100%	100%	*	*	NA	Up
Percent meeting time to first action - General Aging Information (14 days)	NA	NA	NA	100%	100%	*	*	NA	Up
Percent meeting time to first action - Benefits and Entitlements (14 days)	NA	NA	NA	100%	100%	*	*	NA	Up
★ Critical Indicator   ● Equity Indicator   "NA" Not Available   ⬆️⬇️ Directional Target   * None									

## AGENCY RESOURCES

Resource Indicators	Actual <sup>1</sup>					Plan <sup>2</sup>		5yr Trend
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	
Expenditures (\$000,000) <sup>3</sup>	\$366.1	\$388.2	\$424.0	\$355.6	\$562.1	\$564.8	\$540.6	Up
Revenues (\$000,000)	\$0.5	\$0.3	\$1.5	\$1.3	\$2.4	\$1.7	\$1.0	Up
Personnel	658	647	636	628	304	512	368	Down
Overtime paid (\$000)	\$21	\$31	\$41	\$75	\$20	\$17	\$0	Up
Capital commitments (\$000,000)	\$2.5	\$0.4	\$7.2	\$2.3	\$0.3	\$14.1	\$13.1	Down
Human services contract budget (\$000,000)	\$315.9	\$338.1	\$364.2	\$304.6	\$464.4	\$460.8	\$335.1	Up

<sup>1</sup>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](http://nyc.gov/mmr) for details. <sup>2</sup>Authorized Budget Level <sup>3</sup>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 FY21 <sup>1</sup> (\$000,000)	Modified Budget FY22 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$31.4	\$30.9	
001 - Executive and Administrative Management	\$15.5	\$15.9	All
002 - Community Programs	\$15.9	\$13.0	All
006 - In-Home Services <sup>4</sup>	NA	\$2.0	2a
Other Than Personal Services - Total	\$324.2	\$531.2	
003 - Out-of-Home Services	\$322.5	\$431.2	All
004 - Executive and Administrative Management	\$1.8	\$3.7	All
005 - In-Home Services <sup>4</sup>	NA	\$96.2	2a
Agency Total	\$355.6	\$562.1	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds. <sup>2</sup> City of New York Adopted Budget for Fiscal 2022, as of June 2022. Includes all funds. <sup>3</sup> Refer to agency goals listed at front of chapter. "NA" Not Available \* None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Lorraine Cortés-Vázquez was appointed Commissioner on March 31, 2022.
- The wording on the following indicators has been updated to reflect the current site language (e.g.: Senior Center to Older Adult Center (OAC)). This does not change the definition of the indicator:
  - Indicator 'Persons who participated in Senior Center Meals' renamed as 'Older Adult Center Meal Participants'
  - Indicator 'Congregate meals served' renamed as 'Older Adult Center Meals'
  - Indicator 'Average daily attendance at Senior Centers' renamed as 'Average Daily Older Adult Center Participants'
  - Indicator 'Senior Center services utilization' renamed as 'Older Adult Center Utilization Rate'
  - Indicator 'Individuals at DFTA Senior Centers receiving Mental Health Services' renamed as 'Individuals receiving DFTA Geriatric Mental Health Services at Older Adult Centers'

- The following new indicators have been added to the report:
  - ‘OAC Virtual and Hybrid Program Participants’
  - ‘Naturally Occurring Retirement Communities (NORC) Participants’
  - ‘Senior Employment Program Participants’
- Data for ‘Older Adult Center Utilization Rate’ will be available post the September 30th City invoice closeout period.

## 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](http://www.nyc.gov/aging), or call DFTA’s AgingConnect call center at (212) AGING NYC.

