

# 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 has served 205,275 older New Yorkers through its in-house and contracted programs, and provided 11.67 million meals (both home-delivered and at senior centers).

## 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 such as home delivered and senior center meals which often include dishes representing the cultures of origin of the meal recipients. Innovative Senior Centers and many neighborhood centers offer culturally relevant programming such as varied musical offerings and other activities and events. DFTA offers programs such as senior employment services to expand job opportunities for older New Yorkers. 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 administers approximately 400 direct service contracts with aging services 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 IN FISCAL 2015

## SERVICE 1 Provide health and nutrition opportunities to older New Yorkers.

### Goal 1a Increase utilization of nutrition programs.

The number of meals served by DFTA funded providers remains stable with 7.36 million congregate meals (breakfast, lunch, and dinner) served at senior centers and 4.3 million meals delivered to seniors in their homes.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★ Total meals served (000)	NA	11,276	11,521	11,597	11,671	*	*	Neutral	NA

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

### Goal 1b Increase utilization of senior centers.

DFTA currently funds senior centers at 250 sites (234 Neighborhood Centers and 16 Innovative Senior Centers) throughout the five boroughs. Senior centers provide meals at no cost to seniors and provide places where older New Yorkers can participate in a variety of recreational, health promotional, and cultural activities as well as receive counseling on social services and information on, and assistance with, benefits. During Fiscal 2015, senior centers provided services to 120,407 older New Yorkers; an average of 27,812 seniors participated in activities and/or received meals daily, 16 percent more than reported during Fiscal 2014.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★ Senior center utilization rate (%)	88.0%	93.0%	86.0%	86.0%	86.0%	95.0%	95.0%	Neutral	Neutral
Average daily attendance at senior centers	25,107	25,337	24,257	23,983	27,812	26,342	26,342	Up	Neutral

★ 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.

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 Fiscal 2015, 11,612 persons received information and/or supportive services through DFTA's in-house and contracted caregiver programs, nearly 25 percent more than the 9,296 persons reported in Fiscal 2014.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★ Persons who received information and/or supportive services through DFTA's in-house and contracted Caregiver programs	NA	NA	NA	9,296	11,612	*	*	Neutral	NA

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

Goal 2b

Increase supportive services to the homebound.

DFTA continues to support homebound older New Yorkers through its case management and home care programs. Case management assessments identify the strengths and needs of older persons, and case managers work with clients to plan how to meet their needs and to arrange for and coordinate services and resources, to allow older adults to continue to live at home and be engaged in their communities. Home care services include homemaking, personal care and housekeeping services for older persons who need assistance with these tasks. During Fiscal 2015, the level of case management services remained stable, with 456,838 hours of case management delivered to 28,898 clients. Fiscal 2015 was a transition year for homecare; new homecare contracts and associated increases in rates resulted in a reduction in the number of funded hours system-wide. During Fiscal 2015, 906,442 hours of home care services were provided to 2,928 clients.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★ Hours of home care services provided	1,033,407	823,831	890,232	996,105	906,442	958,000	961,500	Up	Neutral
★ Total recipients of home care services (annual)	3,012	2,861	2,835	3,250	2,928	2,900	2,900	Up	Neutral
Hours of case management services provided	499,867	398,013	443,404	458,432	456,838	444,000	462,112	Up	Neutral
Total annual recipients of case management services	NA	16,899	17,499	28,233	28,898	*	*	Neutral	NA

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

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Customer Experience									
Completed requests for interpretation	171	547	485	523	428	*	*	Neutral	Up
Letters responded to in 14 days (%)	65.3%	72.9%	52.8%	59.4%	77.2%	*	*	Up	Neutral
E-mails responded to in 14 days (%)	83.2%	89.6%	83.7%	96.5%	75.7%	*	*	Up	Neutral
CORE facility rating	85	91	95	100	100	*	*	Up	Up

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Response to 311 Service Requests (SRs)									
SLA - Housing Options-% of SRs Meeting Time to Action	96%	96%	95%	99%	94%	*	*	Neutral	Neutral
SLA - Home Delivered Meals for Seniors - Missed Delivery - % of SRs Meeting Time to Action	94%	100%	99%	100%	100%	*	*	Neutral	Neutral
SLA - Elder Abuse-% of SRs Meeting Time to Action	84%	82%	75%	72%	76%	*	*	Neutral	Down
SLA - Alzheimers Care Information-% of SRs Meeting Time to Action	82%	89%	86%	87%	95%	*	*	Neutral	Up
SLA - Senior Center Complaint-% of SRs Meeting Time to Action	95%	69%	40%	96%	97%	*	*	Neutral	Up

## AGENCY RESOURCES

Resource Indicators	Actual					Plan <sup>1</sup>		5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16	
Expenditures (\$000,000) <sup>2</sup>	\$263.7	\$257.8	\$262.2	\$263.9	\$294.1	\$286.0	\$310.0	Up
Revenues (\$000,000)	\$2.1	\$0.7	\$1.0	\$1.1	\$1.1	\$1.0	\$1.0	Down
Personnel	1,034	833	772	660	727	696	470	Down
Overtime paid (\$000)	\$14	\$38	\$82	\$28	\$53	\$0	\$0	Up
Capital commitments (\$000,000)	\$1.1	\$4.3	\$4.5	\$5.5	\$1.7	\$30.5	\$8.2	Up
Human services contract budget (\$000,000)	\$194.5	\$191.9	\$221.1	\$225.0	\$249.3	\$241.5	\$260.0	Up
Work Experience Program (WEP) participants assigned	795	704	63	10	0	*	*	Down
<sup>1</sup> Authorized Budget Level      "NA" - Not Available in this report <sup>2</sup> Expenditures include all funds.								

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

## ADDITIONAL RESOURCES

For more information on the agency, please visit: [www.nyc.gov/aging](http://www.nyc.gov/aging).