

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 148,047 older New Yorkers through its in-house and contracted programs and provided 4.1 million meals (both home-delivered and at senior centers).

FOCUS ON EQUITY

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 neighborhood centers offer culturally relevant programming such as varied health, education and case assistance activities. 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 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.
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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 2016 28,416 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 1.49 million home delivered meals, a one percent increase from last year's 1.48 million. In total, more than 4.1 million meals were provided.
- DFTA's caregiver services assist and support New York City caregivers who provide care for an older person, and 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, Grandparents Resource Center and borough-based contracted caregiver providers. During the first four months of Fiscal 2016, 4,224 persons received information and/or supportive services through DFTA's in-house and contracted caregiver programs. The previously published four-month figure reported for Fiscal 2015 counts the number of visits, not the unique number of individuals served. As a result, it is not directly comparable to the Fiscal 2016 figure and has been removed from this report.
- DFTA continues to support homebound older New Yorkers through its home delivered meal, case management and home care programs. Four-month actual data is now available for home care and case management indicators. During the reporting period, homebound older New Yorkers received 169,254 hours of case management, an increase of nine percent over last year. Last year, home care contracts were consolidated to one contract per borough to increase efficiency in meeting client needs where needs are greatest. During the first four months of Fiscal 2016 the number of hours of home care provided increased by two percent compared to the same period last year, with 324,757 hours of home care services provided to homebound older New Yorkers during this period.

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	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Total meals served (000)	11,521	11,597	11,671	*	*	4,083	4,110

★ Critical Indicator "NA" - means Not Available in this report * No Target ↕ shows desired direction

Goal 1b Increase utilization of senior centers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Senior center utilization rate (%)	86.0%	86.0%	86.0%	95.0%	95.0%	NA	89.4%
Average daily attendance at senior centers	24,257	23,983	27,812	26,342	26,342	27,652	28,416

★ Critical Indicator "NA" - means Not Available in this report * No Target ↕ shows desired direction

SERVICE 2 Provide supportive services for seniors.

Goal 2a Increase supportive services to caregivers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Persons who received information and/or supportive services through DFTA's in-house and contracted Caregiver programs	NA	9,296	11,612	*	*	NA	4,224

★ Critical Indicator "NA" - means Not Available in this report * No Target ↕ ↑ shows desired direction

Goal 2b Increase supportive services to the homebound.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Hours of home care services provided	890,232	996,105	906,442	961,500	961,500	317,767	324,757
★ Total recipients of home care services	2,835	3,250	2,928	2,900	2,900	2,521	2,814
Hours of case management services provided	443,404	458,432	456,838	462,112	462,112	155,535	169,254
Total recipients of case management services	17,499	28,233	28,898	*	*	24,005	23,678

★ Critical Indicator "NA" - means Not Available in this report * No Target ↕ ↑ shows desired direction

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Customer Experience							
Completed requests for interpretation	485	523	428	*	*	161	196
Letters responded to in 14 days (%)	52.8%	59.4%	77.2%	*	*	84.8%	89.0%
E-mails responded to in 14 days (%)	83.7%	96.5%	75.7%	*	*	71.1%	77.1%
CORE facility rating	95	100	100	*	*	NA	NA

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Response to 311 Service Requests (SRs)							
SLA - Housing Options-% of SRs Meeting Time to Action	95%	99%	94%	*	*	100%	87%
SLA - Home Delivered Meals for Seniors - Missed Delivery - % of SRs Meeting Time to Action	99%	100%	100%	*	*	100%	100%
SLA - Elder Abuse-% of SRs Meeting Time to Action	75%	72%	76%	*	*	76%	68%
SLA - Alzheimers Care Information-% of SRs Meeting Time to Action	86%	87%	95%	*	*	100%	78%
SLA - Senior Center Complaint-% of SRs Meeting Time to Action	40%	96%	97%	*	*	95%	98%

"NA" - means Not Available in this report * No Target

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2015 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY13	FY14	FY15	FY16	FY16 ¹	FY17 ¹	FY15	FY16
Expenditures (\$000,000) ²	\$262.2	\$263.9	\$285.2	\$310.0	\$317.2	\$279.7	\$148.6	\$197.0
Revenues (\$000,000)	\$1.0	\$1.1	\$1.1	\$1.0	\$1.0	\$1.0	\$0.7	\$0.2
Personnel	772	660	727	470	691	665	644	636
Overtime paid (\$000)	\$82	\$28	\$35	\$0	\$0	\$0	\$11	\$6
Capital commitments (\$000,000)	\$4.5	\$5.5	\$1.7	\$8.2	\$12.2	\$11.4	\$0.0	\$0.0
Human services contract budget (\$000,000)	\$221.1	\$225.0	\$244.9	\$260.0	\$265.3	\$229.0	\$84.0	\$92.4
¹ January 2016 Financial Plan ² Expenditures include all funds "NA" - Not Available in this report								

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The previously published four-month Fiscal 2015 figure for 'Persons who received information and/or supportive services through DFTA's in-house and contracted Caregiver programs' has been deleted. It reported the number of visits, not the unique number of individuals served. As a result, it is not directly comparable to the Fiscal 2016 figure and has been removed from this report. Revised data is not available. Four-month figures are now available for the indicator 'Completed requests for interpretation.'
- The Department no longer participates in the Work Experience Program. As a result, agency resources data for 'Work Experience Program (WEP) participants assigned' is no longer reported.

ADDITIONAL RESOURCES

- DFTA's annual plan summary presents DFTA's strategic goals, programming and budget and service levels. It is available at: http://www.nyc.gov/html/dfta/downloads/pdf/dfta_aps_0914.pdf
- DFTA has launched NY Connects, a statewide program designed to streamline the provision of information, assistance and counseling to older New Yorkers and to NYC residents of all ages with disabilities, about their options for long-term care services and supports to remain at home and in the community. For more information about NY Connects, visit DFTA's website at: www.nyc.gov/aging and the NY Connects website at: <http://www1.nyc.gov/site/nycnyconnects/index.page>.

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