



Services Snapshot

Caryn Resnick, Acting Commissioner

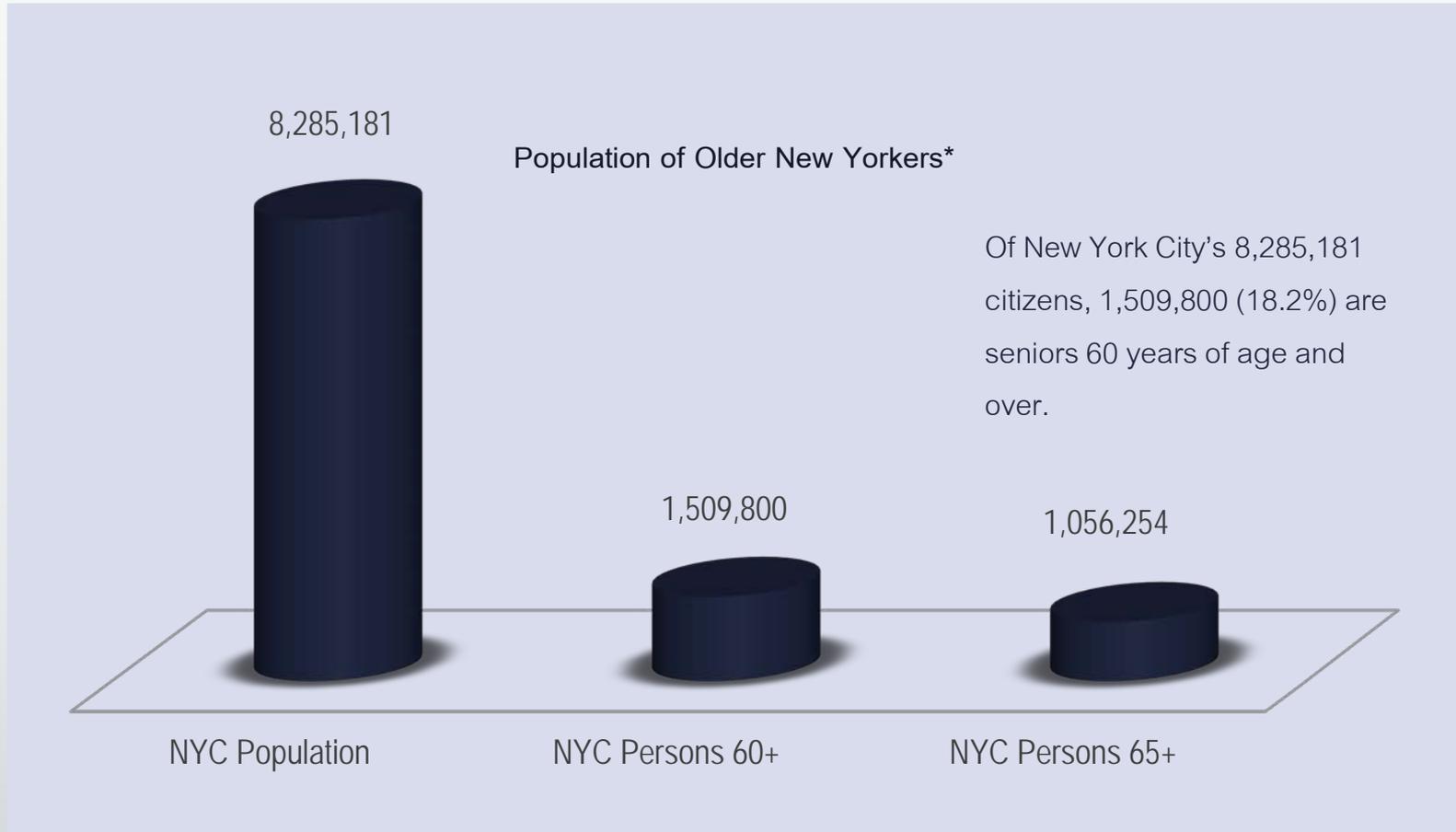
About the Department for the Aging

The **New York City Department for the Aging** (DFTA or the Department) is a local government agency as well as the largest Area Agency on Aging (AAA) in the United States. The Department administers and promotes the development and provision of accessible services for older persons and serves as an advocate on legislative and policy issues.

DFTA's mission is to work to eliminate ageism and ensure the dignity and quality-of-life of New York City's diverse older adults, and for the support of their caregivers, through service, advocacy, and education.

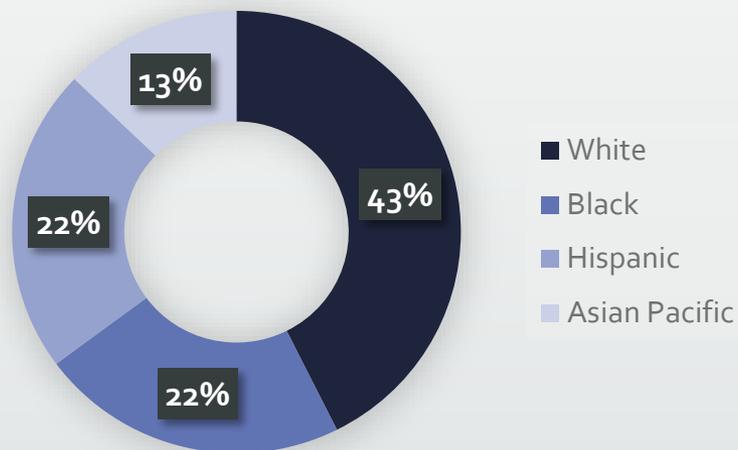
Demographics of Older New Yorkers

New York City's large older adult population includes 1.5 million people over the age of 60. In addition to the increasing longevity of seniors, over the last 10 years New York City has seen increases in the number of seniors who are poor, people of color/immigrants, and living alone.

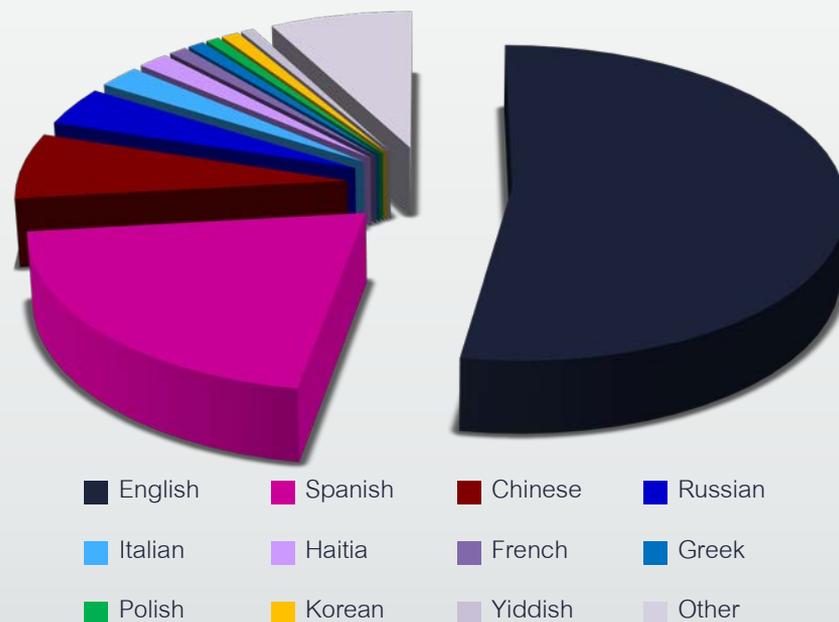


Demographics of Older New Yorkers*

New York City's large older adult population is racially and ethnically diverse with broad and wide-ranging needs.



Primary Language: English is not the primary language of 47% of New York City's ethnically diverse seniors.



* American Community Survey (ACS) 2012-16 5-year PUMS

Demographics of Older New Yorkers

Continued Aging and Frailty

Over the Next 30 Years

With the expected major increase in the older population, issues of poverty and frailty will pose increasing budgetary and policy challenges.

Continued Aging of Population

It is expected that over the next 20 years, the number of people aged 75 and older will increase substantially. This is due to the aging of the baby boom generation and the slow but steady increase in longevity for both women and men. This is the case as well for people aged 60 to 74 as increasing numbers of baby boom New Yorkers cross the 60-year-old threshold.

Overall, between 2010 and 2040, the population of people 60 and older is projected to increase by 31% to 1.86 million **.

Frailty

A total of 25.3%* of all older New Yorkers report challenges with mobility and self-care.

**American Community Survey (ACS) 2012-16 5-year PUMS*

***NYC Department of City Planning: New York City Population Projections by Age/Sex & Borough, 2010-2040*

Demographics of Older New Yorkers

According to the NYC Center for Economic Opportunity (CEO), the 2016 poverty rate among those age 65 and over was 20.8% as compared to the federal poverty rate of 16.9%, a difference of 3.9 percentage points. The difference was even more dramatic for the group below 150% of poverty: 43.5% for CEO vs. 28.3% for FLP, a difference of 15.2 percentage points.

The CEO index takes into account the capacity to pay for food, shelter and transportation as well as out-of-pocket medical expenses, which are particularly high, on average, for older people, and in the case of housing, for New York City residents.

Poverty*

Of the approximately 1 million older New Yorkers aged 65 and older citywide:

- 20.8% are below 100% of the CEO poverty level.
- 43.5% are below 150% of the CEO poverty level.

- 16.9% are below 100% of the Federal poverty level (FPL).
- 28.3% are below 150% of the Federal poverty level (FPL).

DFTA Services

DFTA realizes its mission through community-based and in-home programs for older New Yorkers. Oversight for and coordination of these programs are provided by four operational bureaus:

Bureau of Community Services (BCS)	Bureau of Long Term Care (LTC)	Bureau of Active Aging (BAA)	Bureau of HealthCare Connections (HCC)
<ul style="list-style-type: none"> Senior Centers Naturally Occurring Retirement Communities (NORCs) Health Promotion Services Program (HPSP) Transportation Services Nutrition Counseling 	<ul style="list-style-type: none"> Case Management Home Care Home Delivered Meals Elderly Crime Victims Resource Center (ECVRC) Contracted Elder Abuse Programs 	<ul style="list-style-type: none"> Grandparent Resource Center (GRC) Senior Employment Service Program (SESP) Foster Grandparent Program (FGP) Health Insurance Information Counseling and Assistance Program (HIICAP) The Intergenerational Work Study Program (IWSP) 	<ul style="list-style-type: none"> Alzheimer's and Caregiver Resource Center (ACRC) Contracted Caregiver Programs NY Connects The Office of the Social Adult Day Care Ombudsman

In addition, DFTA's General Counsel's Office oversees Contracted Legal Services and the Assigned Counsel Project.

Bureau of Community Services (BCS)

Senior Centers: The Department for the Aging funds 287 sites (249 Neighborhood and Innovative Senior Centers with 38 affiliated sites) throughout the five boroughs. Senior centers provide meals at no cost* to seniors and 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. *(172,845 clients served in FY 2018)*

Naturally Occurring Retirement Communities (NORCs): NORCs are multi-age housing developments or neighborhoods that were not originally built for seniors 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. *(16,148 clients served in FY 2018)*

Health Promotion Services Program (HPSP): HPSP supports programs that assist older adults in the management of chronic physical conditions and avoidance of social isolation.

Transportation Services: This service provides group or individual transportation for older persons to a variety of locations and appointments.

Nutrition Counseling: DFTA's Nutrition Counseling Unit ensures that seniors receive nutritious congregate and home delivered meals that meet all City, State and Federal guidelines. This is done through the provision of direct counseling to homebound and congregate meal clients as well as extensive technical assistance on meal planning, recipe development, food safety, and the City Agency Food Standards to congregate meal sites. DFTA Nutritionists also participate in senior-focused community health fairs, and provide nutrition education workshops at senior centers.

Bureau of Long Term Care (LTC)

Case Management: DFTA's case management system provides a comprehensive approach to allow older adults to continue to live at home and be engaged in their communities. 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 on their behalf. *(33,894 clients served in FY 2018)*

Home Care: Services include homemaking/personal care, which is a service for functionally impaired older persons who need assistance with personal care needs, and housekeeper/chore, a service for functionally impaired older persons who need assistance with housekeeping. *(3,646 clients served in FY 2018)*

Home Delivered Meals: DFTA 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. All meals meet Federal and City dietary standards. *(26,874 clients served in FY 2018)*

Elderly Crime Victims Resource Center (ECVRC): The ECVRC is a DFTA direct service program that works with elder abuse/crime victims to break the pattern of domestic violence and financial and emotional abuse. The ECVRC also oversees five elder abuse contracted providers that offer services to elder abuse victims and conduct workshops for seniors and professionals.

Bureau of Active Aging (BAA)

The Grandparents Resource Center (GRC): The GRC provides supportive services to older New Yorkers who are raising grandchildren and other young relatives. GRC resource specialists offer advocacy and case assistance, provide information about community support groups, and make referrals to appropriate community based organizations. GRC also provides workshops on a variety of topics, including benefits and entitlements and navigating the City's child welfare system.

Senior Employment Service Program (SESP): SESP provides training opportunities to seniors who are seeking re-employment in today's job market. The unit has built partnerships with community-based organizations, government agencies and nonprofit entities which collaborate in the enhancement of skills for seniors.

Foster Grandparent Program: The Foster Grandparent Program is a volunteer program that offers older adults age 55 and older a paid non-taxable stipend to serve as mentors, tutors and caregivers for children and youth with special and exceptional needs.

Health Insurance Information Counseling and Assistance Program (HIICAP): HIICAP, a source for current and impartial information, helps older New Yorkers understand the health care coverage options currently available in New York City. There are counseling sites in all boroughs, and HIICAP staff are available to make community presentations.

The Intergenerational Work Study Program: IWSP is the collaborative effort of DFTA and the NYC DoE. The IWSP integrates academic study with work experience, delivering needed services to seniors in senior centers and frail seniors in nursing rehabilitation centers, while drawing on the skills of older New Yorkers as mentors to the students.

Bureau of HealthCare Connections (HCC)

Alzheimer's and Caregiver Resource Center (ACRC) and Contracted Caregiver Providers: The ACRC and its contracted 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. *(10,682 persons served including ACRC direct, contracted, and GRC)*

NY Connects: This statewide program is 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. The goal of NY Connects is to ensure that people receive assistance in such a way that they are seamlessly connected with services that help them with often multi-faceted, complex situations.

The Office of the Social Adult Day Care Ombudsman (SADCO): SADCO was legislated by the NYC City Council to authorize DFTA to monitor NYC social adult day care (SADC) programs that contract with Managed Long Term Care (MLTC) insurance companies and ensure that they are in compliance with New York State SADC regulations. The responsibilities of this Office include establishing a registration mechanism for the SADCs, investigation of consumer complaints, levying fines for failure to register and failure to comply with corrective actions, and a fair hearing process.

Office of the General Counsel

Legal Services

DFTA provides free legal services to seniors who do not have access to other public or private aid. Services include assistance with public benefits, landlord-tenant negotiations and long-term care and consumer issues.

Assigned Counsel Project (ACP)

ACP, a partnership between DFTA and the Civil Court of the City of New York, provides legal representation and short term crisis intervention to older New Yorkers at risk of being evicted from their homes. Litigants aged 60 and older are referred from Housing Court and must have a legal defense (or possible legal defense) and an identified social services need.

Selected Service Data*

In FY 2018:

- DFTA's senior centers (Neighborhood Centers and Innovative Senior Centers) served meals to over 29,191 older New Yorkers daily;
- A total of 11.7 meals were served: 7.2 million annual congregate meals at senior centers, and 4.5 million meals delivered to seniors in their homes;
- Approximately 543,914 hours of case management services were provided to older New Yorkers; and
- Approximately 1,183,813 hours of home care services were provided to older New Yorkers.

To access more information about any or all of DFTA's programs,
call 311 or visit DFTA's website at:

www.nyc.gov/aging

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