

DEPARTMENT FOR THE AGING

Lorraine Cortés-Vázquez, Commissioner



WHAT WE DO

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. 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 Year 2020, DFTA served 243,322 older New Yorkers through its in-house and contracted programs. The Department supports a broad range of services, both directly and through approximately 400 human service contracts including discretionary contracts, with community-based organizations.

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. In always seeking to increase equity, DFTA's key guiding principle is to consider all aspects of programming, from budgets to community outreach to matching services with the needs of older people from varied backgrounds and cultures, in light of how decisions regarding these program elements can promote equity. One example is that in Calendar Years 2020 and 2021, DFTA is releasing an unprecedented seven solicitations. Procurements are an important vehicle to promote equity in various ways. For example, through each solicitation, DFTA is emphasizing the need for respondents to demonstrate conclusively how they will achieve cultural competence among staff related to the population groups in their catchment areas; how they will conduct outreach and marketing efforts to attract the full range of groups to their programs; and the types of programming that they will offer to meet the needs of these groups. Through making such decisions with the equity lens in mind, DFTA is able to ensure that all groups—especially historically under-served ones such as people of color, immigrant groups, and those with limited English—obtain the services they need. DFTA reviews all of its programs and initiatives, such as its recent social isolation and elder abuse media campaigns, through the lens of cultural diversity, anti-ageism and equity. Focusing conscious attention on the needs of under-served groups strengthens services for them, and reviewing data disaggregated to such groups allows DFTA to measure whether intended impacts are being achieved.

OUR SERVICES AND GOALS

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

Goal 1a Increase utilization of senior centers.

SERVICE 2 Provide supportive services for seniors.

Goal 2a Increase supportive services to the homebound.

Goal 2b Increase supportive services to caregivers.

HOW WE PERFORMED IN FISCAL 2020

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

Goal 1a Increase utilization of senior centers.

The NYC Department for the Aging's senior centers provide opportunities for older New Yorkers to access nutrition and health services, recreation, socialization, volunteerism, and education. On March 16, 2020, DFTA followed City guidance and suspended congregate activities at senior centers and other affiliated sites across the city to help limit the spread of COVID-19. DFTA needed to make major shifts in service provision, including programs such as senior centers. In response to the closing of centers, DFTA staff and contracted providers increased telephone contacts with, and virtual programs offered to, older New Yorkers. Since closures, over 900,000 telephone contacts were made with clients at home, and virtual program offerings made available to senior center participants tripled. The suspension of in-person services in March also suspended data collection and reporting for those activities. As a result, data reported for DFTA congregate activities in this report cover the first three quarters of Fiscal 2020 (third-quarter year-to-date data), through March 2020. During the first nine months of Fiscal 2020, DFTA provided services to 220,585 older New Yorkers, with 156,594 engaging in activities and meals at DFTA's senior centers each day. In addition to the congregate meals programs at senior centers, meals were delivered to the homes of older New Yorkers during the COVID-19 emergency. In Fiscal 2020 the Department continues to plan for the release of a Senior Center Request for Proposals (RFP). In order to prepare for the anticipated increase in older New Yorkers now and into the future, the RFP will consider, among other things, ways to attract a diverse and growing population of older New Yorkers to senior centers. During the first three quarters of Fiscal 2020, 118,393 older New Yorkers ate a meal at DFTA funded sites, compared to 121,849 in Fiscal 2019. The number of congregate meals served decreased slightly with 5.2 million meals (breakfast, lunch, dinner, and weekend) served during the first three quarters of Fiscal 2020, compared to 5.37 million during the same period last year. The slight decrease in participants and meals was due to increasing older New Yorker fear of exposure to the coronavirus beginning in February 2020. However, overall the FY 2020 meals increased by six percent over the prior year due to a combination of Grab and Go meals, and meals delivered to congregate clients at home by both DFTA and GetFood NYC contractors. In total, in Fiscal 2020 DFTA provided over 12.3 million meals (congregate and home delivered) to older New Yorkers, an increase of five percent over last year.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Congregate meals served	7,627,922	7,219,969	7,186,486	7,175,638	7,616,106	*	*	Neutral	*
Average daily attendance at senior centers	29,118	29,492	29,201	29,726	24,249	26,342	26,342	Down	Up
★ Senior center services utilization (%)	NA	99%	97%	97%	92%	↑	↑	NA	Up
Persons who participated in senior center meals	NA	NA	136,529	131,146	118,673	*	*	NA	Up
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

SERVICE 2 Provide supportive services for seniors.

Goal 2a Increase supportive services to the homebound.

DFTA continues to support homebound older New Yorkers through its case management, home care, and home delivered meal programs. During Fiscal 2020, 570,809 hours of case management services were provided by case management providers to 40,347 older New Yorkers, an increase of five percent and sixteen percent respectively.

DFTA funded home care services help functionally impaired older New Yorkers live safely at home. Home care services include assistance with personal care, housekeeping and chores. The number of home care recipients decreased by three percent and hours decreased by twelve percent in comparison to last fiscal year with 3,780 homebound older New Yorkers receiving 1,260,142 hours of home care services. These decreases are due to client and homecare worker fear of contracting and spreading coronavirus by entering the homes of older New Yorkers.

Eligible homebound older New Yorkers have a choice of daily delivery of hot meals, or twice-weekly delivery of frozen meals. This year home delivered meal recipients and service levels increased with 4.66 million home delivered meals, a slight increase compared to the same period in Fiscal 2019. These meals were served to 31,023 homebound older New Yorkers, fifteen percent more than during the same period in Fiscal 2019.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Home delivered meals served	4,476,454	4,499,127	4,551,394	4,554,828	4,663,561	4,390,494	4,390,494	Neutral	Up
★ Hours of home care services provided	1,102,019	1,207,529	1,183,813	1,396,234	1,260,142	1,100,000	1,100,000	Up	Up
★ Total recipients of home care services	3,831	3,087	3,645	3,877	3,780	3,500	3,500	Neutral	Up
Hours of case management services provided	534,459	537,235	543,914	545,695	570,809	530,000	530,000	Neutral	Up
Total recipients of case management services	32,737	33,041	33,894	34,937	40,347	*	*	Up	*
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target		* None				

Goal 2b Increase supportive services to caregivers.

DFTA's direct and contracted caregiver programs assist and support New Yorkers who are caring for an older person, as well as grandparents or other older adults who are caring for children. During Fiscal 2020, 8,548 persons received information and/or supportive services through DFTA's in-house and contracted caregiver programs. The decline in this indicator as compared to Fiscal 2019 is due to COVID-19 related client in-home assessment access issues and is also likely an undercount due to reporting issues due to the COVID-19-related transition from in-person services to virtual services in March. Caregiver services include information about available services, assistance with accessing supportive services and benefits, referrals, counseling, workshops and training support to help caregivers make decisions and solve problems related to care giving.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Persons who received information and/or supportive services through DFTA's in-house and contracted caregiver programs	11,342	10,201	10,676	11,399	8,548	*	*	Down	*
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target		* None				

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	892	873	1,242	1,473	1,647	*	*	Up	*
Letters responded to in 14 days (%)	86.5%	80.2%	79.0%	71.0%	95.0%	*	*	Neutral	Up
E-mails responded to in 14 days (%)	81.4%	86.0%	99.0%	96.0%	97.0%	*	*	Up	Up
CORE facility rating	96	92	98	NA	100	*	*	NA	Up
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target		* None				

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to first action - Housing Options (14 days)	90%	93%	84%	73%	NA	*	*	NA	*
Percent meeting time to first action - Home Delivered Meals for Seniors - Missed Delivery (14 days)	100%	100%	99%	94%	NA	*	*	NA	*
Percent meeting time to first action - Elder Abuse (5 days)	67%	92%	97%	92%	NA	*	*	NA	*
Percent meeting time to first action - Alzheimer's Care Information (14 days)	85%	90%	77%	74%	NA	*	*	NA	*
Percent meeting time to first action - Senior Center Complaint (14 days)	99%	99%	96%	84%	NA	*	*	NA	*
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target		* None				

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	
Expenditures (\$000,000) ³	\$305.4	\$333.5	\$366.1	\$388.2	\$432.6	\$434.0	\$412.4	Up
Revenues (\$000,000)	\$0.3	\$0.5	\$0.5	\$0.3	\$1.5	\$1.0	\$1.0	Up
Personnel ⁴	731	725	658	647	636	689	689	Down
Overtime paid (\$000)	\$17	\$14	\$21	\$31	\$27	\$16	\$0	Up
Capital commitments (\$000,000)	\$1.2	\$3.1	\$2.5	\$0.4	\$7.2	\$14.2	\$3.2	Up
Human services contract budget (\$000,000)	\$264.3	\$288.6	\$315.9	\$338.1	\$347.8	\$302.9	\$279.6	Up

¹Actual 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 for details. ²Authorized Budget Level ³Expenditures include all funds "NA" - Not Available
⁴Personnel 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 FY19 ¹ (\$000,000)	Modified Budget FY20 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$29.5	\$31.4	
001 - Executive and Administrative Management	\$14.3	\$15.0	All
002 - Community Programs	\$15.2	\$16.4	All
Other Than Personal Services - Total	\$358.7	\$401.2	
003 - Community Programs	\$357.1	\$399.1	All
004 - Executive and Administrative Management	\$1.6	\$2.1	All
Agency Total	\$388.2	\$432.6	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2019. Includes all funds. ²City of New York Adopted Budget for Fiscal 2020, as of June 2020. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- On March 16, 2020, DFTA followed City guidance and suspended on site congregate activities at senior centers and other affiliated sites across the city to help limit the spread of COVID-19. The suspension of congregate activities in March also suspended data collection and reporting for those activities. As a result, data reported for DFTA congregate activities under goal 1a of this report cover the first three quarters of Fiscal 2020 (third-quarter year-to-date data), through March 2020.
- Fiscal 2020 data for certain 311 customer service/service level agreement (SLA) indicators are not available. Data entry issues during the system transition and service request recategorization that occurred as part of the transition to 311's new Customer Relationship Management (CRM) system affected reporting in this service area. The affected indicators are listed below.
 - 'Percent meeting time to first action—Housing Options (14 days)'
 - 'Percent meeting time to first action—Home Delivered Meals for Seniors—Missed Delivery (14 days)'
 - 'Percent meeting time to first action—Elder Abuse (5 days)'
 - 'Percent meeting time to first action—Alzheimer's Care Information (14 days)'
 - 'Percent meeting time to first action—Senior Center Complaint (14 days)'
 - 311 customer service/service level agreement (SLA) reporting will be revised in the Preliminary Fiscal 2021 Mayor's Management Report.

ADDITIONAL RESOURCES

For more information on the agency, please visit: www.nyc.gov/aging, or call DFTA's AgingConnect call center at (212) AGING NYC.

