

# DEPARTMENT FOR THE AGING



## 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 the first 4 months of Fiscal 2022, DFTA served approximately 139,562 older New Yorkers through its in-house and contracted programs. The Department supports a broad range of services, both directly and through over 400 direct service contracts, which includes discretionary funds with community-based organizations.

## FOCUS ON EQUITY

DFTA and its providers are committed to ensuring that all older New Yorkers, especially the historically under-served, obtain the services they need. The historically underserved among older New Yorkers include people of color (especially Black/African Americans and Native Americans/Alaskan Natives), immigrants and other individuals with limited English proficiency, and those who are low income (particularly minorities). Always seeking to increase 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.

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.

This year, DFTA released an Older Adult Center (OAC) and Naturally Occurring Retirement Community (NORC) Supportive Service Programs Request for Proposals (RFP). A centerpiece of the vision for this RFP is the establishment of new OACs and NORCs in over 25 community districts, many of which are among those 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. This year, \$5.5 million was dedicated to the purchase of devices, connectivity, training, and technical assistance for 10,000 low income, older New Yorkers. This investment includes a service finder to ease access among older people throughout New York City from all backgrounds to virtual programming.

## 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

- DFTA’s OACs provide opportunities for older New Yorkers to access nutrition and health services, recreation, socialization, volunteerism, and education. In June 2021 congregate sites began reopening for onsite activities and meals with the continued option for seniors to attend virtually continuing. In the first 4 months of Fiscal 2022 DFTA funded older adult centers provided services to over 92,600 older New Yorkers. During this period OACs began to reopen for onsite services, including congregate and Grab and Go meals.
- DFTA continues to support homebound older New Yorkers through its case management, home care, and home delivered meal programs. During Fiscal 2022, 174,077 hours of case management services were provided by case management providers to 25,301 older New Yorkers. There was an increase in case management services at the height of the COVID-19 pandemic. The decrease in hours of case management services from Fiscal 2021 to Fiscal 2022 represents a return towards pre-pandemic service levels.
- 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. During Fiscal 2022 2,610 homebound older New Yorkers received 385,701 hours of home care services. This is a decline of 9.6% from the prior year, which is likely the result of the reluctance on the part of some home care workers and clients to engage in in-home services during the pandemic.
- Eligible homebound older New Yorkers continue to have a choice of daily delivery of hot meals, or twice-weekly delivery of frozen meals. During this period 1,261,928 home delivered meals were served to 20,762 homebound older New Yorkers. Due to invoicing delays home delivered meal service appears lower in Fiscal 2022 than the same period in Fiscal 2021.
- 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 this period, 3,494 persons received information and/or supportive services through DFTA’s in-house and contracted caregiver programs.
- ‘Completed requests for interpretation’ decreased by 54 percent. The Fiscal 2021 PMMR period reflected an unusual increase in requests due to callers seeking support during the pandemic shutdown, particularly around the GetFood program. This year shows a return to pre-pandemic request levels.
- Elder abuse service requests meeting time to first action (5 days) increased from 75 percent in Fiscal 2021 to 99 percent in Fiscal 2022. DFTA increased staff training on how to use the agency-facing 311 system.

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Congregate meals served	7,175,638	7,616,106	NA	*	*	0	623,974
Average daily attendance at senior centers	29,726	24,249	NA	26,342	26,342	8,229	17,213
★ Senior center services utilization (%)	97%	92%	NA	↑	↑	NA	NA
● Persons who participated in senior center meals	131,146	118,673	NA	*	*	NA	NA
Individuals at DFTA senior centers receiving mental health services	NA	3,213	2,509	*	*	NA	NA
★ Critical Indicator      ● Equity Indicator      “NA” Not Available      ↑↓ Directional Target      * None							

## SERVICE 2 Provide supportive services for seniors.

### Goal 2a Increase supportive services to the homebound.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Persons who received information and/or supportive services through DFTA's in-house and contracted caregiver programs	11,399	8,548	6,368	*	*	3,529	3,494
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⇅ Directional Target      * None							

### Goal 2b Increase supportive services to caregivers.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Home delivered meals served	4,554,828	4,663,561	4,245,149	4,390,494	4,390,494	1,610,468	1,261,928
Recipients of home delivered meals	27,065	24,508	26,275	*	*	23,290	20,762
★ Hours of home care services provided	1,396,234	1,260,142	1,146,986	1,100,000	1,100,000	426,695	385,701
★ ● Total recipients of home care services	3,877	3,780	3,386	3,500	3,500	2,761	2,610
Hours of case management services provided	545,695	570,809	562,899	530,000	530,000	198,165	174,077
● Total recipients of case management services	34,937	40,347	35,153	*	*	27,898	25,301
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⇅ Directional Target      * None							

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Customer Experience							
Completed requests for interpretation	1,473	1,647	2,032	*	*	1,096	501
Letters responded to in 14 days (%)	71.0%	95.0%	99.0%	*	*	100.0%	100.0%
E-mails responded to in 14 days (%)	96.0%	97.0%	99.0%	*	*	99.0%	99.6%
CORE facility rating	NA	100	NA	*	*	NA	NA
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⇅ Directional Target      * None							

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - Home Delivered Meals for Seniors - Missed Delivery (14 days)	94%	NA	100%	*	*	100%	100%
Percent meeting time to first action - Elder Abuse (5 days)	92%	NA	79%	*	*	75%	99%
Percent meeting time to first action - Housing (14 days)	NA	NA	100%	*	*	NA	NA
Percent meeting time to first action - General Aging Information (14 days)	NA	NA	100%	*	*	NA	NA
Percent meeting time to first action - Benefits and Entitlements (14 days)	NA	NA	100%	*	*	NA	NA
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⇅ Directional Target      * None							

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2021 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY19	FY20	FY21	FY22	FY22 <sup>1</sup>	FY23 <sup>1</sup>	FY21	FY22
Expenditures (\$000,000) <sup>2</sup>	\$388.2	\$424.0	\$355.6	\$487.2	\$564.8	\$459.7	\$221.8	\$235.6
Revenues (\$000,000)	\$0.3	\$1.5	\$1.3	\$1.0	\$1.7	\$1.0	\$0.8	\$0.4
Personnel <sup>3</sup>	647	636	628	689	512	383	642	429
Overtime paid (\$000)	\$31	\$41	\$75	\$0	\$17	\$0	\$3	\$8
Capital commitments (\$000,000)	\$0.4	\$7.2	\$2.3	\$5.8	\$14.1	\$4.6	\$0.0	\$0.1
Human services contract budget (\$000,000)	\$338.1	\$364.2	\$304.6	\$289.3	\$460.8	\$288.8	\$140.9	\$126.7

<sup>1</sup>February 2022 Financial Plan.      <sup>2</sup>Expenditures include all funds      "NA" - Not Available      <sup>3</sup>Personnel<sup>1</sup> 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 FY21 <sup>1</sup> (\$000,000)	February 2022 Financial Plan FY22 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$31.4	\$30.3	
001 - Executive and Administrative Management	\$15.5	\$15.6	All
002 - Community Programs	\$15.9	\$12.9	All
006 - In-Home Services <sup>4</sup>	NA	\$1.8	2a
Other Than Personal Services - Total	\$324.2	\$534.5	
003 - Out-of-Home Services	\$322.5	\$435.4	All
004 - Executive and Administrative Management	\$1.8	\$3.8	All
005 - In-Home Services <sup>4</sup>	NA	\$95.4	2a
Agency Total	\$355.6	\$564.8	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds.      <sup>2</sup>Includes all funds.      <sup>3</sup>Refer to agency goals listed at front of chapter.      <sup>4</sup>This UA originated in Fiscal 2022.      "NA" Not Available      \*None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

## ADDITIONAL RESOURCES

- 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.

