

**New York City Department for the Aging
Annual Report of the Advisory Council
Local Law 122 Report 2022**

In compliance with Local Law 122 of 2020, the following is the annual report of the New York City Department for the Aging Advisory Council activities outlined during its quarterly meetings for 2022.

**NYC AGING ADVISORY COUNCIL MEETING
AGENDA**

**Tuesday, February 8th, 2022
4:00 p.m. – 5:00 p.m.**

Attendance: Maria Alvarez, Isabel Ching, Doralina Colon, William Dionne, Belinda Dixon, Saeeda Dunston, Thomas Kamber, Jeremy Kaplan, Imam Tahir Kukiqi, Richard Kuo, Evelyn Laureano, Maria Luna, Claudette Macey, Katherine Martinez, Nancy Miller, Micki Navarro, Mohammad Razvi, Susan Stamler, David Vincent, Eartha Washington, Rabbi Moshe Wiener, Lorraine Cortés-Vázquez, Michael Bosnick, Siveem El Nashar, Jose Mercado, Michael Ognibene, Eric Rivera, Sarah Sanchala, Jennine Ventura, Edgar Yu, Anne Williams-Isom, Shauna Stribula

Introductions & Welcome Remarks – *Isabel Ching, Chairperson*

Chairperson Ching called the meeting to order at 4:00 p.m. She welcomed new Advisory Council members in attendance – Maria Alvarez of New York StateWide Senior Action Council and Thomas Kamber of Older Adults Technology Services.

Commissioner's Report – *Lorraine Cortés-Vázquez, Commissioner*

Commissioner Cortés-Vázquez introduced Anne Williams-Isom, Deputy Mayor for Health and Human Services. Deputy Mayor Williams-Isom asserted that the older population is an important part of the foundation of the city. Input from older New Yorkers is critical in response to gun violence, the pandemic and other pressing issues, and she looks forward to working with the Advisory Council.

The Commissioner then discussed agency priorities for 2022. These priorities build upon past accomplishments, such as the Community Care Plan, Recovery Meals, tablet distribution, social adult day care fees and rules, Silver Stars implementation, and the Senior Center of the Future plan. The priorities for 2022 include:

- Create NYC Older Adults Cabinet
- Implement Community Care Plan Years 3-5
- Expand and Enhance Older Worker Program Portfolio
- Vision Zero Pedestrian Safety and Curb Cuts in Front of Older Adult Centers (OACs)
- Public Safety and Community Supports re: Intergenerational Approaches to Addressing Crime
- 10,000+ Tablet Distribution and Establishing a Program Library
- Network Staff Development and Capacity Building
- NYC Aging Staff Development/Organizational Excellence
- Technology Security and Strategy Plan re: STARS 2.0

Community Care Plan Investment Overview – *Jose Mercado, Chief Financial Officer and Michael Bosnick, Deputy Commissioner, Bureau of Planning, Research, Evaluation & Training*

Jose Mercado and Michael Bosnick presented on the investment in the Community Care Plan. Funding began under the previous administration to address specific needs of older adult centers. The plan is funded for five years. The investments are reflected in procurements and were incorporated in the awards for OACs and Naturally Occurring Retirement Communities (NORCs).

As the Community Care Plan supports older New Yorkers remaining at home and aging in place in their neighborhoods, this was unprecedented investment in these services in 25 years or more. NYC Aging examined data where the older adult population has grown and will continue to grow until 2030. In addition to growth projections, meeting the needs of diverse populations and addressing underserved populations is of tantamount importance. Support continued for the existing network, as well as funding 31 more sites among OACs and NORCs to serve more neighborhoods. The infusion of funding allowed for rightsizing and balancing variables. There is also a focus on virtual programming as the number of providers with such offerings increased sevenfold within a year. Ongoing use of technology is important to reach as many people as possible.

Older Adult Workforce Development – *Jennine Ventura, Senior Director, Bureau of Direct Services; Siveem El Nashar, Senior Director, Older Adult Workforce Development; and Sarah Sanchala, Director of Government Affairs*

As the Commissioner referenced, expanding older adult workforce development programs is a key agency priority. Current NYC Aging programs include the Senior Community Service Employment Program, Silver Stars and ReServe. The older adult workforce has been greatly impacted by the pandemic with many older workers exiting the workforce sooner than expected.

To support the expansion of older adult workforce programs, NYC Aging appointed Siveem El Nashar as the Senior Director of Older Adult Workforce Development to help lead this effort. NYC Aging is also forming a workgroup focusing on older adult workforce development comprised of various network providers who already offer such programming or are funded to provide these services. Nancy Miller of VISIONS expressed interest in the workgroup, in addition to Darren Bloch of Greenwich House and Rimas Jasin of PSS.

Sarah Sanchala discussed recent local laws in relation to older adult workforce development. One local law requires the Mayor to establish the Center for Older Workforce Development. Another local law provides for the NYC Aging Advisory Council to issue a biannual report with recommendations of how to eliminate age discrimination in the workplace and how to develop the older adult workforce. The third local law mandates the NYC Commission on Human Rights to study age discrimination in the workplace.

Recovery Meals Update – *Jeremy Kaplan, Executive Director, Encore Community Services*

Jeremy Kaplan provided an update on the Recovery Meals program, which is a bridge program following the sunset of GetFoodNYC. Encore is one of three home-delivered meals providers who partnered with NYC Aging to serve older adults citywide who are food insecure. About 7,300 people were enrolled with Encore under Recovery Meals and approximately 6,300 are still enrolled. Of those who terminated Recovery Meals service, more than 30% were assessed and deemed eligible for traditional home-delivered meals. There have been high satisfaction reports from older adults, and it is important to plan for after June 30, 2022 when the program is expected to end.

The meeting was adjourned at 5:00 p.m.

NYC AGING ADVISORY COUNCIL MEETING
AGENDA
Thursday, June 30th, 2022
3:30 p.m. – 5:00 p.m.

Attendance: Maria Alvarez, Isabel Ching, Doralina Colon, William Dionne, Belinda Dixon, Saeeda Dunston, Lewis Goldstein, Imam Tahir Kukaj, Richard Kuo, Evelyn Laureano, Maria Luna, Claudette Macey, Nancy Miller, Beth Shapiro, Susan Stamler, Eartha Washington, Rabbi Moshe Wiener, Lorraine Cortés-Vázquez, Michael Bosnick, Idennies Diaz Ramos, Ramona Massena, Marlowe Paraiso, Eric Rivera, Penney Vachirapapun, Jennine Ventura, Edgar Yu

Introductions & Welcome Remarks – *Isabel Ching, Chairperson*

Chairperson Ching called the meeting to order at 3:30 p.m. Claudette Macey moved to approve the minutes and Evelyn Laureano seconded the motion.

Commissioner's Report – *Lorraine Cortés-Vázquez, Commissioner*

Commissioner Cortés-Vázquez introduced Michael Bosnick, Deputy Commissioner for the Bureau of Planning, Research, Evaluation & Training. He provided an overview of the previous Advisory Council workgroups that were established in 2019. Recommendations from those workgroups that were implemented include health care connections initiatives, virtual programming expansions, enriched performance metrics, and customer service tools. Deputy Commissioner Bosnick also discussed the Affordable Connectivity Program, which offers low-cost, high-quality internet service, which would provide access to many households. NYC Aging is working with government partners, such as the NYC Department of Housing Preservation & Development and the public library systems.

The Commissioner also raised feedback from the network provider meetings regarding nutrition findings and the differences between catering and direct food preparation. In addition, the Commissioner discussed exploring group purchasing of food to leverage the scale of the network.

As referenced during testimony at a recent NYC Council hearing focusing on the challenges facing LGBTQIA+ older adults, the Commissioner reported that NYC Aging has worked with SAGE to implement SAGECare across the service network. SAGECare is a cultural competency training program for any providers serving older adults. The training helps service providers create more LGBTQ+ welcoming organizations, and SAGECare credentials help LGBTQ+ individuals find those trained providers.

Budget Update – *Ramona Massena, Budget Director, Planning & Monitoring*

Ramona Massena discussed highlights from the FY '23 budget. The NYC Aging budget for FY '23 is \$540.6 million. Of this budget, \$349.8 million is City funding, \$44.4 million is State funding and \$143.6 million is Federal funding. For home delivered meals, there is a baseline increase of \$9.4 million, which covers the unit rate increase for meals, especially considering the impact of inflation. An additional \$8.8 million was baselined to provide 3,000 more home delivered meal units. Regarding case management, \$11 million was added to the FY '23 budget to address the wait list. There was also a baseline increase of \$6 million for 3,000 case management units. For the geriatric mental health expansion, there was a baseline increase of \$3.2 million. Baseline funding of \$5.8 million associated with a nonprofit enhancement was also provided for cost-of-living increases to the provider network. The budget also included \$6.2 million in one-time funding to support the transition for older adult recipients of Recovery Meals.

The meeting was adjourned at 5:00 p.m.

NYC AGING ADVISORY COUNCIL MEETING

AGENDA

Thursday, September 29th, 2022

11:00 a.m. – 12:00 p.m.

Attendance: Isabel Ching, Doralina Colon, William Dionne, Belinda Dixon, Saeeda Dunston, Lewis Goldstein, Jeremy Kaplan, Imam Tahir Kukiqi, Richard Kuo, Evelyn Laureano, Maria Luna, Claudette Macey, Katherine Martinez, Nancy Miller, Mohammad Razvi, Beth Shapiro, Susan Stamler, David Vincent, Rabbi Moshe Wiener, Lorraine Cortés-Vázquez, Siveem El Nashar, Sandy March, Eric Rivera, Jennine Ventura, Edgar Yu

Introductions & Welcome Remarks – *Isabel Ching, Chairperson*

Chairperson Ching called the meeting to order at 11:00 a.m. Mohammad Razvi moved to approve the minutes and Claudette Macey and Lewis Goldstein seconded the motion.

Commissioner's Report – *Lorraine Cortés-Vázquez, Commissioner*

Commissioner Cortés-Vázquez announced the launch of the New York City Cabinet for Older New Yorkers, which held its inaugural meeting on September 21st. The cabinet is a first of its kind multiagency collaborative created to support services, projects and policies benefitting older adults across New York City. Commissioner Cortés-Vázquez discussed highlights from the meeting and an overview of the input provided by various cabinet member agency heads.

The Commissioner also announced new members of the NYC Aging executive team:

- Anya Herasme, Associate Commissioner, Bureau of Community Services;
- Sadé McIntosh, Chief Human Resources Officer;
- Adam Wysocki, Chief Planning Officer; and
- Kate Dempsey, Associate Commissioner, Interagency Collaboration & Innovation.

Annual Plan Summary – *Sandy March, Senior Analyst, Bureau of Planning & Strategic Initiatives*

Sandy March presented on the NYC Aging Annual Plan Summary for the upcoming year, which is a synopsis of the agency's Annual Implementation Plan, as required by the Older Americans Act. The Annual Plan Summary discusses NYC Aging's strategic goals, programming, budget, and service levels. Central to the agency's work is the Community Care Plan, which aims to advance an age-inclusive New York City that helps older adults avoid or delay institutional care while improving their quality of life, health and safety. In support of this work, the agency's budget increased by approximately 11 percent from the previous year to \$543 million¹. The Annual Plan Summary also includes an agency service map showing the concentration of older New Yorkers and locations of older adult centers and naturally occurring retirement communities covering these areas.

Update on the Senior Community Service Employment Program & Silver Stars & Introduction to Silver Corps – *Siveem El Nashar, Senior Director, Older Adult Workforce Development, Bureau of Active Aging*

Siveem El Nashar provided an update on current NYC Aging older adult workforce programs and introduced an upcoming initiative, Silver Corps. The Senior Community Service Employment Program (SCSEP) met job placement targets in the first quarter of Fiscal Year 2023 and has provided English for Speakers of Other Languages training focusing on workforce readiness for participants. SCSEP also

¹ This number is reflective of grants and adjustments incorporated after the finalized city budget.

implemented a new payroll system through a vendor, Community Software Solutions, Inc., which has removed enrollees from the New York City personnel processing system. In relation to Silver Stars, the program was covered by several media outlets, including PIX11 News, and has led to expanding the retiree pool to about 1000. Retirees from the NYC Department of Education and the NYC Police Department represent a large portion of the pool.

Silver Corps is the newest addition to the NYC Aging workforce development portfolio. Recently awarded, Silver Corps is funded by AmeriCorps Seniors as a workforce development demonstration program. It is a service-to-work model for older adults age 55+ with income up to 400 percent of the federal poverty level. Silver Corps participants will serve in volunteer placements with nonprofit and government agencies while also receiving upskilling, training and credentialing covered by the program to transition to unsubsidized employment for long-term self-sufficiency.

The meeting was adjourned at 12:00 p.m.

NYC AGING ADVISORY COUNCIL MEETING
AGENDA
Wednesday, December 14th, 2022
4:00 p.m. – 5:00 p.m.

Attendance: Maria Alvarez, Isabel Ching, Doralina Colon, William Dionne, Saeeda Dunston, Thomas Kamber, Jeremy Kaplan, Richard Kuo, Evelyn Laureano, Maria Luna, Claudette Macey, Katherine Martinez, Nancy Miller, Beth Shapiro, Susan Stamler, David Vincent, Eartha Washington, Rabbi Moshe Wiener, Lorraine Cortés-Vázquez, Maritza Arroyo, Kate Dempsey, Jocelyn Groden, Eric Rivera, Yvette Santiago, Jennine Ventura, Edgar Yu

Introductions & Welcome Remarks – *Isabel Ching, Chairperson*

Chairperson Ching called the meeting to order at 4:00 p.m. Katherine Martinez moved to approve the minutes and Maria Luna seconded the motion.

Commissioner's Report – *Lorraine Cortés-Vázquez, Commissioner*

Commissioner Cortés-Vázquez discussed the New York City Council hearing earlier that day, which focused on food insecurity and older adult centers. She also raised the case management request for proposals that was issued that day as well. The RFP seeks qualified case management providers to perform intake, care planning, implementation of the care plan, follow up, and monitoring of NYC older adults citywide. In addition, the Commissioner referenced building capacity of several older adult centers that have strong case assistance models and support a diverse population. She then introduced the following presentations on the Cabinet for Older New Yorkers, the older adult center “Join Us” campaign and case management.

Cabinet for Older New Yorkers Update – *Kate Dempsey, Associate Commissioner, Interagency Collaboration & Innovation*

Kate Dempsey provided an update on the Cabinet for Older New Yorkers, which includes 20 NYC agencies that will collaborate on current and future services, projects and policies to ensure age-inclusivity. Cabinet agencies comprise a cross-section of city agencies from public safety, social services and housing. Member agencies are tasked to advance systems change and address gaps in three specific functional areas: practices, policies and legislation; services and access; and innovation. NYC Aging guides strategy, facilitates workgroups, provides evaluation framework, and coordinates future meetings. Workgroups include health, housing, intergenerational, and safety. The work of the Cabinet is informed by data and the expertise of its members. The Advisory Council is one of the key stakeholders for engagement, as well as the Age-friendly NYC Commission and community based organizations.

Older Adult Center “Join Us” Campaign – *Edgar Yu, Assistant Commissioner, External Affairs*

Edgar Yu presented on the “Join Us” campaign to promote older adult centers. Both the Mayor and Commissioner Cortés-Vázquez voiced two separate advertisements for television and radio, including Univision. The campaign also includes subway and social media advertisements. As a result of the campaign, the top call category for Aging Connect in recent weeks has been the location of an older adult center. There have been tens of thousands of hits to the NYC Aging website, which is a marked increase in comparison to this time last year.

Additionally, NYC Aging’s “Rampage” campaign to encourage older adults to get vaccinated for Covid-19 received the Gold Viddy Award for Best Government Campaign on Broadcast, Cable and

Subscription TV. Viddy Awards honor video excellence in a digital world and are judged by the Association of Marketing and Communication Professionals.

Case Management – *Jocelyn Groden, Associate Commissioner, Social Services & Active Aging*

Jocelyn Groden discussed the considerable increase in demand for case management services during the pandemic. The number of case management clients increased from 35,000 to nearly 39,000. As the Commissioner referenced, the case management RFP was issued today. A pre-proposal conference is scheduled for December 21st. The due date for proposals is January 27th and the anticipated contract start date is July 1st. In addition to the increase of the older adult population, there has been an increase in diversity, especially among the Asian-Pacific Islander, Latin and Black populations, and the RFP seeks to meet the growing need. The RFP covers nine catchment areas as well as a citywide option.

The meeting was adjourned at 5:00 p.m.