



**Department for
the Aging**

Services Snapshot

Lorraine Cortés-Vázquez, Commissioner

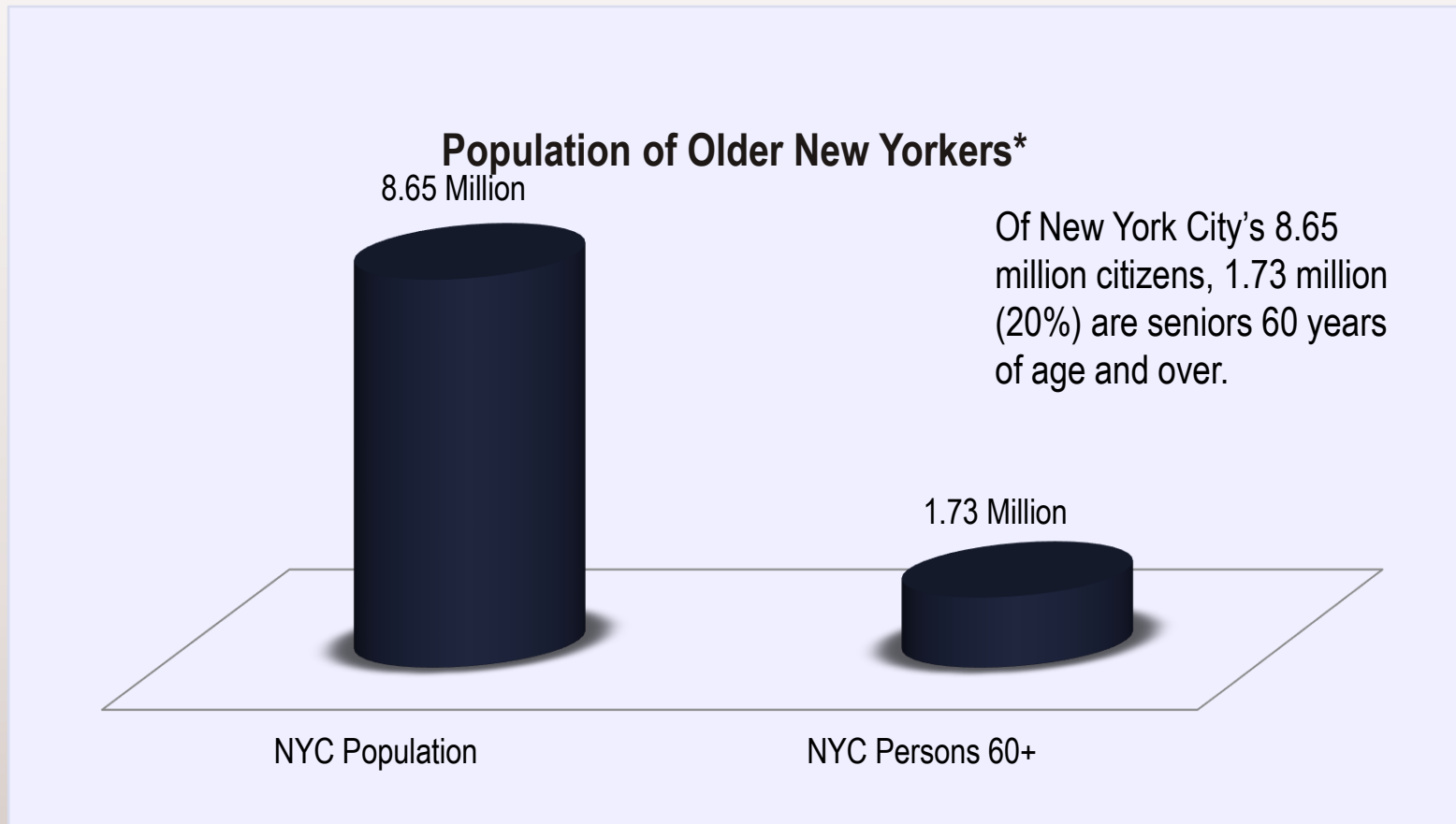
About the Department for the Aging

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

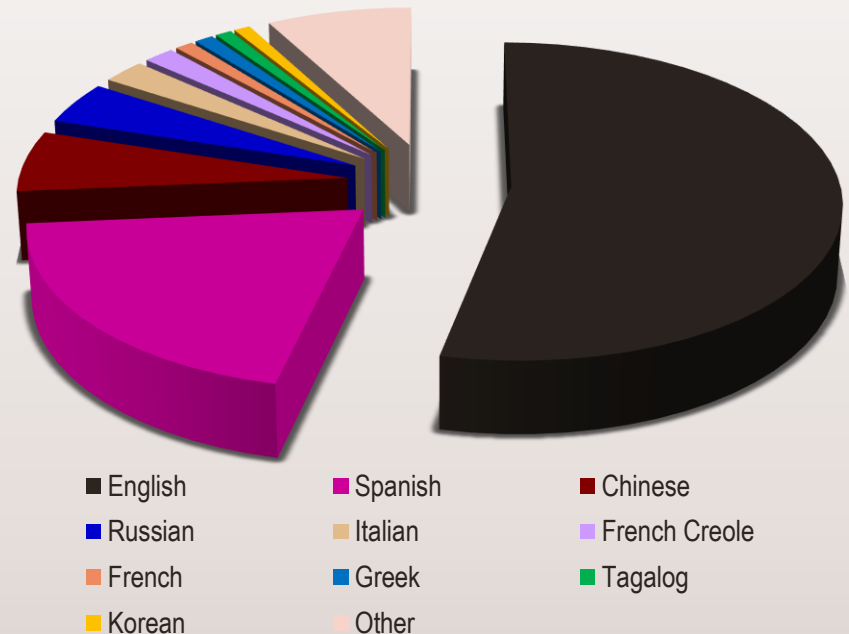
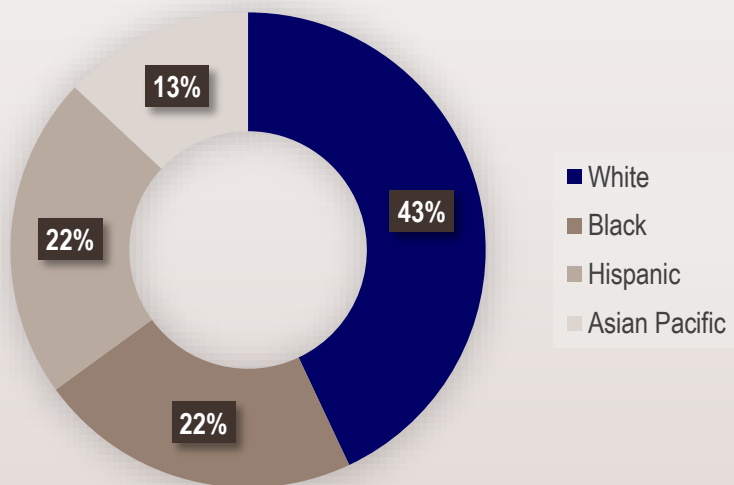
New York City's large older adult population includes 1.73 million people over the age of 60. In addition to the increasing longevity of seniors, over the last 10 years New York City has seen increases in the number of seniors who are poor, people of color/immigrants, and living alone.



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.

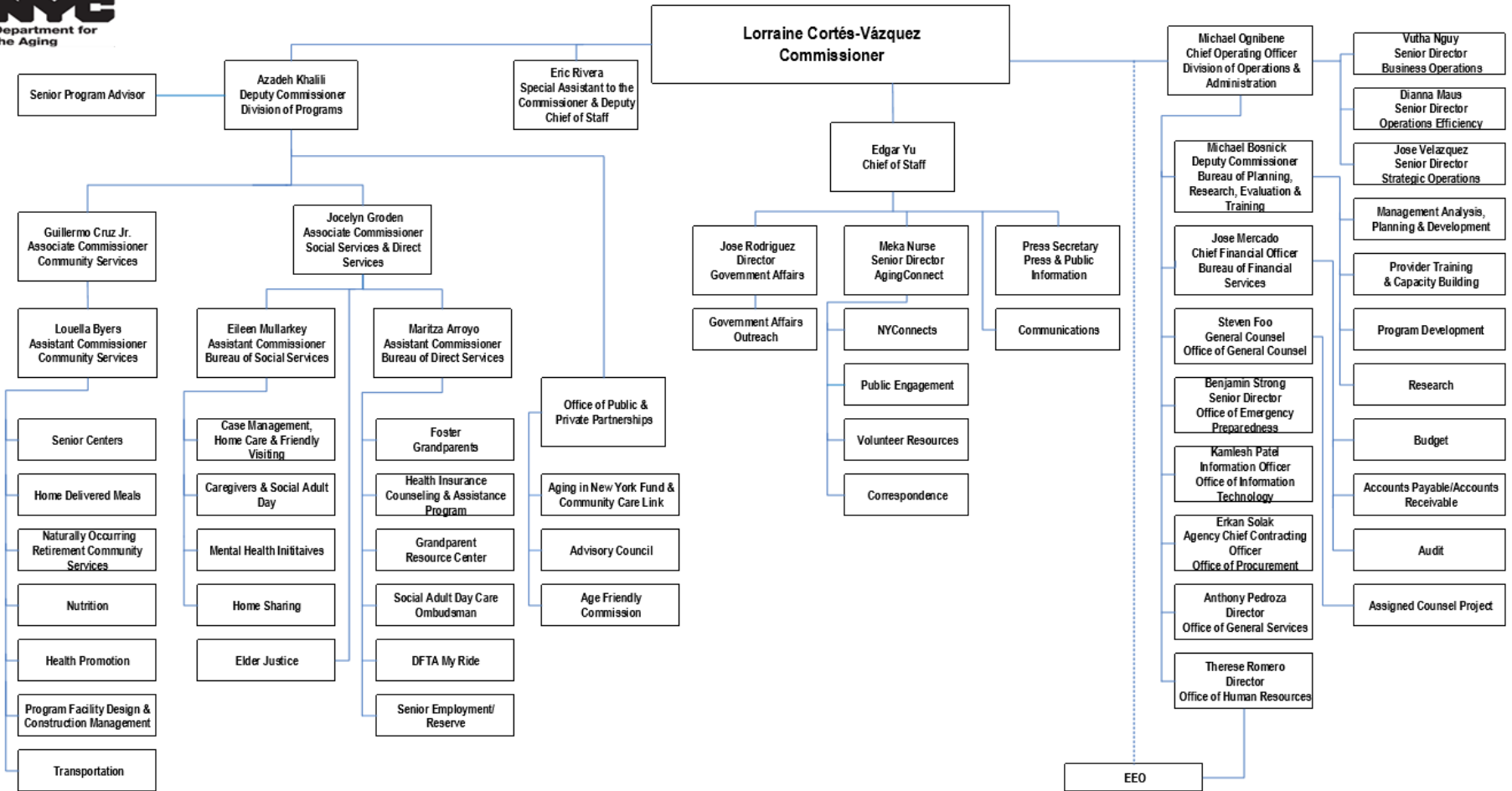
Poverty*

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).

*All poverty statistics are generated from the NYC Center for Economic Opportunity, 2016 Dataset.

DFTA Organizational Structure



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 areas:

Bureau of Community Services	Bureau of Social Services	Bureau of Direct Services	Aging Connect
Senior Centers	Case Management	Foster Grandparents	NY Connects
Home Delivered Meals	Home Care	Health Insurance Counseling and Assistance Program	Public Engagement
Naturally Occurring Retirement Communities	Friendly Visiting	Grandparent Resource Center	Volunteer Resources
Nutrition	Caregivers	Senior Employment	Correspondence
Health Promotion	Social Adult Day	ReServe	
Transportation	Mental Health Initiatives	DFTA My Ride	
Program Facility Design and Construction Management	Home Sharing	Social Adult Day Care Ombudsman	
	Elder Justice		

In addition:

- DFTA's General Counsel's Office oversees the Assigned Counsel Project.
- DFTA's Bureau of Emergency Preparedness liaises with NYC Emergency Management for citywide and local disasters and emergencies, as well as reviews and gives technical assistance to community partners on emergency preparedness plans and training.

Bureau of Community Services

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.

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.

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.

Nutrition: 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.

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.

Program Facility Design and Construction Management: This unit scopes and administers design and construction projects in senior centers and works closely with programs that need to relocate to determine code compliance and renovation scopes. The unit also reviews scopes and bids for expense funded projects at senior centers and works with NYCHA to resolve maintenance and occupancy issues at senior centers and social clubs.

Bureau of Social Services

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.

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.

Friendly Visiting: DFTA works with Case Management agencies and CityMeals to connect volunteers with homebound older New Yorkers for in-home visits. Participants form friendships and increase intergenerational understanding.

Caregiver Services: DFTA contracted Caregiver services 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.

Social Adult Day: A social adult day care (SADC) is a structured program that provides functionally impaired older adults with socialization, supervision, personal care, and nutrition in a protective setting.

Mental Health Initiatives: Designed to improve seniors' mental health, DFTA's Geriatric Mental Health program embeds mental health clinicians where seniors are most comfortable: in existing senior centers that are known to the community. On-site mental health services include individual, group, family, and couples counseling. Medication management and engagement activities are also available as well as clinical services in English, Cantonese, Mandarin, Polish, Russian, and Spanish.

Home Sharing: DFTA, In Partnership with New York Foundation for Senior Citizens, provides a free Home Sharing Program that helps match adult "hosts" who have extra private spaces in their homes or apartments with appropriate adult "guests" to share their space. One of the match mates must be age 60 or older.

Elder Justice: DFTA's Elderly Crime Victims Resource Center (ECVRC) is a 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 Direct Services

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 is a source for current and impartial information that helps older New Yorkers understand the health care coverage options currently available in New York City. There are counseling sites in all boroughs, and staff are available to make community presentations.

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 Services 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. The Bureau of Direct Services also oversees ReServe, which places older New Yorkers who participate in the program (ReServists). ReServists provide direct services, administrative support, and capacity-building expertise in schools, social service agencies, cultural institutions, and public agencies.

DFTA My Ride: In FY 2020 the Department will implement a project funded by a Section 5310 grant named "DFTA My Ride", a three-year car service with app and dispatch options program where seniors aged 60 and older, and persons with disabilities aged 18 years and older who reside in targeted community districts, will be able to access on-demand rides from a car service provider to take rides within the 5 boroughs, and Nassau and Westchester Counties. The goal of the program is to help seniors and individuals with disabilities stay mobile, leading to increased health, well-being and ability to live independently.

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.

Aging Connect

Aging Connect: Aging Connect is an information and referral contact center for older adults and their families. Callers are referred to resources, services and opportunities in their community. Aging Connect personalizes its customer experience for each caller, providing quick and accurate information and follow-up to callers who require additional support services.

Callers who connect with an Aging Specialist receive information on programs and services offered by providers in their area, which includes but is not limited to: NORCs, senior housing, senior centers, accessing transportation and case management services, nutrition, in-home services, NY Connects, senior employment, special events and other social /health promotion services, legal assistance and volunteer opportunities.

Office of the General Counsel

Legal Services: Legal services are free for older adults without access to other public or private legal aid. The Department for the Aging partners with providers in each borough to help with legal issues that involve public benefits, long-term care, consumer, and landlord-tenant issues.

Assigned Counsel Project (ACP)

ACP is a partnership between DFTA and the Civil Court of the City of New York. Clients 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. DFTA provides short term crisis intervention to older New Yorkers at risk of being evicted from their homes, while the Department of Social Services (DSS) oversees legal services provided to ACP clients.

Select Client and Service Data*

In FY 2019:

The NYC Department for the Aging served 229,875 older New Yorkers through its in-house and contracted programs. A total of 11.7 million meals were served: 7.18 million congregate meals at senior centers, and 4.55 million meals delivered to seniors in their homes.

Senior Centers and NORCs

- DFTA's 249 senior centers and 38 sites affiliated with those centers served 167,605 participants.
- A total of 29,726 older New Yorkers were engaged in activities and meals at DFTA's senior centers each day.
- More than 131,000 older New Yorkers ate a meal at DFTA funded sites.
- Over 15,000 clients were served in NORCs.

Case Management and Home Care

- Case managers provided over 543,900 hours of case management services to 33,894 older New Yorkers.
- Home care providers served 3,646 home bound older New Yorkers; they received approximately 1,183,813 hours of service.

Data at a Glance*

<u>Client Data</u>		<u>Service Data</u>	
DFTA Clients	229,875	Congregate Meals (<i>breakfast, lunch, dinner and weekend meals</i>)	7,175,639
Senior Center Participants	167,607	Average Daily Congregate Meals	28,684
Average Daily Senior Center Participants	29,727	Home Delivered Meals	4,554,828
Home Delivered Meal Clients	27,065	Average Daily Home Delivered Meals	17,518
NORC Clients	15,510	Nutrition Counseling Hours (<i>provided to case management clients</i>)	647
Nutrition Assessment Clients (<i>case management clients</i>)	637	Transportation: One Way Trips (<i>contracted</i>)	239,737
Case Management Clients	34,937	Case Management Hours	546,317
Home Care Clients	3,878	Home Care Hours	1,423,657
Friendly Visiting Clients Matched	1,008	DFTA Geriatric Mental Health Screenings	526
Caregiver: Persons who Received Information and/or Supportive Services	11,399	Elder Abuse Counseling Hours (<i>contracted</i>)	6,060
DFTA Geriatric Mental Health Clients	562	Elder Abuse Case Assistance Hours (<i>contracted</i>)	20,287
Elderly Crime Victims Resource Center Clients	1,056	Health Insurance Counseling and Assistance Program Contacts (<i>In-Person, Telephone, E-mail, Mail and Other</i>)	12,517
Elder Abuse Clients (<i>contracted</i>)	2,129	NY Connects Information and Assistance Contacts	21,736
Foster Grandparents Currently Participating	335		
Health Insurance Counseling and Assistance Program Clients	10,484		
Grandparent Resource Center Clients (including MAP)	1,178		
Senior Employment Title V Participants	437		

*Source: DFTA FY 2019 Data: Unduplicated clients from STARS and Units data from Invoices. Bold = MMR Data

**To access more information about any or all of the
NYC Department for the Aging's programs,
call 311 or visit our website at:**

www.nyc.gov/aging