

FY 2018 Borough Budget Consultations

Manhattan - Department for the Aging

Meeting Date 9/26/2016

AGENDA ITEM 1 : Case Worker Load

What is considered optimal ratio of case worker to case load? What was the ratio for FY16, and FY17? Is the waiting list for case management expected to be cleared for FY18?

AGENCY RESPONSE:

DFTA commissioned Fordham University to conduct a recent case management study, which determined that caseload sizes should average 65 per case manager. We are looking to enhance the ability of our case management programs to allow for flexibility in both the model and types of services provided. For example, some agencies may prefer a model which utilizes a central intake staffer. Other agencies may triage clients between intensive and low-need. These factors may result in variations in caseload size by caseworker. In FY16 caseload average systemwide was 65 per case manager and we expect the same average in FY17.

DFTA's baseline funding for Case Management is \$24 million. In addition, in FY17, the Administration allocated an additional \$6.6 million in FY17 toward case manager staffing. The purpose of the funding is to stabilize the case management workforce, which has historically experienced high turnover rates due to non-competitive salaries. The objective is to increase case management salaries to provide competitive wages, which will significantly help address the case management waitlist.

The case management waiting list at the start of FY16 was approximately 2100 with 17,645 active clients. During FY16, case management brought on clients from the wait list. At the start of FY17, there are now approximately 19,000 active clients and a wait list of 1600. While awaiting full case management services, all eligible and interested wait list clients can receive home delivered meals and are called on a bimonthly basis.

MEETING NOTES:

COMMENTS:

Issue regarding wait list is mostly due to hiring and retaining qualified case workers. Average case manager salary in FY 2016 is \$35,000, with supervisors making only \$45,000. DFTA advocates for stabilization funds and received \$9.1 million in FY 2017 to allow a 40% pay raise (\$40,000 for case worker and \$65,000 for supervisor). Demographics means there is simply more and more need. DFTA hopes to stop serving as "training ground" for new social work graduates.

NOTES:

AGENDA ITEM 2 : Work Force Re-Entry

Are funding sources available for Work Force-1 to provide resources to seniors in Manhattan (1-12) looking for a new job, or re-entering the job market (i.e. upgrading of job skills, interview techniques, and computer skills)?

AGENCY RESPONSE:

As you know, SBS operates a network of Workforce1 Centers to train and connect jobseekers to employment opportunities, and offer businesses cost-saving recruitment services. Since the start of the Administration, SBS has started shifting away from a system of rapid attachment to providing Workforce1 jobseekers with quality jobs with real advancement opportunities. The Senior Community Service Employment Program (SCSEP) works in close

collaboration with the City's Workforce1 Centers. DFTA has partnered with SBS to ensure that older New Yorkers receive a seamless array of employment services regardless of their income. These services include career guidance and counseling, job readiness workshops, job interview preparation, job opportunity referrals, and new employer recruitment initiatives. DFTA resources are also available at all Workforce1 Centers. In addition, DFTA regularly participates in Workforce1 partner meetings and is updated on weekly general employer recruitments. Both programs—Workforce1 and SCSEP—actively utilize each other's resources and expertise. For example, older adults who visit a Workforce1 Center and meet the Title V eligibility requirements (i.e., low to moderate income and aged 55 or older) are referred to SCSEP at DFTA. Similarly, SCSEP participants are registered for Workforce1 benefits and are able to augment training received through SCSEP with other training opportunities offered by the Workforce1 Centers. SCSEP also refers clients who do not meet the Title V eligibility requirements to Workforce1. DFTA and SBS plan to build on this partnership through the next phase of Age-friendly NYC.

MEETING NOTES:

COMMENTS:

Much of the work on workforce re-entry is with SBS. SBS is now seeking to depart from rapid job attachment to go for a seamless array of employment services leading to quality jobs.

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AGENDA ITEM 3 : Job Training for Seniors

Are funding sources available for Job Training and Volunteerism opportunities for Seniors? How do you measure the success?

AGENCY RESPONSE:

DFTA's Senior Community Service Employment Program (SCSEP) – Title V is funded by the US Department of Labor, Employment and Training Administration. DFTA receives funding from two grantors – the NYS Office for the Aging and the National Council on Aging. More than 80% of the funding is designated to pay the wages and fringe benefits of the program participants. The participants receive a minimum wage of \$9.00 per hour for 15-20 hours per week. As you are aware, the minimum wage will increase in NYS to \$11.00 on December 31, 2016. To be eligible for the program, participants must be age 55 or older, a resident of New York City, low-income, unemployed, and willing to enter employment. There has been an increase in demand for the program as a vehicle for seniors to obtain training that can lead to employment. Through SCSEP, participants offer their talents to community organizations such as senior centers, City agencies and community based non-profit organizations. In keeping with this aspect of the mission, DFTA's SCSEP participants regularly are assigned to one of 400 host sites during their training, which represent a range of community placements. Upon completion of classroom and on-the-job training, DFTA works to place Title V participants into unsubsidized permanent employment. During FY16, SCSEP served 460 individuals.

In FY16, the DFTA Volunteer Resource Center (VRC) continued its work to centralize recruitment, training and tracking of volunteers for agency programs; this was made possible with generous support from NYC Service. The agency programs continue to include Health Promotion, Health Insurance Information Counseling & Assistance Program, Foster Grandparents, Bill Payer Services, and opportunities created by internal units, creatively envisioning ways to engage volunteers in meeting DFTA's strategic goals. FY16 also saw the expansion of DFTA's volunteer program by developing an initiative to refer volunteers to providers in the DFTA network. In FY16, 741 individuals contacted the agency to express interest in volunteering, of which, 226 were from Manhattan.

MEETING NOTES:

COMMENTS:

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AGENDA ITEM 4 : Meals for Seniors

What is the outlook for funding meals that in the past has left senior centers unable to offer enough meals or trying to raise non-city funding? How many senior centers in Manhattan, by board are considered over utilized and underfunded?

AGENCY RESPONSE:

Funding is secure for existing meals at senior centers. In FY17, the NYC Council allocated to DFTA approximately \$3.6 million in Senior Centers, Programs and Enhancements funding. This allocation enhances and restores baselined funding to DFTA senior center programs and services, and provides additional funding to senior centers that are underfunded or over-utilized. In FY16, senior centers designated for this funding include the Bowery Residents' Committee Senior Center in CB 3, Chinese Planning Council Project Open Door Senior Center in CB 2, Chinese Planning Council NY Chinatown Senior Center in CB 3, Greenwich House Independence Plaza Senior Center in CB 1, Hamilton Madison House City Hall Senior Center in CB 1, Jackie Robinson Senior Center in CB 9, Stein Senior Center in CB 6, and Mary Bethune Senior Center in CB 9.

MEETING NOTES:

COMMENTS:

Lots of Manhattan senior centers benefit from the \$3.6 million City Council funding for underfunded and over-utilized facilities.

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AGENDA ITEM 5 : Special Meals

Will fund sources be maintained to provide special meals such as kosher meals, meals for different ethnic groups or meals for special health needs?

AGENCY RESPONSE:

DFTA's community partners continue to offer culturally competent programming, including meals that cater to the dietary requirements and cultural preferences of its constituents. Recently, an additional \$3.3 million was baselined in DFTA's budget to address rising food costs, which also offsets the expenses of kosher home delivered meals. While DFTA has made significant strides in providing culturally relevant meals and programming, we seek to build capacity and improve food service delivery across the City by broadening menu options, addressing consumer choice and tailoring meals to meet the nutritional needs of diverse constituents.

MEETING NOTES:

COMMENTS:

Funding is maintained at the current level and built into contracts. DFTA has built a software system to allow senior centers to share their menus and coordinate for fellow centers to serve kosher/halal/ethnic meals.

NOTES:

AGENDA ITEM 6 : Home Care

Funding for Home Care programs were cut resulting in no new homebound elders receiving home care, plus a reduction of hours for current recipients. Are funding changes expected to relieve this situation in FY18?

AGENCY RESPONSE:

DFTA's FY17 homecare budget is the same as in FY16, which is \$22.1 million. There are no cuts to homecare funding.

MEETING NOTES:**COMMENTS:**

There has been an influx of home care needs. With wage stabilized, about 2,000 more cases are expected to come into the system. The current hold is a temporary one.

NOTES:**AGENDA ITEM 7 : Home Care for Homebound**

Will funding be maintained for Home Care programs for the homebound elderly? What is the funding for FY17 and what is projected for FY18?

AGENCY RESPONSE:

See response to #6 above.

MEETING NOTES:**COMMENTS:****NOTES:****AGENDA ITEM 8 : Home Evictions**

Please provide listing and number of seniors by community district that have participated in the Assigned Counsel Project for seniors at risk of eviction from their homes.

AGENCY RESPONSE:

In FY16, there were 131 Assigned Counsel Project cases in Manhattan.

MEETING NOTES:**COMMENTS:**

All cases involving Assigned Counsel have attorney-client privilege. Data may only be shared at the borough level.

NOTES:**AGENDA ITEM 9 : On-Demand Transportation**

What additional funding will be allocated for on-demand transportation programs for seniors and people with disabilities?

AGENCY RESPONSE:

DFTA received a three-year grant totaling \$1.8 million from the Federal Transit Administration to provide app-based, on-demand transportation services for seniors and people with disabilities living in high-need areas. The membership based service will use mobile technology to facilitate point-to-point trips in real time, similar to e-hail, through a smart phone application or through a 24/7 dispatcher service. The service will guarantee round-trip availability and eligible users in the targeted areas will be able to use the service to any point in NYC. Rides will be provided by drivers from one or more commercial transportation businesses. MOPD is a program partner for this grant, and we are consulting with NYC DOT, as well as TLC and Access-A-Ride, on various program elements. A concept paper for the Car Service with App and Dispatch Options Program was issued in June.

MEETING NOTES:

COMMENTS:

Taxi Smart Car has been rolled out at Queens CB 1 and Brooklyn CB 18. DFTA is looking into for-hire services specifically for seniors.

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AGENDA ITEM 10 : Independence of Seniors

Is funding allocated to connect homebound seniors to resources and benefits to maintain their independence while living at home (i.e. Home Care; delivered meals; and medical care needs)?

AGENCY RESPONSE:

In FY17, baseline funding for home delivered meals and homecare is \$36 million and \$18 million, respectively.

MEETING NOTES:

COMMENTS:

Home care and home-delivered meals are available. Home-delivered meals also have a \$4.2 million one-time budget funding.

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AGENDA ITEM 11 : Public Awareness

Are funding sources in place to increase Public Awareness and vaccinations to combat painful and sometimes deadly diseases (i.e. Zika Virus; Shingles & Pneumonia)?

AGENCY RESPONSE:

In DFTA sponsored senior centers and naturally occurring retirement community (NORC) supportive service programs, Health Promotion services have increased according to the current contracts for Neighborhood Centers, Innovative Senior Centers and NORCs. These services are now part of the required services at these congregate sites. DFTA engages in outreach through community events, health fairs, public forums, social media, and other activities – some in collaboration with other agencies like DOHMH. These efforts serve to inform the public of the availability of preventative measures, such as vaccines and health screenings, and to promote awareness among older adults. DFTA has also embarked on a number of initiatives to make evidence based health promotion programming more available in senior centers and NORC programs. These tested programs help seniors manage various chronic health conditions, including heart disease, diabetes, falls, and depression. In addition, there was an initiative last spring for frail, at risk seniors who do not have insurance or who might find the cost of the shingles vaccine prohibitive to receive vaccinations and education at no cost to them, as a result from a grant to the Visiting Nurse Service of New York from the New York Foundation for Eldercare and DFTA.

MEETING NOTES:

COMMENTS:

DFTA regularly receives DOHMH update as soon as DOHMH receives alerts from CDC. DFTA ensures that seniors are staying informed to protect themselves from outbreaks. Health awareness is part of recent contracts in 2012 and 2013. In partnership with VNS, DFTA provides free shingles vaccine for some NORCs.

NOTES:

AGENDA ITEM 12 : Senior Centers

Is funding secure for all Senior Centers (Manhattan 1-12)? How is this figure calculated? Also, please provide number of slots for each center, average daily attendance and capacity for each.

AGENCY RESPONSE:

FY17 funding for DFTA sponsored senior centers is \$120 million. Each DFTA funded senior center is contracted for a specific number of meals and other services as proposed in the most recent solicitations for Neighborhood Senior Centers and Innovative Senior Centers. Please see the attachment for the list of DFTA sponsored senior centers in Manhattan and average daily meal info.

MEETING NOTES:

COMMENTS:

DFTA senior center funding is secure with no plan for any cut.

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AGENDA ITEM 13 : Senior Centers Numbers/Closures/Consolidations

Please provide any plans to open or close Senior Centers by borough and community district.

AGENCY RESPONSE:

There are no plans to open or close DFTA funded senior centers.

MEETING NOTES:

COMMENTS:

No plan to consolidate as well.

NOTES:

AGENDA ITEM 14 : Senior Center Renovations

What funding is in place for Senior Centers that are in need of facility renovation? What is the number of facilities that require renovation? Please provide a list of the names and community district facilities that require renovation as well as the funds and plans in place to improve these centers.

AGENCY RESPONSE:

Recently Completed:

Leonard Covello, CB 11 – East wall, chimney and restoration of community garden
UBA Beatrice Lewis, CB 11 – Lease renewal scope of work

Projects in Construction:

YM/YWHA of Washington Heights and Inwood, CB 12 – Kitchen reconfiguration, dining room flooring and acoustic treatment

Planned Projects:

Leonard Covello, CB 11 – Interior reconfiguration and renovations; in design phase
Sirovich, CB 3 – Additional toilet rooms; reconfigured senior activity room and offices; bidding fall 2016

Capital Projects under NYCHA Management:

Project FIND Clinton, CB 4 – Renovations
Lenox Hill, CB 8 – Kitchen renovations
University Settlement, CB 3 – HVAC
Hudson Guild, CB 4 – Complete renovation

MEETING NOTES:

COMMENTS:

NOTES:

AGENDA ITEM 15 : Budget Priorities

Are there any Expense or Capital Budget Requests you would like us to assist you in requesting for FY18?

AGENCY RESPONSE:

As part of the agency's vision, DFTA sought to enhance case management in order to reduce caseloads to 65, increase food allocations for meals, broaden elder abuse programs, and address geriatric mental health needs. We are grateful that much of this has been accomplished in the FY17 budget and we look to building upon this success in FY18 onward.

MEETING NOTES:

COMMENTS:

DFTA has been successful under this Administration, with funding and staff retention. Caseload went down from almost 80 to the manageable average of 65. Thrive NYC also has a geriatric mental health component and is beyond staffing and activities. DFTA is part of two Thrive NYC initiatives--geriatric mental health at senior centers and friendly visiting to reduce isolation for home-bound seniors.

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AGENDA ITEM 16 : Budgeting Process

Please explain any particular features of your budgeting process that CB's should take into account when formulating their requests.

AGENCY RESPONSE:

It is important to be aware of the procurement impact of funding requests. As you know, any Mayoral funding allocation must go through a competitive solicitation. Discretionary funding can designate the organizations and the amounts, but a clear purpose of the funds must be included.

MEETING NOTES:

COMMENTS:

Advocating for specific program or specific funding is not as easy as one may think given competitive solicitation requirements.

NOTES:

ADDITIONAL NOTES:

Stetzer: Can you talk about City funding and neighborhood NORCs? Will DFTA be interested in funding more vertical NORCs, especially social services?

Wang: DFTA funding is all for classic, "vertical" NORCs. Funding for neighborhood NORCs is dependent on NYS and NYC general budget. Any aging service is valuable. Discussion with City Council reminds DFTA that NORC is a specific program requiring community organizing by seniors themselves. It is time-consuming to organize one at the grassroots level. NORC is a specific package of programming; NORC contract begins at the start of fiscal years, with each one running for three years and subject to renewal. The \$6.5 million now earmarked for NORC is for current programs. Unless there is a new pot of funding, the next time City will expand the program beyond the 28 current NORCs will be at the end of the three-year contract. DFTA must also issue concept papers prior to the plan to expand NORC.

Rosenberg: When is the last time there has been a new NORC? Any chance to have a new one coming up?

Wang: City Council funded grants to set up two new NORCs in Staten Island. City has also allocated planning grant for JASA to set up new NORC in the Rockaways.

Diller: Does the plan to expand home-delivered meals take into account of the push for \$15.00 minimum wage? How does DFTA ensure that the program gives the clients the bang for the bucks?

Wang: OMB has required providers to raise minimum wage to \$11.50, provided that they accept City funding. City is looking at funding for personnel to reduce impact on actual programming itself.

Stetzer: In the past, senior centers have expressed desire to serve more meals, if more funding is available. Is it still taking place?

Wang: City Council is picking up this tab now.