



New York City Department for the Aging

# Annual Plan Summary

---

Covering

**April 1, 2024 – March 31, 2025**

for

The Older Americans Act (OAA)

The New York State Community Services for the Elderly (CSE) Program

The Expanded In-Home Services for the Elderly Program (EISEP)

**Published September 2023**

**Lorraine Cortés-Vázquez, Commissioner**  
New York City Department for the Aging  
2 Lafayette Street  
New York, New York 10007

# New York City Department for the Aging

## 2023 Public Hearings

The New York City Department for the Aging (NYC Aging) has published the 2023-2024 Annual Plan Summary on the NYC Aging website: [www.nyc.gov/aging](http://www.nyc.gov/aging).

NYC Aging encourages consumers, community partners, advocates, and other interested parties to attend a public hearing and comment on the Plan or give testimony on other issues that impact New York City's older adults.

To register, email:

[testimony@aging.nyc.gov](mailto:testimony@aging.nyc.gov)

If you are unable to attend one of the hearings, please feel free to submit written testimony or comments via email (above) or mail to:

**NYC Department for the Aging  
c/o Charise Lawrence  
2 Lafayette Street, 4<sup>th</sup> Floor  
New York, New York 10007**

All comments must be received by  
**November 3, 2023**

We look forward to hearing from you as you share your insights and ideas!

### Staten Island

**Date: October 10, 2023**

Time: 10:00am – 12:00pm

Place: Joan & Alan Bernikow JCC of Staten Island

Address: 1466 Manor Road

Staten Island, NY 10314

### Bronx

**Date: October 12, 2023**

Time: 10:00am – 12:00pm

Place: Bronx House Weinberg Older Adult Center

Address: 990 Pelham Parkway South

Bronx, NY 10461

### Queens

**Date: October 17, 2023**

Time: 10:00am – 12:00pm

Place: Sunnyside Community Services

Address: 43-31 39<sup>th</sup> Street

Sunnyside, NY 11104

### Manhattan

**Date: October 19, 2023**

Time: 10:00am – 12:00pm

Place: Visions Selis Manor Older Adult Center

Address: 135 W 23<sup>rd</sup> Street

New York, NY 10011

### Brooklyn

**Date: October 25, 2023**

Time: 10:00am – 12:00pm

Place: Park Slope Center for Successful Aging

Address: 463A 7<sup>th</sup> Street

Brooklyn, NY 11215

# Table of Contents

<b>Introduction</b>	<b>1</b>
<b>New York City Department for the Aging</b>	<b>1</b>
<b>Purpose and Scope of the Annual Plan Summary (APS)</b>	<b>1</b>
<b>Community Dialogue and Feedback</b>	<b>2</b>
<b>Needs Assessment</b>	<b>3</b>
<b>Demographics of the Aging Population: 2010-2040</b>	<b>3</b>
<b>Aging Within the Older Population</b>	<b>4</b>
<b>Increase in Life Expectancy</b>	<b>5</b>
<b>Increase in Diversity</b>	<b>6</b>
<b>Income and Poverty</b>	<b>7</b>
<b>Functional Capacity and Mobility</b>	<b>9</b>
<b>Social Isolation</b>	<b>10</b>
<b>Employment</b>	<b>10</b>
<b>NYC Aging Programs and Initiatives</b>	<b>11</b>
<b>Division of Programs</b>	<b>12</b>
<b>The Bureau of Community Services (BCS)</b>	12
<b>The Bureau of Social Services and Active Aging (BSSAA)</b>	15
<b>Other Programs and Initiatives</b>	<b>21</b>
<b>Government Affairs</b>	21
<b>Press and Public Information (PPI)</b>	21
<b>Aging Connect</b>	22
<i>Table C: Projected Fiscal Year 2024 Budget by Revenue Source</i>	<b>26</b>
<i>Table D: Planned Support by Community-Based Service</i>	<b>28</b>
<b>Frequently Used Acronyms and Definitions</b>	<b>29</b>
<b>Endnotes</b>	<b>30</b>

---

## Introduction

### New York City Department for the Aging

**The New York City Department for the Aging (NYC Aging or the Department) is the lead Mayoral agency addressing public policy and service issues for older New Yorkers.** It is also the largest agency in the federal network of Area Agencies on Aging (AAA) in the United States. NYC Aging promotes, administers, and coordinates the development and provision of vital community services that help older New Yorkers aged 60+ within the five boroughs of New York City stay healthy and independent, and serves as an advocate on legislative and policy issues.

**NYC Aging’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.**

To further its mission, NYC Aging continues its long history of collaborative partnerships with community-based organizations for the provision of programs and services, which aim to foster independence, safety, wellness, community participation and quality-of-life. In addition to ongoing advocacy for community-based care that supports an older adult’s effort to age-in-place, the Department’s other areas of focus, at present, include caregiving, workforce development, food provision, and intergenerational initiatives.

### Purpose and Scope of the Annual Plan Summary (APS)

The Older Americans Act (OAA), Section 306(a)(6)(D), requires AAAs to develop an Area Plan that describes its activities for the upcoming four years. New York State also requires AAAs to submit an Annual Implementation Plan (AIP) to the New York State Office for the Aging (NYSOFA) on programs funded through federal and state resources, including the New York State Community Services for the Elderly Program (CSE) and the Expanded In-Home Services for the Elderly Program (EISEP). **The Annual Plan Summary (APS) is a synopsis of the AIP and presents NYC Aging’s strategic goals, programming, budget, and service levels.** This Plan represents the first year of a four-year plan covering the period April 1, 2023, to March 31, 2027.

The OAA also requires the provision of various services for older adults, including access to nutrition, benefits counseling, employment opportunities, legal assistance, and in-home services. The CSE Program and EISEP require the provision of community-based services for the frail elderly. The Department works with its Older Adult Advisory Council, Interagency Councils on Aging, consumers, advocacy, and provider groups, elected officials, and community boards to identify and address local needs.

The allocation of Department resources is determined by legislative mandates and directives, the availability of funding, the results of demographic analyses, assessment of unmet needs, recommendations from local communities, and the availability of services through alternate sources.

## Community Dialogue and Feedback

---

NYC Aging engages in ongoing dialogue with various community partners and in various forums:

- **NYC Aging’s Older Adult Advisory Council** is mandated by the OAA, Section 306(a)(6)(D), New York State, and the New York City Charter to advise NYC Aging and its Commissioner on matters related to the development, administration, and operations of its area plan. The Council includes representatives from the social services, health, and academic communities, as well as from among aging services consumers. The members are appointed by the mayor for three-year terms, and all serve without compensation.
- **Annual Plan Summary Public Hearings.** The Department for the Aging conducts public hearings annually to obtain recommendations and comments on its Annual Plan Summary. These hearings provide an opportunity for older persons, service providers and advocates to identify priority needs, recommend ways to enhance services, and suggest an agenda for legislative advocacy to NYC Aging and its Older Adult Advisory Council. This input helps NYC Aging prepare its plan for upcoming fiscal years and enhance its long-term efforts on behalf of the City’s elderly.
- **Public Forums and Stakeholder Sessions.** In addition to the Annual Plan Summary hearings, NYC Aging participates in public forums and Borough Budget Consultations, which encourage service providers, community

leaders and the public to share their views and recommendations on aging services. Stakeholder sessions include forums to offer input into the design of solicitations and programs, as well as discussions with providers, elected officials, Interagency Councils, community boards, Borough President cabinets and older New Yorkers.

## Needs Assessment

---

**New York City's rapidly growing older adult population of 1.77 million is ethnically, culturally, and economically diverse, with a wide range of service needs.**<sup>1</sup> NYC Aging identifies their current and emerging needs through ongoing consultation with consumers, providers, advocates, and elected officials, an examination of the potential impact of policy and legislative changes on New Yorkers, and an analysis of changing demographic patterns. This needs assessment is the first step to ensuring that the City's older adults have access to appropriate and effective services. The results of the **2010 Censuses, the 2021 5-year American Community Survey (ACS) Estimates** (excluding group quarters), and population projections through 2040, provide NYC Aging with a foundation to determine the current and future needs of city's elderly.

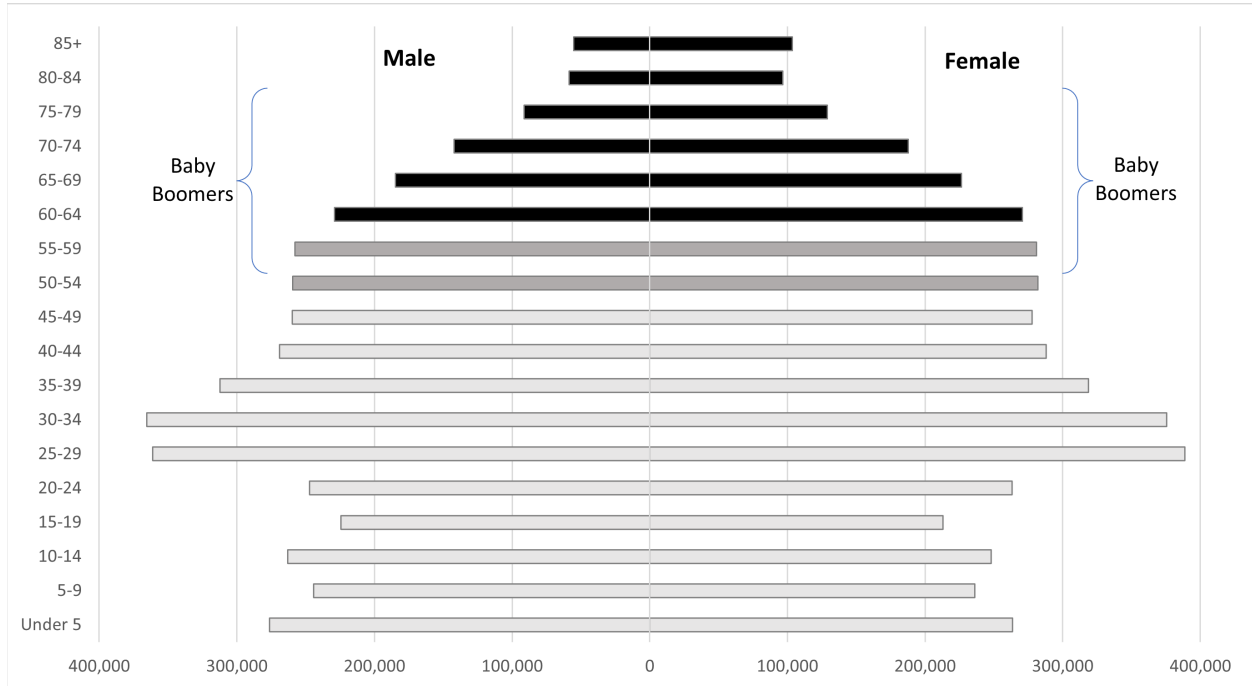
## Demographics of the Aging Population: 2010-2040

---

The Age and Gender Pyramid that follows shows an overall profile of New York City's 2021 population. The area in black reflects the **population aged 60+**, which **comprises 1.77 million people, or 20.8% of the City's population.**<sup>2</sup> The darker gray bars represent those aged 50 to 59, who comprise 1.08 million people, or 12.6% of the population.<sup>3</sup>

**By 2040, New York's 60+ population is projected to remain high at 1.86 million, a 31.0% increase from 2010.**<sup>4</sup> The 2040 number will thus remain at 20.6% of the total population, an increase from the 17.2% figure in 2010.<sup>5</sup>

The 1.77 million figure for the current older population is based on a sample survey, which is weighted and aggregated appropriately. Results from these surveys can vary based on the sampling methodology so comparison between surveys should be avoided. Nevertheless, the underlying trend of ongoing growth in the older population has held firm in nearly all the annual projections in recent years.

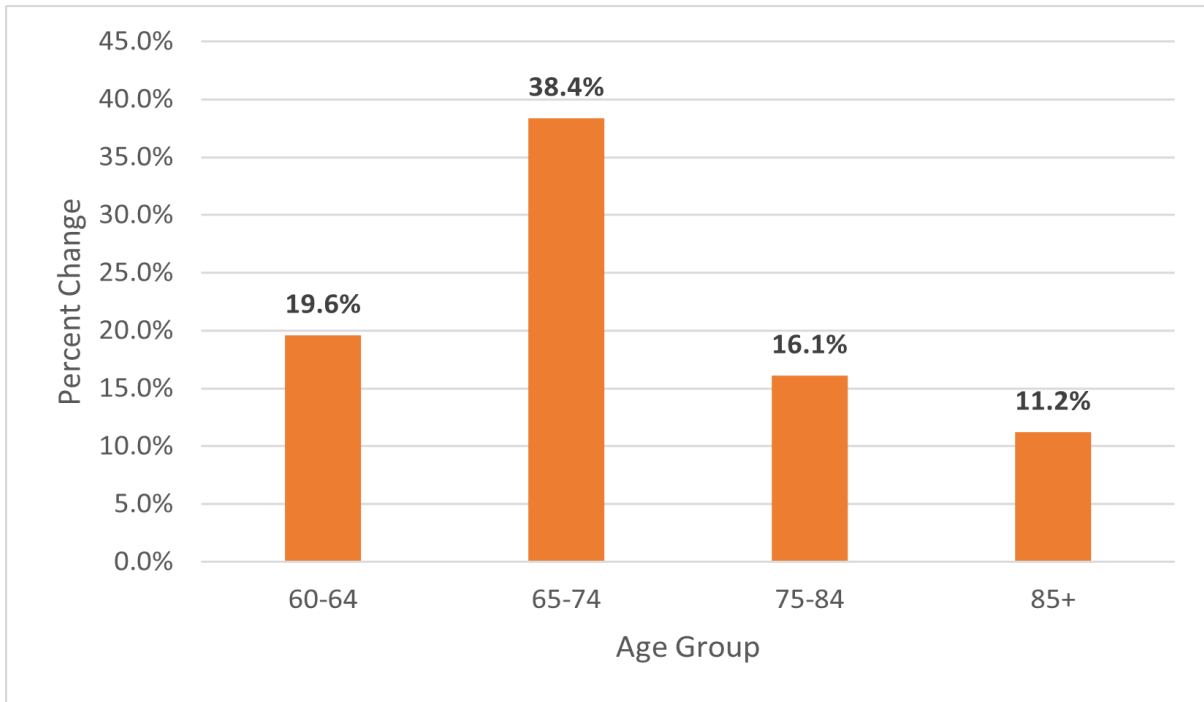


Each bar represents an age span of five years.  
 Baby Boomers indicate individuals born between 1946-1964

### Aging Within the Older Population

The City’s total older population, which increased from 1.42 million in 2010 to 1.77 million in 2021, a 25.0% increase, has significantly changed in age composition. During this period, the number of residents between 60-64 years increased dramatically, by 19.6%. The number of people aged 65-74, and ages 75-84 also grew quickly, by 38.4% and 16.1% respectively. The eldest group (85 and older) increased moderately, by 11.2%.

**Figure 2: Percentage Change of Selected Age Groups, New York City (2010-2021)** <sup>6</sup>



### Increase in Life Expectancy

**Life expectancy in New York City was significantly affected by the COVID-19 pandemic. New York City’s life expectancy at birth is 78.0 years, a decrease of 3.1 years from 2011 to 2020.**<sup>7</sup> Life expectancy losses, however, are not shared uniformly across gender or race. Women continue to experience longer life expectancies at birth compared to men. **In 2020, New York City women had a life expectancy at birth of 81.4 years, while men had an average life expectancy at birth of 74.5 years.**<sup>8</sup> Additionally, the Hispanic population had an average life expectancy at birth of 77.3 years, the Non-Hispanic White population of 80.1 years, and the Non-Hispanic/Latino Black population of 73.0 years.<sup>9</sup> Life expectancy estimates are not reported for Asians and Pacific Islanders due to the small single-year age population denominators.<sup>10</sup>

As of **2021, women continue to outnumber men by 253,101 within the 60+ age group.**<sup>11</sup> Among those 85 and older, the number of women is almost double that of men.<sup>12</sup> By 2040, the sex ratio (number of males per 100 females) for New Yorkers is projected at 80 for those 55-64, 75 for those 65-74, 67 for those 75-84,



and 52 for those 85 and older.<sup>13</sup> Thus, as is the case currently, women 85+ in 2040 will outnumber men their age by roughly 2 to 1. This greater longevity can result in more women living alone during their later years, which could have various implications related to economic security, social isolation, and other concerns.

### Increase in Diversity

**From 2010 to 2021, White non-Hispanic alone older population continued to increase. However, the number of other ethnic and/or racial populations grew even more rapidly.** In 2021, 61.0% of older New Yorkers belonged to ethnic and/or racial groups other than White non-Hispanic alone, compared to 56% in 2010.<sup>14</sup> Between 2010 and 2021, the Black non-Hispanic alone population increased by 22.9%, the Hispanic population by 39.5%, and the Asian non-Hispanic alone population by 66.5%.<sup>15</sup>

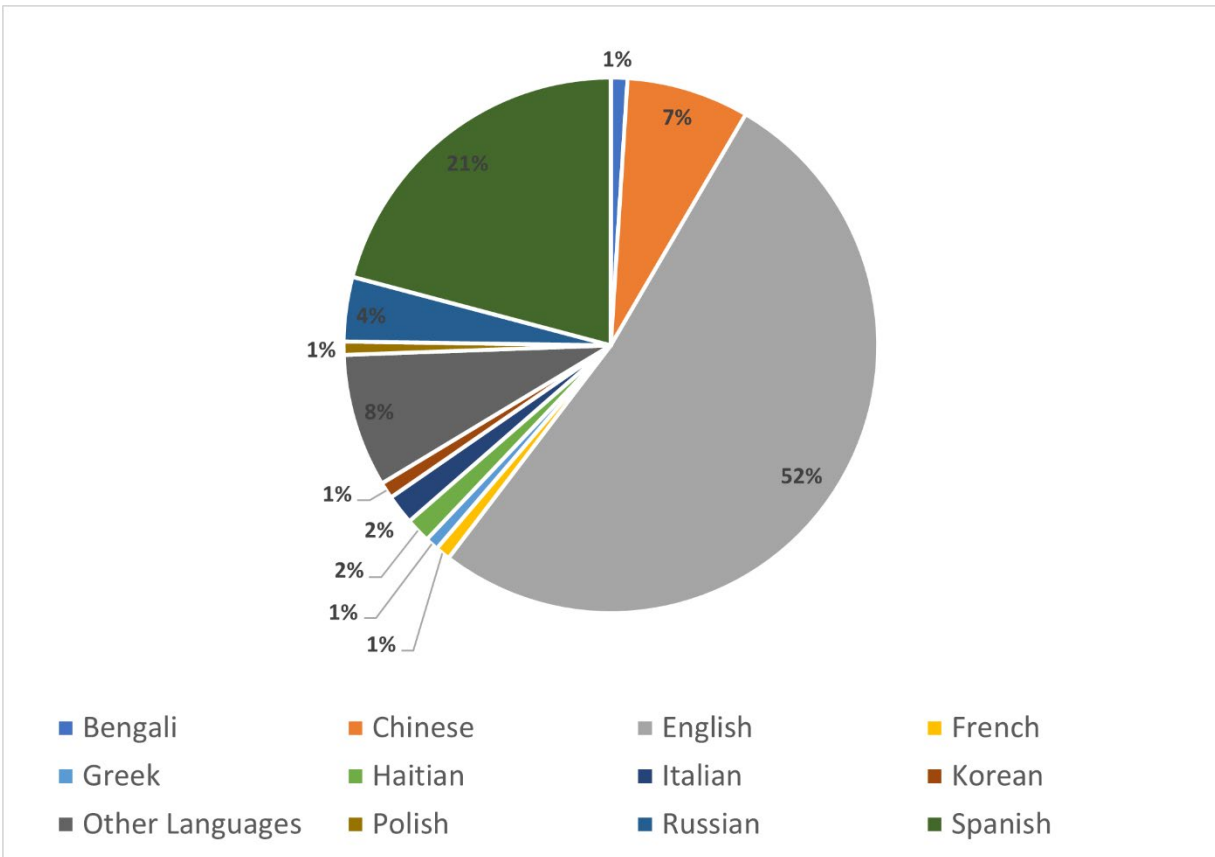
Table A: **Mutually Exclusive Race/Ethnic Composition 60+ Population in New York City, 2010-2021**<sup>16</sup>

Race/Ethnic Profile	2010 Census	2021 ACS	% Change 2010-2021
White Non-Hispanic alone	638,671	692,359	8.4%
Black Non-Hispanic alone	307,275	377,640	22.9%
Hispanic	289,194	403,412	39.5%
Asian Non-Hispanic alone	147,902	246,298	66.5%

Older New Yorkers are also linguistically diverse. **About half speak a language other than English at home**, and of those, **30% are limited English speakers**. Language and cultural barriers, coupled with the challenges of aging and disability, can limit older adults’ access to services and have a significant impact on health outcomes. Language and cultural barriers, however, can be overcome with appropriate strategies and assistance. The figure below shows that the top three

languages spoken at home are Spanish, Chinese, and Russian. Among those aged 60+, 21% speak Spanish at home, 7% speak Chinese 4%) speak Russian.

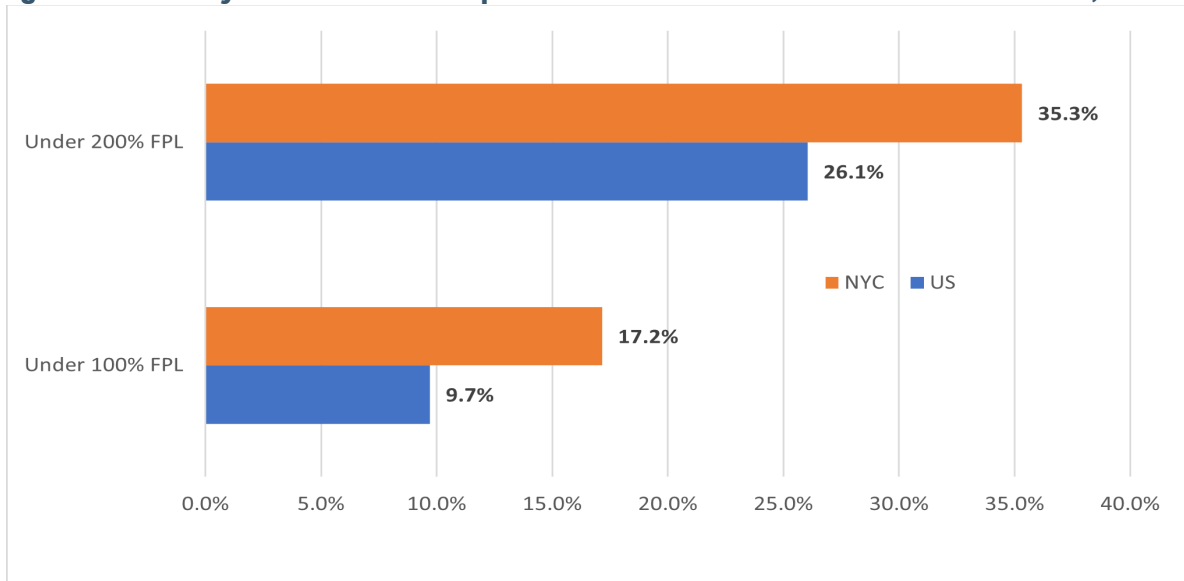
Figure 3: Languages Spoken at Home Amongst the 60+ Population in New York City, 2021<sup>17</sup>



### Income and Poverty

**The percentage of older New Yorkers below 100% of the Federal Poverty Level (FPL) is nearly twice that of older Americans in general (17.2% vs 9.7% respectively.)** Even when the poverty threshold is increased to 200% of the FPL, the disparity remains. Around thirty five percent (35.3%) of older New Yorkers report being at 200% or less of the FPL, compared to 26.1% of the general older American population.<sup>18</sup> The 2021 FPL was \$14,097 for a one-person household under 65 and \$12,996 if that individual is over 65.<sup>19</sup>

**Figure 4: Poverty Levels of 60+ Population in the United States and New York, 2021<sup>20</sup>**



A substantially higher proportion of racial/ethnic groups other than the white Non-Hispanic alone population live in poverty – 25.0% of Hispanics, 20.8% of Asian Non-Hispanic alone, and 17.4% of Black Non-Hispanic alone. In addition, the number of older women living below the poverty level (19.0%) is approximately four percentage points higher than that of their male counterparts (14.7%), which translates to 25.3% higher poverty among older women relative to the population of older men.<sup>21</sup>

**Table B: Poverty by Mutually Exclusive Race/Ethnicity for Older New Yorkers Aged 60 and Above, 2021<sup>22</sup>**

Race	Total Older Cohort	Number Below Poverty Level	% Below Poverty Level
White Non-Hispanic alone	692,359	78,462	11.3%
Black Non-Hispanic alone	377,640	65,549	17.4%
Asian Non-Hispanic alone	246,298	51,196	20.8%
Hispanic alone	403,412	100,786	25.0%

<sup>1</sup>Totals do not match Table A as they use different weighting schemes.

**In 2021, the median household income for older New Yorkers was \$59,590, lower than the nation's median of \$ 61,595.<sup>23</sup>** Median income also varies significantly by race. In 2021, the approximate median income of:

- White households were \$74,345.
- Hispanic households were \$41,450, 44.2% less than that of the White population,
- Black households were \$ 54,975 or 26.1% less than for the White population; and
- Asian households were \$ 60,095, 19.2% less than for the White population.<sup>24</sup>

## Functional Capacity and Mobility

---

Some older adults lose independence due to decreased mobility and cognitive functions and other disabilities as they age. **In 2021, 29.2% of the total non-group quarters population, reported some level of disability.** Of this group:

- 21.7% had serious difficulties that substantially limits activity of walking or climbing stairs.
- 15.1% had mental, physical, or emotional conditions that restricted their ability to live independently, such as visiting a doctor's office or shopping.
- 8.1% had mental, physical, or emotional conditions causing serious difficulties in concentrating, remembering, or making decisions.
- 8.9% were limited in their ability to perform self-care activities of dressing and bathing.
- 7.0% reported hearing difficulty.
- 5.8% reported vision difficulty.<sup>25</sup>

**Disability rates for older New Yorkers are roughly equal to national rates (29.2% vs. 29.3% respectively).** About one-third (32.1%) of older women have some disability. In contrast, just about a quarter (25.1%) of older men are disabled. However, because of this difference and the larger population of older women as compared to men, women make up almost two-thirds (63.1%) of all disabled older adults.

When examining these rates by ethnicity and gender, Hispanic women (44.4%) and black non-Hispanic alone women (33.4%) have higher disability rates compared with their non-Hispanic and black counterparts. For older men, Hispanic and White

non-Hispanic alone men also have high disability rates at 28.6% and 29.2%, respectively, compared to their non-Hispanic and non-white counterparts. Disability is also associated with poverty: a higher proportion of older people with disabilities were in poverty (25.8%) than those without (13.6%).<sup>26</sup>

## Social Isolation

---

Social isolation can have various effects on the health and well-being of older adults, for example, declines in physical, mental, and cognitive health. Research indicates that living alone is one of the main risk factors for social isolation. **In 2021, 29.4% of persons age 60 and over in New York City were living alone, increasing to 48.0% for those aged 85 and over.**<sup>27</sup> Adding to this, the poverty rate among those 60 and over living alone (37.4%) was dramatically higher than among those not living alone (12.0%).<sup>28</sup> It is important to note that living alone is only one of several factors that may contribute vulnerability for some older individuals. Other factors include limited income, disability, inadequate access to primary care, and the population density of older people, which measures the number of persons 60 and older in an area.<sup>29</sup>

## Employment

---

The proportion of older New Yorkers in the workforce continues to increase. **In 2021, more than one out of every four workers (26.7%) in the American labor force were 60 or older.**<sup>30</sup> Various factors could affect whether this trend continues in the upcoming years, including the aging of the baby boomer generation, changing make-up of the job/labor markets, US economic structural conditions, as well as impacts of the COVID-19 pandemic. The long-term effects of the pandemic on older New Yorkers' participation in the workforce are still unknown and require monitoring and additional data that is not yet available.

## NYC Aging Programs and Initiatives

Older New Yorkers are an integral part of the city's fabric who contribute greatly to its social, cultural, and economic vitality. The Department provides a broad range of services to support and empower them, both directly and through approximately 400 direct services contracts.

Daily participation in NYC Aging services is rebounding to pre-pandemic levels. In **Fiscal 2023 NYC Aging served over 213,000 older New Yorkers** overall. Close to **146,000 individual older New Yorkers were served by older adult centers and affiliated sites funded by NYC Aging**, a nine percent increase over the previous fiscal year.

In the upcoming year, NYC Aging will focus on continuing to increase participation its services and programs. In addition, in Fiscal 2024, the Department will be executing requests for proposals for several program areas based on its principles of equity and community-based support of older people.

The next two sections highlight the Department's key programs and initiatives and their accomplishments. They outline the services provided through the areas in the **Division of Programs**, as well as through **Other Programs and Initiatives**.

## Division of Programs



### THE BUREAU OF COMMUNITY SERVICES (BCS)

The **Bureau of Community Services (BCS)** provides various community-based programs and services that help older adults remain active in their communities. BCS comprises the following units and programs:

- Older Adult Centers (OAC).** NYC Aging currently funds **over 300 older adult centers throughout the five boroughs**. OACs provide congregate meals and an environment where older adults can participate in a variety of recreational, health promotional and cultural activities, as well as receive information and assistance with benefits and entitlement programs.

This year, NYC Aging provided funding to four older adult center providers to build out commercial kitchens (as opposed to using commercial catering) to increase the capacity for the network to produce meals for general operations as well as for emergencies. If this venture is successful, the Department hopes to replicate this model at additional sites.

- **Home Delivered Meals (HDM).** The HDM program provides meals each weekday to hungry and homebound older adults, and through its partnership with Citymeals on Wheels supports weekend, holiday, and emergency meals for these recipients. All home delivered meals meet prescribed dietary guidelines. **There are 14 community-based providers contracted to deliver meals to older adults throughout the city.** NYC Aging was recently able to acquire funds from the NYC City Council to purchase 443 hotshot vehicles for the HDM program. This will help to ensure that meals are delivered safely in temperature-regulated vehicles.
- **Healthy Aging Initiatives.** Healthy Aging Initiatives include the Aging Wellness and Nutrition Counseling units, as well as healthy aging-related, grant-funded projects. The Nutrition Counseling unit oversees nutrition counselors who provide direct services to older adults. The Aging Wellness Unit coordinates evidence-based programs throughout the older adult center and NORC networks to promote Chronic Disease Management and Prevention, Falls Prevention, Exercise, and Social and Mental Health and well-being. Its network of older adult volunteers conducts health education programs and activities for older New Yorkers, including Stay Well exercise classes and Keep on Track Blood Pressure Monitoring. The Aging Wellness unit also oversees the execution of the Administration for Community Living (ACL) Grant – the *Virtual Smart Living Initiative*. The *Virtual Smart Living Initiative* is a three-year project that will employ a holistic approach to address the nutritional, social, and mental health needs of older New Yorkers.

In addition, the unit oversees the SNAP-Ed (SHINE) Grant. Services and activities under this grant include delivering nutrition education workshops at eligible older adult centers and NORC sites; distributing nutrition education newsletters quarterly to all NYC Aging providers and members; conducting nutrition education sessions called *Ask the Expert: Nutrition Edition*, which are co-hosted with NYSOFA's Registered Dietitian; as well as developing a container gardening project whereby older adults receive a herbal plant to grow at home and attend virtual classes to learn how to use herbs for healthy cooking.



- The **Nutrition Management Unit** has nutrition experts who ensure that older adults, who attend congregate meal programs or receive home-delivered meals, are served nutritious meals that meet all city, state, and federal guidelines. They also provide extensive technical assistance on meal planning, recipe development, food safety, and City Agency Food Standards.

The Nutrition Management Unit will also oversee the execution of a new 5-year ACL Grant awarded to NYC Aging. The purpose of the grant is to implement pop-up cafes and nutrition education and wellness programs for older adults, and to evaluate their impact on the nutrition, socialization, health, and wellbeing of the participants. For the upcoming year, the unit will work with three older adult center sponsors to implement pop-up cafes and will conduct an evaluation of their effectiveness.

- **Naturally Occurring Retirement Community Services (NORCS) Unit.** The NORCS unit oversees the Naturally Occurring Retirement Community Supportive Service Programs (NORC SSPs), which provide case management, assistance with entitlements and benefits, assistance with health care management, wellness activities, and other social and educational programs. **There are currently 36 NORC SSP** contracts funded by NYC Aging.
- **Transportation Services.** The Department provides transportation for older adults through contracted non-profit organizations. These providers transport older New Yorkers who have no access to, or cannot use public transportation to essential medical, social services and recreational appointments. The program serves all five boroughs. NYC Aging awarded **nine new contracts to transportation service providers to provide individual and/or group transportation service.** The contracts will run for three years, with the option to extend the contracts for up to three additional years. Of note, a new Citywide provider for individual rides was selected. This allows another option for clients when the provider in their catchment area is otherwise booked.
- **Minor Home Repair.** The Minor Home Repair Program helps low to moderate income older adults who need assistance with repairs for relatively minor home issues such as weatherization, installation of locks, window

gates and other security features, faucet repair and installation, minor cementing, plastering, and patching, as well as installation of grab bars.

## **THE BUREAU OF SOCIAL SERVICES AND ACTIVE AGING (BSSAA)**

---

The **Bureau of Social Services and Active Aging** provides various programs and services that help older adults remain active in their homes and/or communities. Active older adults positively contribute to their communities either as workers, caregivers, mentors to children, or as providers of public service. The Bureau also works to inform older New Yorkers about protecting themselves from crime and abuse, and helps victims of crime address their safety, emotional and financial concerns. Programs in BSSAA include the following:

- **Caregiver Services.** NYC Aging contracts with 12 caregiver organizations. Nine of the contracts are geographically based, while three are citywide programs focused primarily but not exclusively on three populations: the LGBTQ community, the blind and visually disabled, and Asian populations. These organizations support caregivers by providing information on long term care topics and resources; assisting with accessing benefits and entitlements; offering individual counseling, support groups and care-related training; linking caregivers with in-home, congregate, and overnight respite care; and offering supplemental support services. This past year, some caregiver programs participated in a statewide pilot of an evidenced based caregiver assessment tool, and this will be expanded to all programs in the upcoming fiscal year.
- **Case Management.** Case management services help older persons with functional impairments gain access to appropriate services, benefits and entitlements needed to age safely at home and maintain their quality of life. Case Management is the gatekeeper for NYC Aging funded in-home services such as home delivered meals, home care, and friendly visiting. **NYC Aging funds 21 case management programs.** Due to program's close partnership with its provider network, the case management wait list for an in-home assessment was reduced in half over the past fiscal year as the unprecedented demand caused by the pandemic was jointly addressed. A case management RFP was released in July 2023 with the express goal of selecting providers that demonstrate experience and commitment to

expanding their services to build practices that ensure language accessibility, address inequities, incorporate technology and virtual programming, support responsiveness to clients, ensure timely linkages and bolster friendly visiting services.

- **Home Care.** The Home Care program is designed for low-income adults 60 years of age and older who have unmet needs in activities of daily living, but do not qualify for Medicaid or other ongoing insurance-funded home care. The goal of this program is to maintain older adults safely at home and prevent or delay the placement of frail elderly individuals into more expensive Medicaid-funded nursing homes. **There are currently five home care programs**, including one new provider selected as part of the Fiscal Year 2023 Home Care RFP. The program aims to ensure that clients start receiving home care services within five days of authorization for the service.
- **Friendly Visiting.** The Friendly Visiting program matches homebound older adults with dedicated volunteers who commit to making weekly home visits to the older adults in their own homes. Friendly Visiting helps reduce loneliness and feelings of isolation, and supports older adults in maintaining community connections and re-engaging in social activities. **NYC Aging oversees 13 Friendly Visiting programs.** The model of the program is in-person visits, but adjustments were made during the pandemic. In Fiscal Year 2023, the demand for in-person visits increased and volunteers were able to meet the need. Approximately 1,200 clients received over 33,000 visits from dedicated community volunteers.
- **Social Adult Day Services.** Social Adult Day is a supervised program for cognitively impaired and/or physically frail older adults, with program components designed to reduce isolation and maximize individual capabilities through socialization, structured activities, and nutritious meals. These services, combined with transportation and access to case managers, provide respite to caregivers of these participants. **NYC Aging oversees nine discretionary Social Adult Day Service programs.**
- **Social Adult Day Care (SADC) Ombuds Office.** In response to widespread community concern about the proliferation of underregulated social adult day programs, **NYC Aging was designated as the SADC Ombuds Office through**

**Local Law 9 of 2015.** NYC Aging’s SADC Ombuds Office is charged with registering all social adult day programs operating in New York City and receives and responds to SADC-related complaints or inquiries. Local Law 9 of 2015 authorizes the Office to issue civil penalties for violations of the NYS Office for the Aging’s Social Adult Day regulations. The Ombuds team has expanded, and in FY24 includes two investigators whose role is to ensure the Social Adult Day Care programs are complying with the local law, registration, and program requirements.

- **Missing Persons.** Since 2010, NYC Aging has worked with the NYPD’s Silver Alert Notification System. Silver Alert locates individuals over 60 years of age with a diagnosed cognitive impairment and who have been reported missing and are deemed to be in imminent danger. NYC Aging Caregiver Support unit reaches out to caregivers of older adults reported missing. Caregiver support services, through NYC Aging’s contracted caregiver, support programs, is offered to these caregivers so they can receive assistance with care planning to ensure the safety of the older adult in the community.
- **The Foster Grandparent Program (FGP)** is federally funded by AmeriCorps and sponsored by NYC Aging. It is an older adult volunteer program whose primary focus is providing social and emotional support, as well as tutoring in reading and math, to children and youth with special and exceptional needs. Low-income New Yorkers are placed in a variety of community sites, such as Head Start Programs, day care centers, schools, hospitals, and family courts. Approximately 300 Foster Grandparent volunteers serve throughout the five boroughs.
- The **Senior Employment Unit** operates the Title V Senior Community Service Employment Program (SCSEP), which provides training and employment opportunities for adults 55 and older. This includes job search skills workshops, career advisement, job fairs, customized employer recruitment for specific occupations, as well as computer technology and customer service training. SCSEP participants or Community Service Aides complete community assignments in nonprofit or government agencies to gain skills and training, while earning the minimum wage for approximately 20 hours per week. In addition to community assignment placements, SCSEP provides

ongoing support to the participants upon finding employment, including retention and career advancement support and non-related support through partnerships with other city agencies and the NYC Workforce1 Career Center network.

- **Silver Stars** is a new program that offers City agencies the opportunity to fill business needs with experienced retired City employees. The program also offers an opportunity for City employees to phase into retirement by allowing them to supplement their income and maintain a productive, social, and vibrant lifestyle without the demands of traditional full-time employment. Phased retirement also allows older adults to support organizational growth by sharing their knowledge and experience with newer employees.
- **Silver Corps**. Silver Corps is the latest addition to the agency’s older adult workforce development portfolio. Funded by AmeriCorps Seniors as a Senior Demonstration Program, Silver Corps 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.
- **Elderly Crime Victims Resource Center (ECVRC)**. The Elderly Crime Victims Resource Center provides direct services to victims of crime. The ECVRC provides crisis intervention, counseling, advocacy, information and assistance, emergency financial assistance, and legal services referrals.
- **Elder Abuse Prevention and Intervention Services**. The program Elder Abuse Prevention and Intervention Services provides support to older adults who are experiencing maltreatment (physical, sexual, financial, psychological, and/or active or passive neglect) by someone who has a “trusting” relationship with the elder (a spouse, a sibling, a child, a friend, a caregiver, etc.). NYC Aging providers offer direct services with the objective of employing elder abuse intervention strategies to increase the client’s sense of control, and to provide a range of options for ending abuse. In addition to direct services, providers conduct community-based presentations and trainings on elder abuse prevention and intervention to

support capacity building and awareness. This year, the program expanded from five providers to eight providers citywide.

- **Bill Payer Program (BPP).** The Bill Payer Program focuses on bill payment for older adults and supports with financial safety, literacy, and empowerment and helps prevent fraud and exploitation. Since 2019 BPP has sub-contracted out the work of paying household bills to a private bill payer service. The sub-contractor provides remote bill paying services for clients year-round. The program conducts live monthly webinar series called “Chat with the Friendly Expert”. The series invites experts in the arenas of financial literacy, economic empowerment, benefits and entitlements, and fraud and exploitation to present to older adults and their families and provide them with the opportunity to ask questions.
- **Tenancy and Eviction Support Services (TESS).** Tenancy and Eviction Support Services program provides social service, case assistance and other support services to adults 60 years and older who are at risk of being evicted from their homes. Through the provision of comprehensive direct social services, TESS strives to help older adults preserve their long-term tenancy, address their social service needs, and allow them to remain safe in the community. The program receives referrals from legal service providers via the courts. TESS is presently operating in the borough of Brooklyn and Manhattan and the intent is to expand the program citywide.
- **Mental Health Initiatives.** NYC Aging oversees contracted mental health programs and five grant funded programs. The **Geriatric Mental Health Program (DGMH)** embeds and co-locates mental health clinicians in community-based older adult centers. There, mental health clinicians provide engagement activities and programs, conduct mental health assessments, consultation to staff, and provide mental health treatment.

**Hub and Spoke.** The Hub and Spoke initiative is similar to DGMH in that mental health clinicians are embedded at older adult centers where the clinicians provide clinical services at the main site (Hub sites) with the addition of providing only engagement activities/programs and assessments at older adult centers (Spoke sites) within the same communities where the main clinical site is located.

**PROTECT and Clinical Services – for Homebound Older Adults (PACS-HB).**

**PACS-HB** is an evidenced-based program for victims of elder abuse referred from NYC Aging-funded Elder Abuse programs. PACS-HB also provides in-home clinical counseling for clients from NYC Aging Case Management Programs.

**Tele-PROTECT**, a Department of Justice funded grant that involves partnership between NYC Aging and Weill Cornell Institute of Geriatric Psychiatry, aims to deliver evidence-based mental health intervention to victims of elder abuse and/or elder crime utilizing virtual or telephonic PROTECT services.

**New York State Office of Mental Health (NYS OMH) Grants:** NYC Aging is a partner with four mental health programs (CAPE/Commonpoint Queens, Jamaica Hospital Medical Center, OHEL, and SPOP) who are recipients of the NYS OMH grants, *Partnership to Support Aging in Place in Communities Severely Impacted by COVID-19*, to improve the mental health, substance abuse and aging services needs of older adults in communities underserved and impacted by COVID by connecting them to the NYC Aging services network.

**Reassurance Initiative for Support and Engagement (RISE).** Rise provides reassurance and supportive counseling to older adults who do not qualify for traditional clinical interventions provided through DGMH. Supportive counseling services are provided by trained and supervised volunteers and social work interns Utilizing social work interns in direct service also has the added benefit of building the workforce for future professionals in the mental health field.

## Other Programs and Initiatives

---

### GOVERNMENT AFFAIRS

The **Government Affairs Unit** acts as the agency's primary liaison to elected officials, community boards, aging services providers, and advocates in order to promote NYC Aging's mission and priorities. The Unit prepares NYC Aging's city, state, and federal legislative agenda, and represents the Commissioner at public hearings, high level meetings and community events. The unit also analyzes pending legislation and keeps the agency abreast of any relevant legislative developments.

The Unit continues to engage key stakeholders and residents who use NYC Aging services to advance agency goals of combatting ageism and promoting the dignity and inclusion of older adults in New York City. Currently, some of these include such interagency or intergovernmental initiatives as:

- Coordinating with intergovernmental affairs teams at partner agencies to develop approaches to legislative initiatives which benefit the lives of older New Yorkers or the shared city infrastructure and resources which serve older adults citywide;
- Working with partner city agencies to collaborate on shared goals that serve the needs of older adults regarding issues like housing or combatting food insecurity; and
- Increasing public discourse about NYC Aging programs and services by hosting international delegations from Europe, Asia, and the Middle East to discuss aging issues on a global scale with a focus on agency successes and how other countries can learn or share information.

### PRESS AND PUBLIC INFORMATION (PPI)

The **Press and Public Information Unit (PPI)** promotes the agency's services and resources in the community through media and public outreach. The unit oversees internal and external communications. This includes managing press inquiries, NYC Aging's public-facing website, social media channels, the creation and distribution of marketing materials, and media campaigns. In addition, the Unit organizes the agency's press events and helps prepare senior leadership and NYC Aging staff for public speaking engagements and events.



In Calendar Year 2023, the PPI team continued its promotion of NYC Aging’s programs and services through press coverage, public facing channels and campaigns.

This year, PPI maintained its aggressive approach to garnering earned media opportunities to highlight key priorities and initiatives. These include (1) Promoting the Cabinet for Older New Yorkers work to build an age-inclusive city, including teaching about ageism in high schools in Brooklyn and appointing Older Adult Liaisons in every police precinct and NYPD service area, (2) Promoting the new older adult workforce program called Silver Corps, which gives residents who are unemployed or underemployed an opportunity to receive training that can help advance their careers, and (3) Organizing a pickleball event in Central Park with Mayor Eric Adams on National Older Adult Health and Fitness Day, which was attended by hundreds of older adults from across the City.

Public Service Announcement (PSA) campaigns were also created promoting the volunteer opportunities within the agency, and to inform eligible individuals about enrollment the Medicare Savings Program and Preventative Services that are available for those on Medicare.

## **AGING CONNECT**

**Aging Connect** is an information and referral contact center connecting older adults, professionals, and caregivers to age-inclusive resources, services, and opportunities. Aging Specialists assist callers in over 200 languages and are available Monday through Friday, 8:30AM – 5:30PM. To further streamline efforts, NYC Aging worked closely with the Mayor’s Office of Correspondence and 311 to improve data and information sharing processes and continued adherence to citywide response times. Additionally, Aging Connect oversees the agency’s correspondence, volunteer opportunities, Health Information Counseling and Assistance (HIICAP), NY Connects, as well as the annual Farmers Market Nutrition Program.

- The **Health Insurance Information Counseling and Assistance Program** (HIICAP) helps older adults navigate the complexities of all components of Medicare. HIICAP publishes “A Closer Look at Medicare and Related Benefits for New Yorkers” annually. The book is translated into Spanish, Chinese, and Russian, and is available in print and online. HIICAP conducts public outreach

presentations and workshops to older adults, community partners, and other groups on Medicare, Medicaid, Medigap, Elderly Pharmaceutical Insurance Coverage (EPIC), and Medicare's preventive services. New York State certified counselors provide assistance with Medicare Part D prescription plan selection, Medicare Savings Programs, and enrollment by appointment and via telephone, among other services. In addition, HIICAP has 14 community-based sites citywide that offer direct assistance in 15 different languages. HIICAP also received the NYC Top Performer award from the NYSOFA State Health Insurance Assistance Program.

- **NY Connects** is a statewide system that provides person centered counseling, public education and outreach, and information and assistance to individuals of all ages in need of long-term services and supports. NY Connects will continue to conduct targeted outreach to underserved communities. This year NY Connects conducted a Request for Information (RFI) and awarded two new contracts for the coming year. During the RFI process NY Connects focused on enhancing care transition services by introducing a screening tool that providers will be putting into action this coming year. This tool utilizes a person-centered approach to ensure that people can age in place safely following a recent hospitalization or rehab stay.
- The **Volunteer Program** is an intergenerational program that will continue to offer meaningful volunteer opportunities that benefit older New Yorkers to those aged 18 and above. This year, the Volunteer Program will diversify opportunities and increase older adults among its cohort of volunteers. Additionally, the program will continue to create opportunities for private sector (business/corporate) volunteers to assist and engage the aging population through the "Adopt-an-Older Adult Center" initiative.
- The annual **Farmers Market Nutrition Program (FMNP)** is an annual fresh produce benefits program for older adults who are income eligible and aged 60 and above. During the summer of 2023, nutritional information and over 50,000 coupon booklets, redeemable at farmers markets and stands across the city, were distributed. The booklets were distributed at more than 300 sites located in all five boroughs. The FMNP is sponsored by the New York

State Department of Agriculture and Markets, NYS Department of Health,  
NYS Office for the Aging and Cornell Cooperative Extension.

## Projected Resources and Expenditures

*July 1, 2023 - June 30, 2024*

The Department receives funding from various sources to support the services described above. Many state and federal grants require the City to “match” a certain proportion of their funding. A significant portion of City tax levy funds are dedicated to match state and federal grants. Most NYC Aging-funded services are provided through contracts with community-based organizations. NYC Aging also provides several services directly, including older adult employment assistance, the Elderly Crime Victims Resource Center (ECVRC), and other services for special populations.

The budget figures shown on the following tables are based on information as of August 2023 and are subject to change. Table C (Page 26) lists NYC Aging’s revenue sources. For City Fiscal Year 2024 (July 1, 2023- June 30, 2024), **the Department’s budget is projected at approximately \$521 million**. City funding represents 71% of the Department’s budget; federal funding 21%; and state funding 8%. Table D (Page 28) reflects planned support for each of the Department’s contracted services.

Table C: Projected Fiscal Year 2024 Budget by Revenue Source

July 1, 2023 – June 30, 2024

Revenue Source Name	Current Budget
<b>State Funds</b>	
Crime Victims Program	\$347,208
Foster Grandparents Program	\$18,443
Community Services for Aging	\$10,072,924
Supplemental Nutrition Assistance Program	\$10,509,762
Expanded In-Homes Services	\$18,546,806
Congregate Services Initiative	\$152,288
Unmet Need	\$4,014,270
Transportation Program	\$395,804
<b>Sub-Total State Funds:</b>	<b>\$44,057,505</b>
<b>Federal Funds</b>	
TITLE III, PART C-1: Nutrition Services	\$18,849,277
TITLE III, PART B: Supportive Services A	\$8,662,750
Foster Grandparent Grant	\$1,846,981
TITLE V NCOA Employment Program	\$1,388,734
TITLE V Senior Community Service Employment Program. - Year 4 of 5	\$3,579,495
Nutrition Program for The Elderly	\$10,272,714
TITLE XX Social Service Block Grant	\$7,047,574
New York CONNECTS Expansion & Enhance-BIP	\$3,652,258
HIICAP - Health Insurance Assistance PM	\$583,746
TITLE 3D Health Promotion	\$667,026
TITLE-E Caregiver Support	\$3,514,168
MIPPA Year	\$452,940
New State Workforce Development	\$1,736,757
Senior Health Improve & Nutrition (SHINE)	\$343,500
Virtual Nutrition Counseling	\$53,413
ACL Café Style Dining	\$400,373
DOJ PROTECT	\$103,375
CMC6 American Rescue Plan for Congregate Nutrition	\$4,766,604
SSC6 American Rescue Plan for Supportive Services	\$12,079,530
HDC6 American Rescue Plan for Home Delivered Meals	\$2,581,023
FCC6 American Rescue Plan for Family Caregivers	\$188,929
Local and State Aid	\$24,780,012
<b>Sub-Total Federal Funds:</b>	<b>\$107,551,179</b>

<b>Intra-City Funds</b>	
NYC CONNECTED Communities Program	740,140
Reserve-Other Services/Fees	165,251
Temp Care - Other Services/Fees	350,000
<b>Sub-Total Intra-City Funds:</b>	<b>\$1,255,391</b>
<b>Other Category</b>	
OMH - STRIVE Community	\$150,000
OMH - Samuel Field	\$35,000
Local Government Records Management	\$46,684
<b>Sub-Total Other Category</b>	<b>\$231,684</b>
<b>Total Grant Budget</b>	<b>\$153,095,759</b>
Community Development Block Grant (CDBG)	\$362,000
<b>Sub-Total CDBG Funds</b>	<b>\$362,000</b>
<b>Total Grant Budget With CDBG</b>	<b>\$153,457,759</b>
<b>City Tax Levy Per Budget Unit (Per OMB)</b>	<b>\$368,333,476</b>
<b>Total Agency Budget</b>	<b>\$521,791,235</b>

Table D: Planned Support by Community-Based Service

July 1, 2023 – June 30, 2024

<b>FY 2024 PLANNED BUDGET</b>		
<b>ACCESS SERVICES</b>		<b>\$85,459,214</b>
Case Management	\$43,881,106	
Transportation/Escort	\$5,220,982	
Information & Referral/Outreach	\$36,357,126	
<b>NUTRITION SERVICES</b>		<b>\$226,759,284</b>
Congregate Meals	\$165,962,935	
Home Delivered Meals	\$59,637,146	
Nutrition Education	\$1,045,536	
Shopping Assistance/Chore	\$113,667	
<b>IN-HOME &amp; CARE SERVICES</b>		<b>\$38,160,361</b>
Home Care	\$35,000,000	
Friendly Visiting	\$1,832,389	
Telephone Reassurance	\$1,327,972	
<b>LEGAL ASSISTANCE</b>		<b>\$1,372,588</b>
<b>EMPLOYMENT RELATED SERVICES</b>		<b>\$8,570,410</b>
Senior Employment	\$5,333,656	
Silver Corp	\$1,736,757	
Foster Grandparent Program	\$1,865,424	
<b>OTHER SOCIAL/HEALTH PROMOTION SERVICES</b>		<b>\$161,469,378</b>
Education/Recreation	\$112,381,057	
Elder Abuse	\$4,197,234	
Health Promotion/Screening	\$21,670,205	
Caregiver	\$8,052,526	
NORCS	\$14,738,777	
Residential Repair	\$429,579	

## Frequently Used Acronyms and Definitions

AAA – Area Agency on Aging

ACL – Administration for Community Living

ACS – American Community Survey

AIP – Annual Implementation Plan

APS – Annual Plan Summary

CSE – New York State Community Services for the Elderly Program

NYC Aging – Department for the Aging

EISEP – Expanded In-Home Services for the Elderly Program

HIICAP – Health Insurance Information Counseling and Assistance Program

MIPPA – Medicare Improvements for Patients and Providers Act

NORC – Naturally Occurring Retirement Community

NORC SSP – Naturally Occurring Retirement Community Supportive Service Program

NYSOFA – New York State Office for the Aging

OAA – Older Americans Act

OAC – Older Adult Center

RFP – Request for Proposal



ENDNOTES

<sup>1</sup> 2021 ACS 5-Year, PUMS Custom Tables

<sup>2</sup> 2021 ACS 5-Year, PUMS Custom Tables

<sup>3</sup> 2021 ACS 5-Year, PUMS Custom Tables

<sup>4</sup> New York City Department of Planning, “New York City Population Projections by Age/Sex & Borough, 2010-2040”, December, 2013.

<sup>5</sup> New York City Department of Planning, “New York City Population Projections by Age/Sex & Borough, 2010-2040”, December, 2013.

<sup>6</sup> 2010 Census and 2021 ACS 5-Year PUMS Custom Table.

<sup>7</sup> Bureau of Vital Statistics “Summary of Vital Statistics 2020”, April 2023, Table M25, p 123. The New York City Department of Health and Mental Hygiene (DOHMH).

<sup>8</sup> Ibid, Table M25, p. 75.

<sup>9</sup> Ibid. Life Expectancy at Birth p. 10.

<sup>10</sup> Ibid. Life Expectancy at Birth p. 10.

<sup>11</sup> 2021 ACS 5-Year PUMS Custom Table.

<sup>12</sup> 2021 ACS 5-Year PUMS Custom Table.

<sup>13</sup> New York City Department of Planning, “New York City Population Projections by Age/Sex & Borough, 2010-2040”, December, 2013.

<sup>14</sup> 2021 ACS 5-Year PUMS Custom Tables and 2010 Census

<sup>15</sup> 2021 ACS 5-Year PUMS Custom Tables and 2010 Census

<sup>16</sup> 2021 ACS 5-Year PUMS Custom Tables and 2010 Census

<sup>17</sup> 2021 ACS 1-Year PUMS Custom Table.

<sup>18</sup> 2021 ACS 5-Year PUMS Custom Table

<sup>19</sup> Poverty Thresholds for 2021 by Size of Family and Number of Related Children Under 18 Years, US Census Bureau.

<sup>20</sup> 2021 ACS 5-Year PUMS Custom Table

<sup>21</sup> 2021 ACS 5-Year, PUMS Custom Table.

<sup>22</sup> 2021 ACS 5-Year PUMS Custom Table

<sup>23</sup> 2021 ACS 5-Year, PUMS Custom Table.

<sup>24</sup> 2021 ACS 5-Year, PUMS Custom Table.

<sup>25</sup> 2021 ACS 5-Year PUMS Custom Tables.

<sup>26</sup> 2021 ACS 5-Year PUMS Custom Tables.

<sup>27</sup> 2021 ACS 1-Year PUMS Custom Tables.

<sup>28</sup> Ibid.

<sup>29</sup> Gusmano, Michael K. and Victor G. Rodwin. “The Elderly and Social Isolation.” Testimony to the New York City Council Committee on Aging, February 13, 2006.

<sup>30</sup> 2021 ACS 1-Year PUMS Custom Table.