



**Department for  
the Aging**



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# Annual Plan Summary

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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 2024**

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***Lorraine Cortés-Vázquez, Commissioner***

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*New York, New York 10007*

**[www.nyc.gov/aging](http://www.nyc.gov/aging)**

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## New York City Department for the Aging 2024 Annual Plan Summary Public Hearings

NYC Aging invites consumers, community partners, advocates, and other interested parties to attend one of our 2024-2025 Annual Plan Summary Public Hearings 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, 2024**

We look forward to hearing from you!

### Staten Island

**Date: October 16, 2024**

Time: 10:00am – 12:00pm

Place: JCC Bernikow

Address: 1466 Manor Road  
Staten Island, NY 10314

### Bronx

**Date: October 17, 2024**

Time: 10:00am – 12:00pm

Place: MBSCC Concourse Plaza OAC

Address: 900 Grand Concourse  
Bronx, NY 10461

### Manhattan

**Date: October 22, 2024**

Time: 10:00am – 12:00pm

Place: Grand Street Settlement

Address: 80 Pitt Street  
New York, NY 10002

### Queens

**Date: October 29, 2024**

Time: 10:00am – 12:00pm

Place: Kew Gardens OAC

Address: 80-02 Kew Gardens Rd  
Kew Gardens, NY 11415

### Brooklyn

**Date: October 30, 2024**

Time: 10:00am – 12:00pm

Place: Jay-Harama OAC

Address: 2600 Ocean Avenue  
Brooklyn, NY 11229

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## Introduction

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The Older Americans Act (OAA), Section 306(a)(6)(D), requires that all Area Agencies on Aging (AAAs) develop an Area Plan that describes its activities and submit it to the New York State Office for the Aging (NYSOFA). NYSOFA 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 OAA 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.

NYC Aging's Annual Plan Summary (APS) is a synopsis of the AIP and presents the agency's strategic goals, programming, budget, and service levels. This Plan represents the first year of a four-year plan covering the period April 1, 2024, to March 31, 2028.

## Agency Mission and Background

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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.**

NYC Aging collaborates 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.

## **Community Dialogue and Feedback**

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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.
- **Other 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

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NYC Aging identifies current and emerging needs of the elderly through an analysis of changing demographic patterns, needs assessment surveys, ongoing consultation with consumers, providers, advocates, and elected officials, and an examination of the potential impact of policy and legislative changes on older New Yorkers.

The needs assessment helps in formulating policy, planning for services, and effectively allocating resources to ensure 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 older New Yorkers.

## Demographics of the Aging Population

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The City's total older population, increased from 1.42 million in 2010 to 1.77 million in 2021, a 25.0% increase. The 1.77 million figure is based on a

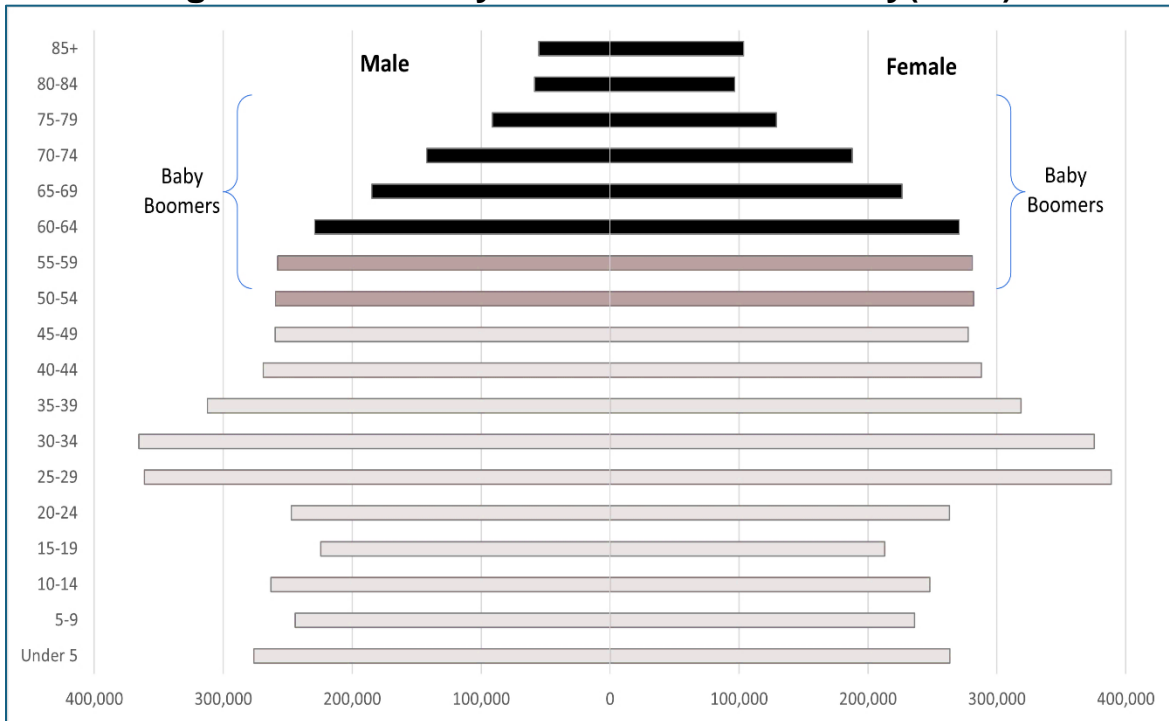
**New York City's population aged 60+ comprises 1.77 million people or 20.8% of the City's total population.**

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.

**By 2040, New York's 60+ population is projected to remain high at 1.86 million, a 31.0% increase from 2010.<sup>1</sup> The 2040 number will thus remain at 20.6% of the total population, an increase from the 17.2% figure in 2010.<sup>2</sup>**

The Age and Gender Pyramid that follows shows an overall profile of New York City’s 2021 population.

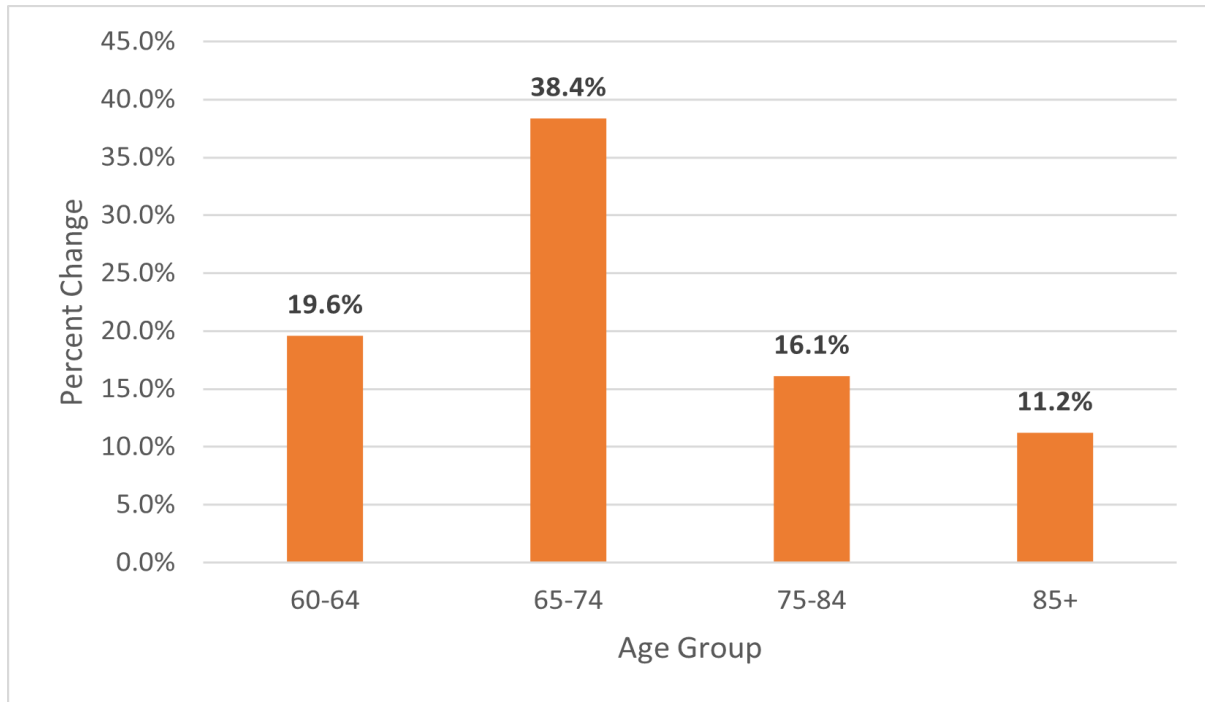
**Age and Gender Pyramid for New York City(2021)<sup>3</sup>**



### Ageing Within the Older Population

The City’s total older population significantly changed in age composition between 2010 and 2021. During that time, the number of residents between 65-74 years increased significantly by 38.4%. The number of people aged 60-64, and ages 75-84 also grew quickly, by 19.6% and 16.1% respectively. The eldest group (85 and older) increased by 11.2%.

**Figure 2: Percentage Change of Selected Age Groups, New York City (2010-2021)<sup>4</sup>**



## Life Expectancy

**New York City's life expectancy at birth from 2011 to 2020 is 78 years, a decrease of 3.1 years.<sup>5</sup>** In 2020, there was a significant drop due to the pandemic; however, recent data indicates some recovery is occurring. 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>6</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>7</sup> Life expectancy estimates are not reported for Asians and Pacific Islanders due to the small single-year age population denominators.<sup>8</sup>

Women not only have a greater life expectancy than men, but as of **2021, women continue to outnumber men by 253,101 within the 60+ age group.<sup>9</sup>** Among those 85 and older, the number of women is almost double



that of men.<sup>10</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>11</sup> Thus, as is the case currently, women 85+ in 2040 will outnumber men their age by roughly 2 to 1.

## Diversity

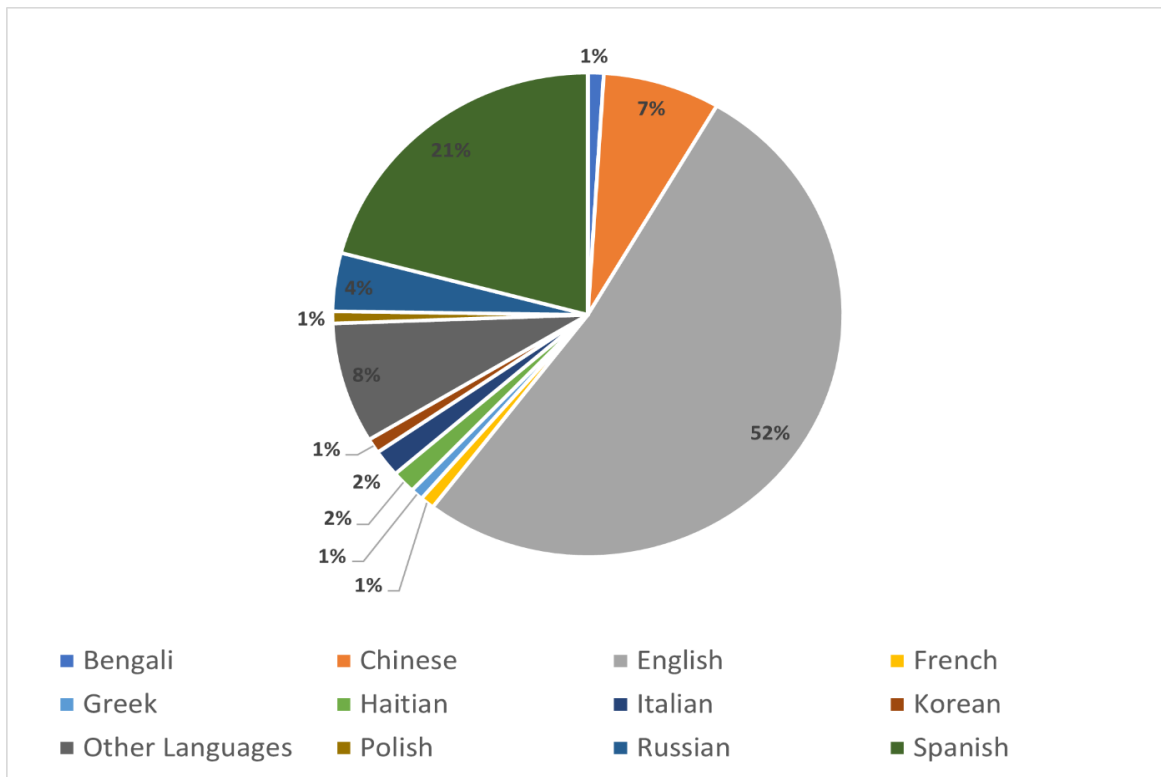
From 2010 to 2021, White non-Hispanic alone older population continued to increase. However, the number of other ethnic and/or racial populations grew even more rapidly. **In 2021, 61.0% of older New Yorkers belonged to ethnic and/or racial groups other than White non-Hispanic alone, compared to 56% in 2010.**<sup>12</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>13</sup>

Table A: **Mutually Exclusive Race/Ethnic Composition 60+ Population in New York City, 2010-2021**<sup>14</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. **Close to half of older New Yorkers speak a language other than English at home**, and of those, **30% are limited English speakers**. The figure below shows that the top three languages spoken at home among those 60+ are Spanish (21%), Chinese (7%), and Russian (4%).

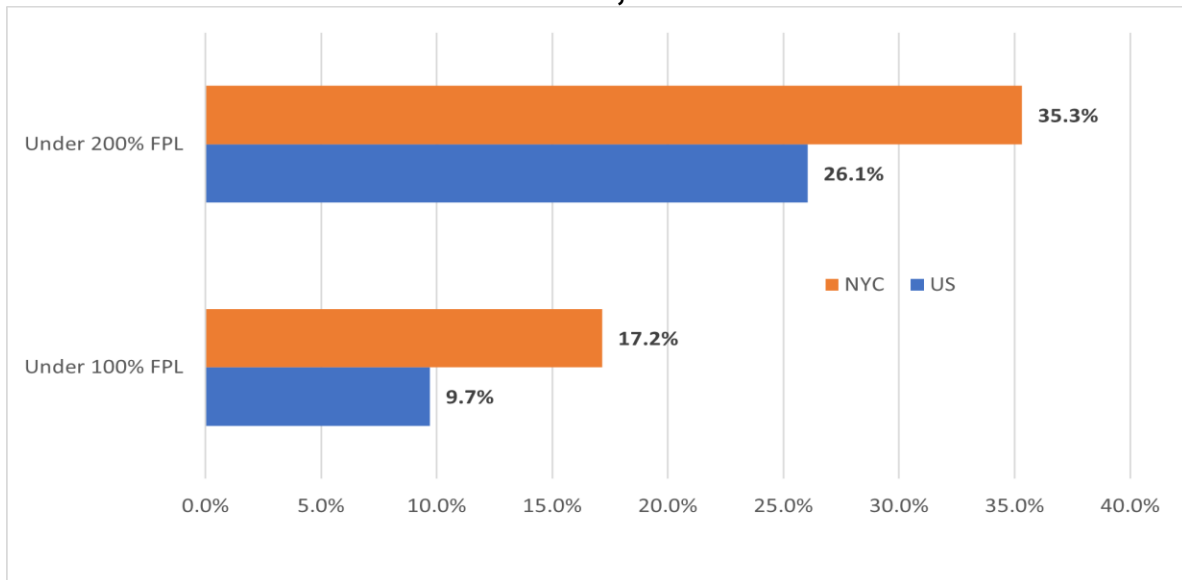
**Figure 3: Languages Spoken at Home Amongst the 60+ Population in New York City, 2021<sup>15</sup>**



## 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>16</sup> The 2021 FPL was \$14,097 for a one-person household under 65 and \$12,996 if that individual is over 65.<sup>17</sup>

**Figure 4: Poverty Levels of 60+ Population in the United States and New York, 2021<sup>18</sup>**



There is also disparity between ethnic groups in relation to their poverty level. A 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>19</sup>

**Table B: Poverty by Mutually Exclusive Race/Ethnicity for Older New Yorkers Aged 60 and Above, 2021<sup>20</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>21</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>22</sup>

## **Functional Capacity and Mobility**

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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>23</sup>

**The disability rates for older New Yorkers are roughly similar to national rates (29.2% vs. 29.3% respectively).** Among genders, about one-third (32.1%) of older women have some disability and in contrast approximately a quarter (25.1%) of older men are disabled. As a result of this difference, as well as the larger population of older women as compared to men, women make up almost two-thirds (63.1%) of all disabled older adults.

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>24</sup>

## Social Isolation

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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>25</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>26</sup> 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>27</sup>

## Employment

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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>28</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, and US economic structural conditions.

## Programs and Initiatives

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NYC Aging provides a broad range of community-based and supportive services, both directly and through approximately 400 direct services contracts, to meet the evolving and diverse needs of older New Yorkers and their caregivers. These programs

embrace differences in age, color, disability, ethnicity, marital status, gender identity or expression, language, national origin, race, religion, sexual orientation, socio-economic and veteran status, to help ensure all older New Yorkers served have access to basic and essential services and can thrive in their culturally and linguistically diverse city.

**In Fiscal 2024, NYC Aging served over 220,000 older New Yorkers across all its programs.**

The Department's key programs and initiatives are overseen by two programmatic areas – the Bureau of Community Services (BCS), and the Bureau of Social Services (BSS). Those under the auspices of BCS include Older Adult Centers, Home Delivered Meals, Healthy Aging Initiative, Nutrition Management, NORC, Transportation, and Minor Home Repair.

The programs and initiatives that BSS oversees include Caregiver Services, Case Management, Elder Abuse, Elderly Crime Victims Support Services, Friendly Visiting, Foster Grandparent, Home Care, Mental Health Initiatives, Older Adult Employment, Social Adult Day Services; and Tenancy & Eviction Support Services.

Additionally, NYC Aging will be focusing on expanding the following program areas throughout 2024-2025 in order to more robustly respond to the needs of older New Yorkers, as identified through analysis of demographic changes and needs assessment:

- **Nutrition:** Establishing or re-establishing its priorities through procurement and strengthening commissary assistance.

- **Caregiving:** Implementing no or low-cost awareness and educational activities and expanding service utilization.
- **Workforce Development:** Increasing employer pool and engagement, with a goal to increase portfolio-wide unsubsidized employment and re/upskill older adults to strengthen the workforce.

The chart below shows the level of service provided in Fiscal Year 2024 through Department's core programs.

### Core Services Provided to Older New Yorker in Fiscal Year 2024 by the Numbers

- 153,220 Older New Yorkers received various services at Older Adult Centers and Affiliated Sites.
- 6,128,368 Total meals were served to 119,321 Older New Yorkers.
- 17,650 Older adults residing in NYC Aging-funded NORCs received services.
- 4,209,261 Meals were served to 24,572 homebound Older New Yorkers.
- 3,422 Homebound Older New Yorkers received 1,317,155 hours of Home Care Services.
- 31,759 Older New Yorkers received 515,854 hours of Case Management Services.
- 5,485 Caregivers served through NYC Aging's contracted and in-house caregiver programs.

## The Bureau of Community Services

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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.
- **Home Delivered Meals (HDM).** The HDM program provides meals each weekday to homebound older adults and supports weekend and emergency meals for these recipients through its partnership with Citymeals on Wheels. All home delivered meals meet prescribed dietary guidelines. **There are 14 community-based providers contracted to deliver meals to older adults throughout the city.**
- **Healthy Aging Initiatives.** The Aging Wellness Unit coordinates and supports health and wellness programs including: Chronic disease management and prevention; falls prevention; exercise programming; health education programs and activities; health and wellness events; and evidence-based and health promotion programming resources and information for NYC Aging's network providers. The Aging Wellness Unit also has full time Registered Dietitians who provide one-to-one individualized nutrition counseling service to older adults.

The Aging Wellness Unit is also recipient of the SHINE/SNAP Ed Grant, an initiative through the NYS Office for Temporary and Disability Assistance under the Supplemental Nutrition Assistance (SNAP) of the US Department of Agriculture Food and Nutrition Services (USDA). The goal of this program is to provide nutrition education workshops and activities and to promote healthier lifestyles and behaviors to older adults living in low-income neighborhoods. In addition to delivering nutrition education workshops, the grant also implements a container gardening project in which participants learn how to grow herbal plants and use them for healthy cooking.



- **The Nutrition Management Unit** is composed of 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 sanitation and dietary guidelines. They also provide extensive technical assistance on meal planning, recipe development, food safety, and City Agency Food Standards.

The Nutrition Management Unit also oversees the execution of a 5-year ACL Grant awarded to NYC Aging in May of 2023. 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 five older adult center sponsors to implement pop-up cafes and will conduct an evaluation of their effectiveness.

- **Naturally Occurring Retirement Community Services (NORC) Unit.** The NORC 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 providers. 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 through **nine transportation service providers** contracted to provide individual and/or group service.
- **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

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The **Bureau of Social Services (BSS)** 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 as workers, volunteers, caregivers, and mentors to children. The Bureau also works to inform older New Yorkers about protecting themselves from crime and abuse and helps victims of crime and abuse address their safety, emotional and financial concerns. Programs in BSS fall into three categories – **Supportive Services, Workforce and Community Development**, and **Elder Justice**.

### Supportive Services

- **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.
- **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**. 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. Following the RFP, the network expanded to include five new Case

Management agencies, thus broadening programmatic diversity and capacity within the portfolio.

- **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. Volunteers visit in person, as well as on the phone and virtually. Friendly Visiting helps reduce loneliness and feelings of isolation and supports older adults in maintaining community connections and re-engaging in social activities. The program was part of the case management RFP which was released in July 2023. NYC Aging oversees **nine Friendly Visiting programs**. In Fiscal Year 2024, approximately 1,200 clients received over 33,000 visits from dedicated community volunteers.
- **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. The program aims to ensure that clients start receiving home care services within five days of authorization for the service. **There are currently five home care programs.**
- **Mental Health Initiatives.** NYC Aging oversees contracted mental health programs and six grant funded programs. The **Geriatric Mental Health Program (GMH)** 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 GMH 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.

**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 Children's Home and Family Services, and Service Program for Older People (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-19 by connecting them to the NYC Aging services network.

**Jewish Federation of North America (JFNA) Grant:** NYC Aging has a grant for a Person-Centered Trauma Informed (PCTI) Initiative through which Greenwich House will provide PCTI mental health intervention to 70 clients who are a victim of a crime and 10 clients who are holocaust survivors. Greenwich House will also provide case management services to clients in need of additional support and services. This grant will also provide training on PCTI principles for up to 300 NYC Aging and community provider staff.

- **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 funded 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. As of Fiscal Year 2024, the Ombuds team includes two investigators whose role is to ensure the Social Adult Day Care programs are complying with the local law, registration, program requirements and conducting investigations of complaints received that fall under the jurisdiction of NYC Aging.

- **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.

## **Workforce and Community Development**

- 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.** Silver Stars 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 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.

## Office of Elder Justice

- **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, assistance submitting claims to New York State Office of Victim Services for compensation, and legal services referrals.
- **Elder Justice Community Providers.** The Elder Justice Community Providers are contracted by NYC Aging to deliver elder abuse

prevention and intervention services. The network, which includes **6 providers and 8 contracts, covers all 5 boroughs of New York City** and 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 older adult (e.g. a spouse, a sibling, a child, a friend, a caregiver, etc.). Elder Justice providers offer direct services with the objective of employing elder abuse intervention strategies to increase clients’ 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.

- **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 New York City Housing Court Judges and their representatives. TESS is presently operating in the boroughs of Brooklyn and Manhattan and the intent is to expand the program to the Bronx in the next year.

## **Other Programs and Initiatives**

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### **Office of General Counsel**

The Office of General Counsel (“OGC”) provides a range of services to the agency’s administrative and programmatic units, including but not limited to: providing legal advice and guidance; drafting legal documents; conducting research and preparing memoranda of law; reviewing and providing guidance on legislation, executive orders, and other legal documents; reviewing contracts, amendments, scopes of work, and requests for proposals to ensure compliance with Procurement Policy Board Rules, the NYC Charter and any applicable laws and regulations; providing support and guidance to the Social Adult Day Care Ombuds

Office regarding investigations and notices of violations related to rules compliance; and responding to FOIL requests.

OGC also manages the **Legal Services portfolio**, a program that contracts with community-based legal service organizations to provide free legal services for older adults aged 60 and older in all five boroughs in a variety of areas, including public benefits, long-term care, and consumer and landlord-tenant issues. Legal services may include legal advice, referrals and/or full representation, depending upon the individual's specific circumstances.

### **Government Affairs**

The Government Affairs Unit serves 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;
- Organizing older adult focused town hall discussions hosted by the Mayor of New York City to further engage older adults about community issues which affect them daily and work to connect them to services or supports which resolve or address those concerns; 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 & Public Information**

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 2024, the PPI team continued promoting NYC Aging's programs and services through press coverage, public facing channels and campaigns. This year, PPI enhanced its strategic approach to media relations, amassing media placements that amplified agency priorities and initiatives. Highlights include:

- Promoting the agency's Needs Assessment Survey, designed to gather input from older adults and caregivers to better understand and address their needs and preferences for aging-related services;
- Organizing an intergenerational dance event featuring over 1,000 New Yorkers in Foley Square to commemorate National Older Adult Health and Fitness Day, and
- Informing older adults about periods of extreme heat, providing information about NYC's cooling center network activations as well as important safety tips.

PPI also executed multiple Public Service Announcement (PSA) campaigns, (1) to increase the number of corporate volunteers supporting agency programs, (2) to inform eligible individuals about enrollment into the Medicare Savings Program and (3) advancing a positive view of aging and eliminating ageism through its Ageless New York campaign.

For the upcoming year, PPI will continue to amplify the many initiatives of NYC Aging in an effort to build an age-inclusive New York City.

## **Aging Connect**

Aging Connect, part of the Bureau of External Affairs, is a public-facing unit that manages various programs, including the Aging Connect contact center, agency correspondence, volunteer opportunities, Health Insurance Information, Counseling, and Assistance Program (HIICAP), NY Connects, and the annual Farmers Market Nutrition Program. Aging Connect also collaborates with the Mayor's Office of Correspondence and 311 to enhance data sharing and maintain citywide response times.

- **Contact Center** is a comprehensive call center connecting older adults, aging-service professionals, and caregivers to age-inclusive information, resources, and opportunities. Aging Specialists assist callers in over 200 languages and are available Monday through Friday, 8:30AM–5:30PM as well as by email at [agingconnect@aging.nyc.gov](mailto:agingconnect@aging.nyc.gov).
- **Health Insurance Information Counseling and Assistance Program (HIICAP)** helps older adults navigate the complexities of all components of Medicare. HIICAP annually publishes “A Closer Look at Medicare and Related Benefits for New Yorkers,” which is a guidebook book translated into Spanish, Chinese, and Russian, and is available in print and online. Moreover, 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 HIICAP counselors provide assistance with Medicare Part D prescription plan selection, Medicare Savings Programs, and enrollment by appointment and via telephone, among other services. HIICAP also oversees seven community-based sites located across all five boroughs that offer direct assistance in 15 languages.
- **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 is committed to leading with diverse, equitable, and inclusive practices at the forefront of our service delivery. This is achieved through continuously assessing community resources,

building strong relationships with community partners to enhance service delivery, and engaging in professional development activities that improve staff awareness and their ability to effectively and respectfully interact with the communities we serve. Recent examples of the Unit's outreach efforts in the last year include the Road to Resources for Asylum Seekers event, Monroe College's Neighborhood Association for Intercultural Affairs (NAICA) event, the Team Harvey Women's History Month Celebration, along with other monthly tabling events. In FY24, NY Connects focused on enhancing care transition services by introducing a screening tool "Back Home" which utilizes a person-centered approach to ensure that people can age-in-place safely following hospitalization or rehab.

- **Volunteer Program** is an intergenerational program that offers meaningful volunteer opportunities that benefit older New Yorkers to those aged 18 and above. This year, the Program will continue to diversify opportunities and increase older adult participants among its cohort of volunteers. Additionally, the program will continue to develop and expand its network of private sector (business/corporate) partners to assist and engage the aging population through volunteerism, including the popular "Adopt-an-Older Adult Center" initiative.
- **Farmers' Market Nutrition Program (FMNP)** is an annual fresh produce benefits program for income-eligible older adults who are aged 60 and above. The FMNP is sponsored by the New York State Department of Agriculture and Markets, New York State Department of Health, New York State Office for the Aging, and Cornell Cooperative Extension. During the summer of 2024, the program distributed 55,000 FMNP coupon booklets redeemable at farmers markets and farm stands across the city.

## Projected Resources and Expenditures

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*July 1, 2024 – June 30, 2025*

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 of 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 the Foster Grandparent Program.

The budget figures shown on the following tables are based on information as of August 2024 and are subject to change. Table C (Page 28) lists NYC Aging’s revenue sources. For City Fiscal Year 2025 (July 1, 2024- June 30, 2025), **the Department's budget is projected at approximately \$544 million**. City funding represents 71% of the Department’s budget; federal funding 20%; and state funding 9%. Table D (Page 30) reflects planned support for each of the Department's contracted services.

**Table C: Projected Fiscal Year 2025 Budget by Revenue Source***July 1, 2024 – June 30, 2025*

REVENUE SOURCE NAME	CURRENT BUDGET
<b>STATE FUNDS</b>	
CRIME VICTIMS PROGRAM	\$ 303,353
FOSTER GRANDPARENTS PROGRAM STATE	\$ 18,443
COMMUNITY SERVICES FOR AGING	\$ 10,072,924
SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM	\$ 10,509,762
EXPANDED IN-HOMES SERVICES	\$ 18,546,806
UNMET NEEDS	\$ 4,460,936
CONGREGATE SERVICES INITIATIVE	\$ 152,288
TRANSPORTATION PROGRAM	\$ 395,804
NEW YORK CONNECTS EXPANSION & ENHANCE-BIP	\$ 3,652,258
<b>Sub-Total State:</b>	<b>\$ 48,112,574</b>
<b>FEDERAL FUNDS</b>	
TITLE III, PART C-1: NUTRITION SERVICES	\$ 24,849,277
TITLE III, PART C-2: NUTRITION SERVICES	
TITLE III, PART B: SUPPORTIVE SERVICES A	\$ 10,270,814
FOSTER GRANDPARENT GRANT	\$ 1,698,359
AMERICORPS SILVER STAR (New York State Workforce Development)	\$ 1,864,097
TITLE V NCOA EMPLOYMENT PROGRAM	\$ 1,388,734
TITLE V SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM	\$ 3,579,495
NUTRITION PROGRAM FOR THE ELDERLY	\$ 10,272,714
TITLE XX SOCIAL SERVICE BLOCK GRANT	\$ 22,316,334
HIICAP - HEALTH INSURANCE ASSISTANCE PM	\$ 583,746
TITLE 3D HEALTH PROMOTION	\$ 667,026
TITLE-E CAREGIVER SUPPORT	\$ 3,514,168
MIPPA YEAR 6 OF 6	\$ 452,940
PROVIDING OPTIONS TO ELDERLY CLIENTS TOGETHER (PROTECT)	\$ 57,708
SENIOR HEALTH IMPROVE & NUTRITION (SHINE)	\$ 405,452
CAFÉ STYKLE DINNG/CONGREGATE MEAL PROGRAM IMPACT STUDY	\$ 543,444
JEWISH FEDERATION OF NORTH AMERICA - HOLOCAUST SURVIVOR	\$ 150,000
Local and State Aid	\$ 63,883,509
<b>Sub-Total Federal:</b>	<b>\$ 146,497,817</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:</b>	<b>\$ 1,255,391</b>
<b>OTHER CATEGORY</b>	
SERVICE PROGRAM FOR OLDER PEOPLE (SPOP) aka STRIVE	\$ 50,000
SAMUEL FIELD YM & YWHA (dba COMMONPOINT QUEENS)	\$ 35,000
OHEL CHILDREN'S HOME AND FAMILY SERVICES	\$ 50,000
JAMAICA HOSPITAL MEDICAL CENTER	\$ 50,000
<b>Sub-Total Other Category</b>	<b>\$ 185,000</b>
<b>TOTAL GRANT BUDGET</b>	<b>\$ 196,050,782</b>
<b>CITY TAX LEVY PER BUDGET UNIT (PER OMB)</b>	<b>\$ 348,192,423</b>
<b>TOTAL AGENCY BUDGET</b>	<b>\$ 544,243,205</b>

Current as of: 8/21/2024

**Table D: Planned Support by Community-Based Service***July 1, 2024 – June 30, 2025*

<b>FISCAL YEAR 2025 PLANNED BUDGET</b>			
<b>ACCESS SERVICES</b>			<b>\$87,494,745</b>
	Case Management	\$45,916,636	
	Transportation/Escort	\$5,220,982	
	Information & Referral/Outreach	\$36,357,126	
<b>NUTRITION SERVICES</b>			<b>\$240,368,230</b>
	Congregate Meals	\$177,418,290	
	Home Delivered Meals	\$61,790,736	
	Nutrition Education	\$1,045,536	
	Shopping Assistance/Chore	\$113,667	
<b>IN-HOME &amp; CARE SERVICES</b>			<b>\$43,698,300</b>
	Home Care	\$40,537,939	
	Friendly Visiting	\$1,832,389	
	Telephone Reassurance	\$1,327,972	
<b>LEGAL ASSISTANCE</b>			<b>\$1,457,275</b>
<b>EMPLOYMENT RELATED SERVICES</b>			<b>\$8,570,410</b>
	Senior Employment	\$4,968,229	
	Silver Corp	\$1,736,757	
	Foster Grandparent Program	\$1,865,424	
<b>OTHER SOCIAL/HEALTH PROMOTION SERVICES</b>			<b>\$162,654,245</b>
	Education/Recreation	\$112,381,057	
	Elder Abuse	\$4,627,538	
	Health Promotion/Screening	\$21,670,205	
	Caregiver	\$8,291,927	
	NORCS	\$15,236,521	
	Residential Repair	\$446,997	
<b>TOTAL</b>			<b>\$544,243,205</b>

## Endnotes

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<sup>1</sup> *New York City Department of Planning, “New York City Population Projections by Age/Sex & Borough, 2010-2040”, December, 2013.*

<sup>2</sup> *New York City Department of Planning, “New York City Population Projections by Age/Sex & Borough, 2010-2040”, December, 2013.*

<sup>3</sup> *2021 ACS 1-Year, Table S0101, US Census Bureau.*

<sup>4</sup> *2010 Census and 2021 ACS 5-Year PUMS Custom Table.*

<sup>5</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>6</sup> *Ibid, Table M25, p. 75.*

<sup>7</sup> *Ibid. Life Expectancy at Birth p. 10.*

<sup>8</sup> *Ibid. Life Expectancy at Birth p. 10.*

<sup>9</sup> *2021 ACS 5-Year PUMS Custom Table.*

<sup>10</sup> *2021 ACS 5-Year PUMS Custom Table.*

<sup>11</sup> *New York City Department of Planning, “New York City Population Projections by Age/Sex & Borough, 2010-2040”, December, 2013.*

<sup>12</sup> *2021 ACS 5-Year PUMS Custom Tables and 2010 Census*

<sup>13</sup> *2021 ACS 5-Year PUMS Custom Tables and 2010 Census*

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

<sup>15</sup> *2021 ACS 1-Year PUMS Custom Table.*

<sup>16</sup> *2021 ACS 5-Year PUMS Custom Table*

<sup>17</sup> *Poverty Thresholds for 2021 by Size of Family and Number of Related Children Under 18 Years, US Census Bureau.*

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

<sup>19</sup> *2021 ACS 5-Year, PUMS Custom Table.*

<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 Tables.*

<sup>24</sup> *2021 ACS 5-Year PUMS Custom Tables.*

<sup>25</sup> *2021 ACS 1-Year PUMS Custom Tables.*

<sup>26</sup> *Ibid.*

<sup>27</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>28</sup> *2021 ACS 1-Year PUMS Custom Table.*