

CITY COUNCIL
CITY OF NEW YORK

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TRANSCRIPT OF THE MINUTES

Of the

COMMITTEE ON AGING, JOINTLY WITH THE
SUBCOMMITTEE ON SENIOR CENTERS

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March 4, 2016
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HELD AT: Council Chambers - City Hall

B E F O R E:

MARGARET S. CHIN
Chairperson

COUNCIL MEMBERS:

Karen Koslowitz
Deborah L. Rose
Chaim M. Deutsch
Mark Treyger
Paul A. Vallone
Ydanis A. Rodriguez

A P P E A R A N C E S (CONTINUED)

Donna Corrado
Commissioner
New York City Department for the Aging

Joy Wang
Associate Commissioner
Budget and Fiscal Operations
New York City Department for the Aging

Caryn Resnick
Deputy Commissioner
New York City Department for the Aging

Bobbie Sackman
Director of Public Policy
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Leo Asen
New York State President
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Sandy Myers
Director
Government and External Relations
Selfhelp Community Services

Christian Gonzalez-Rivera
Senior Researcher
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Nora Moran
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United Neighborhood Houses

A P P E A R A N C E S (CONTINUED)

Rachel Sherrow
Associate Executive Director
Citymeals on Wheels

Harriet Blank
Geriatric Director
OHEL Children's Home & Family Services

Bonnie Nesbitt
Community Development Officer
Local Initiative Support Corporation

Julia Martin
President
Senior Advocacy Committee
Hudson Guild Senior Center, Chelsea

Maryann Vitaro
Health and Nutrition Committee

Rhonda Soberman
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Visiting Nurse Service of New York

Gladys Solano
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Carl Goldfarb
Volunteer
United Settlement Senior Center

A P P E A R A N C E S (CONTINUED)

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Policy Analyst
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Rena Resnick
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Omar Boucher
Political and Legislative Coordinator
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Tanya Krupat
Director
Center for Justice Policy and Practice
The Osborne Association

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President
New York Foundation for Senior Citizens

Jo-Ann Yoo
Executive Director
Asian American Federation

Lakshman Kalasapudi
Program Manager
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A P P E A R A N C E S (CONTINUED)

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South Asian/Muslim Community

Susan Choy
Volunteer
Korean American Senior Citizens Society
of Greater New York

Sonia Vaserina
Assistant Director
Korean American Senior Citizens Society
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Debbie Quinones
Vice-Chair
Community Board 11, East Harlem

Rosa Concepcion
West Harlem Group Assistance
Advocate
Communities for Healthy Food

Dr. Cynthia Maurer
Visiting Neighbors

Melinda Howard

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2 [gavel]

3 CHAIRPERSON CHIN: Good morning.

4 [background comments] Welcome. I'm Margaret Chin,
5 Chair of the Committee on Aging; welcome to the
6 Fiscal 2017 Preliminary Budget hearing for the Aging
7 Committee, held jointly with the Subcommittee on
8 Senior Centers, chaired by Council Member Paul
9 Vallone. Today we will hear testimony from the
10 Department for the Aging, also referred to as DFTA,
11 regarding the agency's operation within its \$279.7
12 million proposed budget for Fiscal 2017, as well as
13 performance indicators for aging services within the
14 Fiscal 2016 Preliminary Mayor's Management Report.

15 Nearly one year ago we were talking about
16 DFTA's Fiscal 2016 Preliminary Budget, a \$257.3
17 million budget that presented no new funds for
18 seniors. Today I'm pleased to say that the Fiscal
19 2017 Preliminary Budget presents \$5.3 million in new
20 needs for senior services, including a stable source
21 of funding for elder abuse prevention that our
22 seniors can count on for years to come.

23 In light of a recent study by LiveOn New
24 York that found that over 100,000 low-income seniors
25 have been languishing on wait lists for affordable

3 housing for an average of seven years. I'm happy
4 that Mayor de Blasio's housing plan aims to improve
5 housing options as well as increase the supply of
6 housing for seniors.

7 In the last round of budget negotiations,
8 this administration met the Council on several issues
9 and added additional funds for elder abuse and
10 homecare wait lists; even with this additional
11 funding, we cannot ignore the fact that DFTA's budget
12 does not fully address the challenges presented by
13 the growing number of seniors in our city.

14 In the Mayor's Housing Plan, he notes
15 that seniors constitute the fastest growing segment
16 of New York City's population, contributing to the
17 increased need for senior housing. The plan noted
18 that in the next 25 years New York City will have
19 over 1.4 million individuals over the age of 65.
20 Unfortunately, while the poverty rate for older
21 adults is decreasing nationally, the rate in New York
22 City is increasing. The Mayor stresses the
23 importance of maintaining a responsible government
24 and responsible budgeting, but the failure to fully
25 fund DFTA's core operation is not consistent with the
progressive values that our city seeks to embody.

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3 Our mayor emphasized that this budget is making
4 targeted investment in New York City's future.

5 As Chair of this Aging Committee I share
6 that goal; however, it is the Council that has
7 stepped up to provide an increasing percentage of the
8 share of DFTA's budget. While the administration's
9 allocation for senior funding has remained mostly
10 flat, we know that New York City's future has a much
11 older population and that the number of seniors will
12 only continue to grow. When we talk about making
13 targeted investment in New York City's future, we
14 must recognize the role that seniors play in our
15 everyday lives; they are our friends and neighbors
16 that look out for one another, they are volunteers
17 who give their time to senior centers and civic
18 associations and they are caregivers, taking care of
19 their grandchildren when mom and dad are at work.
20 Investing in our seniors is investing in our city.
21 It's wrong to think that increasing DFTA's budget
22 would only affect seniors; DFTA provides services
23 that impact the caregivers and families of seniors;
24 for this reason and many others, it's time we make
25 investment in DFTA. Council funding currently
supplements over 10 percent of the department's

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3 budget; this is unacceptable, ongoing core operation
4 should not rely on year to year Council discretionary
5 funding.

6 As I stated last year, a responsible
7 budget for our city must include a consistent and
8 predictable funding stream for DFTA and its network;
9 seniors rely on these services to remain healthy and
10 age with dignity in the neighborhoods that they
11 helped build. By keeping our seniors happy and
12 healthy, our city will save money in the long run and
13 that is truly responsible budgeting.

14 Before I introduce Council Member Paul
15 Vallone, Chair of our Subcommittee on Senior Centers,
16 I'd like to thank the Committee staff for their work
17 in preparing -- Brittany Morrissey, our Legislative
18 Financial Analyst; Dohini Sompura, our Finance Unit
19 Head; Eric Bernstein, Counsel to the Committee, and
20 Vincent Thang [sp?], the Director of Legislation and
21 Budget in my office. We will now -- oh, we are
22 joined by Council Member Treyger in our committee and
23 we will now hear from Council Member Vallone and
24 followed by DFTA's Commissioner, Donna Corrado, so
25 Council Member Vallone.

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3 CHAIRPERSON VALLONE: Thank you, Madame
4 Chair. Good morning to our super seniors; I see you
5 all out there; there we are. I feel like we have the
6 orange team, the blue team and the red team ready to
7 go, and I'm not gonna say who's gonna win; we're all
8 gonna win. The UPS has nothin' on you guys, right;
9 through wind, through rain, through snow and you all
10 made it.

11 You know in short, Margaret and I have
12 done amazing things together with our super team for
13 seniors in just two years and we plan on continuing
14 that for as long as you'll have us and we want the
15 most for you and our job is to try to ascertain the
16 most money that we can get for all of our senior
17 services and work with the administration to do that.
18 Our great Commissioner here, Donna Corrado is doing
19 her best and we are always on our side to help you,
20 but then we're also here to push and get more,
21 because that's what it's all about; we'd love to fund
22 everything in the world we can, but we really think
23 there are certain things that can be tweaked and be
24 changed to make a huge impact on the largest
25 demographic that our city has; that's still amazing
that just in 10 years 50 percent of the city will be

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more seniors, double; crazy stuff, just 10 years. So
to us a budget must reflect that, you know it can't
stay the same and can't just do miniscule increases;
if you have 50 of the seniors that are gonna be
doubled, you have to have a budget that reflects that
and if it doesn't, we're always gonna be short,
right, that's pretty much what's gonna happen, so we
need to be able to be on top of that instead of
stretching \$10.00 from here and \$10.00 from there to
try to make things work. For me, on senior centers,
it's really unfair what's happening there, how they
have to try to use the core monies received to keep
the doors open, pay the overhead, pay the utilities,
pay the rent, pay the staff and then have \$5.00 left
for lunch and programming; it doesn't work. So we're
always trying to balance that, increase that, get the
staffing and that's what you're gonna hear today,
you're gonna hear words from a vision from the
Commissioner and we as the Council who want to fight
for more and I think that's in short what my
statements will be and I look forward to working with
the Commissioner and her staff and hearing their
vision and thank you for coming out to this week's
town hall; all of Northeast Queens was very thrilled

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3 to see your whole team out there, so Madame Chair,
4 I'll turn it back to you.

5 CHAIRPERSON CHIN: The counsel will swear
6 the panel in.

7 COMMITTEE COUNSEL: Do you affirm to tell
8 the truth, the whole truth and nothing but the truth
9 in your testimony before this committee and to
10 respond honestly to council member questions?

11 DONNA CORRADO: I do.

12 Good morning Chairperson Chin,
13 Chairperson Vallone, members of the Aging Committee;
14 Council Member Treyger. All of our seniors, we're
15 all on the same team, remember, but thank you for
16 coming out in this inclement weather to be here to
17 support the Department for the Aging in the City of
18 New York; you're the reason why we're here today.

19 I am joined on this panel by Joy Wang,
20 our Associate Commissioner for Budget and Fiscal
21 Operations and Deputy Commissioner Caryn Resnick.

22 Under the de Blasio Administration, more
23 than \$30 million of additional funding was baselined
24 in the department's budget. The baseline funding
25 increases go towards core services at DFTA; this
includes congregate meals, home-delivered meals and

3 case management, new initiatives, such as the
4 expansion of DFTA's Grandparent Resource Center,
5 provides outreach to 15 New York City Housing
6 Authority developments, which are the focus of the
7 Mayor's Action Plan for Neighborhood Safety and also
8 resulted in additional baseline funding.

9 In Fiscal Year 2016 the administration
10 added \$3.2 million to DFTA's baseline budget as part
11 of ThriveNYC, Mayor de Blasio's and the First Lady
12 McCray's plan of action to guide the city towards a
13 more effective and holistic system to support the
14 mental wellbeing of New Yorkers. This funding will
15 provide geriatric mental health services in senior
16 centers and help combat social isolation experienced
17 by homebound seniors through a friendly visiting
18 program.

19 DFTA is also pleased to have increased
20 its investment in elder abuse services citywide from
21 \$800,000 to \$4.3 million this year. This
22 unprecedented investment will allow for the
23 deployment of multidisciplinary teams citywide to
24 address the most complex elder abuse cases. We are
25 grateful to the administration and to the Council for

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3 their support of these efforts to serve some of our
4 must vulnerable seniors.

5 The Fiscal Year 2017 Preliminary Budget
6 projects \$279.7 million in funding; the budget
7 includes allocations of \$121 million to support
8 senior centers, \$36 million for home-delivered meals,
9 \$24 million for case management services, \$18 million
10 to support homecare for homebound seniors who are not
11 Medicaid eligible, \$6.5 million for NORC programs, \$4
12 million for caregiver support services, \$3.2 million
13 for ThriveNYC geriatric mental health initiatives,
14 and \$4.3 million for elder abuse services.

15 We applaud Chairperson Chin, Chairperson
16 Vallone and the members of the Aging Committee,
17 together with our Speaker Mark-Viverito and the
18 Finance Chairperson Ferreras-Copeland for securing
19 more than \$30 million in Council funding for senior
20 services in Fiscal Year 2016, important initiatives,
21 such as expanding naturally occurring retirement
22 community programs, supporting our senior centers,
23 addressing case management wait lists, enriching
24 senior center programs serving immigrant populations,
25 providing services to LGBT seniors in every borough,
increasing arts opportunities for senior center

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3 participants, enhancing elder abuse services were all
4 made possible because of your efforts and your
5 partnership with the administration to support these
6 important programs.

7 Reducing high case management caseloads
8 has been a priority for DFTA; the additional \$2.6
9 million for case management services this fiscal year
10 helped bring caseloads down to 60 per case manager;
11 previously caseloads were nearly 80 per case manager.
12 In Fiscal Year 2016 the administration added baseline
13 funding of \$1.8 million to expand the capacity of
14 home-delivered meals by 5 percent. This funding led
15 to an additional \$200,000 home-delivered meals for
16 seniors in need. Also, DFTA utilized additional
17 funding of \$4.3 million to address the waiting lists
18 for DFTA's homecare programs. At the end of Fiscal
19 Year 2015, DFTA case management agencies reported 316
20 clients on waiting lists for DFTA-funded homecare
21 services; after a concerted effort on behalf of
22 community providers to enroll clients and to expand
23 hours for existing homecare clients, there is no
24 longer any wait list for homecare services. This has
25 been a great accomplishment, considering the process

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3 to refer clients for homecare is comprehensive and
4 time-intensive.

5 As I referenced earlier, Mayor de Blasio
6 and First Lady McCray released ThriveNYC: A Mental
7 Health Roadmap for All New Yorkers last year.
8 ThriveNYC includes two initiatives that focus on
9 geriatric mental health; one initiative is to embed
10 mental health practitioners in up to 25 senior
11 centers, these mental health professionals will
12 assist senior center members with issues ranging from
13 depression and anxiety to highly disruptive
14 behaviors. DFTA staff is developing the three-year
15 pilot, which will be released this fall. DFTA budget
16 includes \$1.4 million annually for the geriatric
17 mental health and senior centers initiatives; in
18 addition, DFTA is investing \$1.8 million to reduce
19 social isolation and enhance vital social
20 connections, as well as help identify possible
21 social, health and mental health needs, which require
22 a higher level of intervention. With this funding,
23 DFTA will establish a friendly visiting program
24 within our case management agencies and through the
25 friendly visiting program a case management client
who is socially isolated would be paired with a

3 trained volunteer who will visit the client for an
4 hour at least two times a month. The home visits
5 will be supplemented with a weekly phone call by the
6 volunteer; these regular home visits will provide
7 meaningful social contact and identify possible
8 issues requiring greater follow-up.

9 One key Medicaid redesign effort is known
10 as Delivery System Reform Incentive Program (DSRIP).
11 DFTA has actively engaged in planning efforts with
12 the New York City Health and Hospitals on their DSRIP
13 initiative, known as OneCity Health with the goal to
14 reduce hospitalizations and improve population health
15 outcomes; it is DFTA's objective to become an
16 integral part of Health and Hospitals' network of
17 safety net providers via evidence-based health
18 programming, care transition initiatives and other
19 supportive services. The initial focus on achieving
20 linkages with Health and Hospitals through DSRIP is
21 the establishment of a Care Transition Program at
22 several Health and Hospitals' hospitals. This
23 program, DFTA-funded providers will work with the
24 hospital staff to identify patients about to be
25 discharged who could benefit from post-discharge
assistance and support from our DFTA providers; such

3 assistance includes ensuring that the patient is
4 taking their prescribed medications, following
5 through on medical appointments and living safely at
6 home. Health and Hospitals and the department have
7 signed a Management Service Agreement to commence
8 this work together and we expect to implement a Care
9 Transition Program later this year.

10 DFTA received a three-year grant totaling
11 \$1.8 million from the Federal Transit Administration
12 to provide application-based on-demand transportation
13 services for seniors with disabilities in high-need
14 areas. The membership-based service will use mobile
15 technology to facilitate point to point trips in real
16 time, similar to e-Hail, through a smartphone
17 application or through a 24/7 dispatcher service.
18 The service will guarantee roundtrip availability and
19 users will have several options for requesting a ride
20 from any location in the target area to any other
21 point in New York City. Rides will be provided by
22 commercial transportation services employing their
23 own drivers. The Mayor's Office for People with
24 Disabilities is a program partner for this grant and
25 we are consulting with the New York City Department
of Transportation on various program elements.

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3 As you know, SU-CASA is a community arts
4 engagement program sponsored by the New York City
5 Council, DFTA and the Department of Cultural Affairs.
6 We thank the Council for their \$1 million in
7 discretionary money in Fiscal Year 2016 which
8 supported this program. Through the SU-CASA
9 Initiative, artists and nonprofit arts organizations
10 are placed in residence at senior centers across the
11 five boroughs, providing arts programming for older
12 adults. Artistic partners work in a variety of
13 disciplines, including music, theatre, dance, poetry,
14 ceramics, photography, writing, and many other
15 activities. Each SU-CASA program engages
16 participating seniors in an art project or a series
17 of cultural programs throughout the course of a six-
18 month residency. Each residency also includes a
19 culminating public program component at the senior
20 center, such as exhibits, reading, performances, open
21 houses and other cultural interactions open to
22 surrounding community. Continuing in the tradition
23 of the highly successful Senior Partners with Artists
24 Program Citywide (SPARC), SU-CASA greatly expanded
25 art opportunities for seniors. In Fiscal Year 2016
102 artists and arts organizations were placed in

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3 senior centers, which is more than double the number
4 of the previous year's placements. We look forward
5 to continuing the successful partnership with the
6 Council and the Department of Cultural Affairs in the
7 years to come.

8 DFTA is developing a bus and subway
9 advertising campaign to increase elder abuse
10 awareness and to promote its NY Connects Program.
11 The elder abuse awareness campaign focuses on how all
12 New Yorkers can recognize the physical, emotional,
13 mental, and financial signs of elder abuse and report
14 these incidences to 911, 311, to DFTA or our elder
15 abuse providers. The subway and bus advertisements
16 will be placed throughout the public transportation
17 system scheduled for April 18th through May 22nd of
18 this year. NY Connects: Choices for Long Term Care
19 is a statewide system that provides comprehensive
20 information on long-term care services and supports
21 regardless of age, income, disability, or diagnosis.
22 DFTA now has oversight and monitoring responsibility
23 as the local administrative agency for NY Connects in
24 New York City. The NY Connects advertising campaign
25 will highlight the populations served by the system,
the types of services provided and how to contact the

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3 program for more information. We expect that these
4 bus and subway advertisements for NY Connects will
5 run from July and again in October of this year. For
6 both of these campaigns, posters will also be placed
7 in 25 bush shelter panels and 25 kiosks citywide.

8 Seniors present the fastest growing
9 segment of New York City's population, as was
10 mentioned, and increasing the supply of affordable
11 housing for seniors will become ever more important.
12 The Mayor's Housing New York Five-Borough Ten-Year
13 strategy includes a plan for senior units and to
14 support senior housing nationally, President Obama's
15 budget proposal for Fiscal Year 2017 also allocates
16 \$505 million, which is an increase of \$72.3 million
17 or 16 percent for Section 202 housing for the elderly
18 program. We support the Mayor on all of its housing
19 initiatives and very pleased that this administration
20 is taking this head-on; it's the number one issue for
21 seniors in this city.

22 Central to DFTA's mission is to meet the
23 broad and wide-ranging needs of New York City's large
24 and diverse older adult population; of the
25 approximately 1.4 million older New Yorkers, more
than 750,000 or 55 percent are immigrants. For 45

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3 percent of New York City's ethnically diverse
4 seniors, English is not a primary language.
5 Immigrant seniors also comprise 65 percent of all
6 seniors living in poverty. To ensure all seniors
7 have access to the comprehensive array of services
8 and opportunities within our network, we have
9 required that all DFTA-sponsored programs to submit a
10 language access plan. We are also grateful to the
11 Council for funding senior center services targeted
12 at immigrant older adults. This funding assisted
13 over-utilized DFTA-sponsored senior centers serving
14 large immigrant populations, such as Hamilton-Madison
15 Housing City Hall Senior Center in Lower Manhattan
16 and Neighborhood Self-Help by Older Persons Project
17 Casa Boricua Center in the Bronx. In addition, non
18 DFTA-sponsored senior center providers serving
19 emerging immigrant populations received funding
20 through this initiative, including India Home,
21 Homecrest Community Services in Brooklyn, the
22 Chinese-American Association and the Council of
23 People's Organization.

24 I thank you for this opportunity to
25 testify about DFTA's Preliminary Budget for Fiscal
Year 2017; I look forward to our continued

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3 partnership with the City Council and I'm here to
4 answer your questions. Thank you.

5 [applause]

6 CHAIRPERSON CHIN: Thank you. We've
7 gotta do this; we can applaud, we've gotta do this.
8 So we are also joined by Council Member Koslowitz
9 from Queens.

10 Thank you for your testimony,
11 Commissioner; I'm gonna start off with a few
12 questions and then I'm gonna turn it over to Council
13 Member Vallone and my other colleagues.

14 I wanna start with a question about DFTA,
15 in terms of your long-term strategy and outlook.
16 What is DFTA's long-term strategy in addressing the
17 needs of seniors in this city; specifically, which
18 program would the agency like to expand or create and
19 ideally, how much more money would the agency need to
20 expand or increase these programs? I think I asked
21 you that last year too, your wish list... [crosstalk]

22 DONNA CORRADO: I think you could ask
23 that any time; you know we can never have enough
24 money, especially with an expanding population, but
25 we feel with the programming that we have now we have
adequate funding and we're certainly open to

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3 increasing and expanding that funding and we really
4 do appreciate the support of the City Council; this
5 is truly a partnership and we could not do this
6 without you.

7 In terms of a vision for the department,
8 it's certainly about capacity-building in the future;
9 not only with core services, but developing new
10 funding revenues and funding streams, really
11 partnering with healthcare organizations and really
12 developing senior services for the future and that
13 includes really leveraging technologies as they --
14 that there exist and they're growing and coming to be
15 and we will be able to expand capacity hopefully much
16 more efficiently using this new technology in the
17 future. So yes, core services in terms of case
18 management, I think that is the underpinning of
19 senior services, certainly senior centers, home-
20 delivered meals, transportation, so our core services
21 will continue to expand, but how we deliver that
22 really remains to be seen because we have to do it in
23 this brave new world.

24 CHAIRPERSON CHIN: But really looking
25 ahead though, in your testimony you focus a lot on
what the FY16 budget allow you to do, but really,

3 looking ahead, some of the programs that you're
4 talking about building capacity, there's gotta be a
5 dollar amount attached to it; you wanna help the
6 network of providers to be able to provide for more
7 services; what I hear from providers is that they're
8 really struggling, they have to raise money on their
9 own to provide core services and they rely a lot on
10 volunteers, which is great, but they can definitely
11 use more resources so that they could provide better
12 services.

13 DONNA CORRADO: They can; right? So
14 we're in negotiations with the City Council and with
15 OMB to support those services and the portfolio
16 services we currently offer, in addition to providing
17 additional funding for more services, yes.

18 CHAIRPERSON CHIN: Well let me move to
19 the elder abuse prevention program. I know that we
20 are very happy that in the preliminary budget it was
21 baselined; we didn't have to struggle like last year,
22 which we were not that happy because the money wasn't
23 there, so in the Fiscal 2016 Adopted Budget, the
24 Council added \$335,000 for elder abuse prevention and
25 negotiated a one-time mayoral addition of \$2 million;
now the Fiscal 2017 Preliminary Budget includes an

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3 initiative that added \$3.5 million for elder abuse
4 prevention; now this action baselined the \$2 million
5 one-time mayoral allocation on top of the \$800,000 in
6 existing baseline funds and added \$1.5 million to
7 support the multidisciplinary elder abuse team, the
8 MDT in every borough for a total of \$3.5 million. So
9 what does the \$2.8 million for elder abuse
10 prevention, excluding the funds for the MDT,
11 currently support; how many contracts?

12 DONNA CORRADO: The \$2.8 million funds
13 five elder abuse contracts operating at 12 locations
14 and they provide services to an estimated 1,444 elder
15 abuse victims. There is one contract per borough and
16 the providers are Neighborhood SHOPP in the Bronx,
17 JASA LEAP in Brooklyn, The Carter Burden Center for
18 the Aging in Manhattan, JASA LEAP in Queens, and The
19 Community Agency for Senior Citizens on Staten
20 Island, also known as CASC. So far the programs have
21 provided services to 644 new clients and to increase
22 public awareness to the silent epidemic of elder
23 abuse and highlight the services available, we are
24 launching the elder abuse campaign that I mentioned
25 earlier, so we're very excited about that.

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3 CHAIRPERSON CHIN: Now in terms of the
4 multidisciplinary elder abuse team, what borough or
5 part of the city has previously been served by this
6 team and where in the city are the highest incidents
7 of elder abuse?

8 DONNA CORRADO: You know this is a silent
9 epidemic, so that's a question I cannot at this time
10 answer; I would venture to say that every borough has
11 incidents of elder abuse. Currently there is a
12 multidisciplinary team that operations in Manhattan
13 and Brooklyn and this funding will help us spread
14 that to every borough.

15 CHAIRPERSON CHIN: Now what does the
16 funding for the multidisciplinary team; what do they
17 primarily support?

18 DONNA CORRADO: So the purpose of the
19 additional \$1.5 million in new baseline funding is to
20 expand the MDT model, which basically, the
21 multidisciplinary team consists of a geriatrician,
22 generally a social worker, a geriatric psychiatrist,
23 and a forensic accountant and they are a team that
24 basically consults on very difficult cases, so it's
25 an essential coordinating role and it's essential to
really deal with the issue in a real way.

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3 CHAIRPERSON CHIN: So is DFTA gonna
4 release an RFP for the MDT?

5 DONNA CORRADO: I don't believe we're
6 gonna issue an RFP, but we're working on developing
7 our next steps and a plan for this.

8 CHAIRPERSON CHIN: Okay. In terms of
9 case management and the Preliminary Mayor Management
10 Report, now in order to address the case management
11 wait list for nearly 2,000 seniors, the Council
12 allocated \$3 million in Fiscal 2016 to DFTA, now
13 these funds are utilized to supplement current
14 funding to existing case management contracts in the
15 department's budget, so what is the current case
16 management wait list and what do you anticipate the
17 wait list to be for Fiscal 2017 and how much funding
18 is required to address the wait list?

19 DONNA CORRADO: Okay. You know we're
20 very grateful for the \$3 million in discretionary
21 funding that really address the wait list in Fiscal
22 Year 2016, and this money has been used to serve
23 1,400 on the case management wait list since July of
24 2015; however, there still remains a wait list of
25 1,500 for case management services, and a key problem
for addressing the wait list has to do with unstable

3 staffing and that's across the network; case
4 management agencies are experiencing alarming staff
5 turnover rates due to low salaries, which is further
6 exacerbated in some positions by not knowing whether
7 funding will exist for the jobs from year to year.
8 Systemwide, the average salary for a bachelor level
9 case manager is \$35,000 and the average salary for a
10 supervisor is \$48,000. True for both case managers
11 and supervisors, 32 percent of all case management
12 staff leaves their positions within one year and
13 nearly 50 percent of staff leaves their positions in
14 less than two years. If case management agencies
15 were fully staffed with a stable workforce, the
16 current wait list would be closer to 450 rather than
17 1,500. If the case management agencies do not have
18 Council funding in Fiscal Year 2017, we would expect
19 that this wait list will increase to approximately
20 1,100 and the average caseloads to rise from 60 per
21 case manager to at least 70 or more. And as of March
22 2016, DFTA has 20,500 clients, 19,000 active clients
23 and 1,500 clients on their wait list.

24 CHAIRPERSON CHIN: This is really
25 unacceptable; I mean no senior should be on wait
lists; that's what we were talking about last year

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2 SENIOR CENTERS 30

3 when we were fighting to eliminate the wait list on
4 homecare, so this is also -- the case management is
5 also connected with the homecare wait list because
6 that funding is not baselined, the funding that we
7 got from the administration last year, 4.25, right,
8 to take care of the homecare wait list and that money
9 was not baselined in the Preliminary Budget. So
10 these are core services, right, so when I asked my
11 first question about ideally, you know how much more
12 money DFTA would need, that should be added in there;
13 right? And when you're talking about case management
14 and really building up that workforce, there's gotta
15 be a dollar amount to it; right?

16 DONNA CORRADO: We're in negotiations
17 with OMB at this time, really asking for additional
18 funding to shore up the case management staffing
19 issue, as well as for core funding.

20 CHAIRPERSON CHIN: So would that take
21 care of the wait list for the case management?

22 DONNA CORRADO: Of course it would, yes;
23 it would go a long way in dealing with that. You
24 know there's always a balance between hiring staff to
25 have a stable workforce and having services on the
other end, so if you have a case management and they

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2 SENIOR CENTERS 31

3 have assessed the client, for example, and they
4 assess that they need homecare or some other service,
5 having funding to provide that service as well, so
6 they go hand in glove and we need to shore up the
7 staffing patterns so that even if we have money to
8 provide the service, if we don't have the case
9 management, it's for not and those wait lists will
10 continue. So we need to do both of them
11 simultaneously and we're currently in negotiations
12 with the administration to provide the funding to do
13 that also for additional core services, but more
14 importantly, I feel, to shore up the staffing.

15 CHAIRPERSON CHIN: Now have you also
16 discussed with OMB about the homecare wait list?

17 DONNA CORRADO: At this time, yes we have
18 and at this time I'm really happy to report that
19 there is a great diminishment in the homecare wait
20 list, so we're very grateful that the City Council
21 providing funding to eliminate that wait list and
22 we've accomplished that goal.

23 CHAIRPERSON CHIN: Well but my issue with
24 that though is that if the money is not baselined, do
25 we put the senior back on the wait list?

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2 SENIOR CENTERS 32

3 DONNA CORRADO: You know I'm hoping that
4 you would continue to support senior services in that
5 way... [crosstalk]

6 CHAIRPERSON CHIN: Well we are, but this
7 money, the 4.25 came from the administration; we took
8 care of the case management wait list, so I expect
9 the administration, I expect OMB that they really
10 need to baseline this number, because we don't wanna
11 put seniors back on a wait list.

12 DONNA CORRADO: On one wants to do that.

13 CHAIRPERSON CHIN: Yeah. And the same
14 thing with the case management, it's a core service,
15 so it really doesn't make sense for the Council to
16 have every year to do discretionary funding; I mean
17 DFTA, we love you, but you are a mayoral agency,
18 you're not a Council agency, so when I first asked
19 you about, you know, the amount of funding that you
20 really need, that should be included in there.

21 CHAIRPERSON VALLONE: Margaret's fired
22 up; you're in trouble now, Donna; I'm just saying,
23 when Margaret gets fired up, you'd better just be
24 careful.

25 CHAIRPERSON CHIN: No, because...
[interpose]

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2 SENIOR CENTERS 33

3 DONNA CORRADO: Those conversations are
4 ongoing, 'cause you know we're actually on the same
5 page here, so those conversations with OMB are
6 ongoing.

7 CHAIRPERSON CHIN: Well I just wanna let
8 Director Dean Fuleihan know we're on it again, you
9 know because we're not gonna allow seniors to go back
10 on wait lists and these are basic core services --
11 [interpose, applause, background comment] these are
12 basic core services that the administration should be
13 funding and I hope to see that in the Executive
14 Budget and I think with our conversation earlier that
15 it's not just enough to have \$3 million for the case
16 management, right, 'cause what is the total amount
17 that you think will make that whole in terms of
18 helping to build capacity and stabilize the workforce
19 for case management?

20 DONNA CORRADO: Well naturally, the \$3
21 million, as you mentioned, but also around \$11.5-12
22 million to stabilize the workforce.

23 CHAIRPERSON CHIN: So altogether, about
24 \$15 million...

25 DONNA CORRADO: That's correct.

CHAIRPERSON CHIN: for case management?

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2 SENIOR CENTERS 34

2 DONNA CORRADO: Yes.

3 CHAIRPERSON CHIN: And the homecare,
4 4.25; is that enough?

5 DONNA CORRADO: To stabilize it and to
6 continue as we are now, yes.

7 CHAIRPERSON CHIN: Okay. So we are gonna
8 add all that together; minimal, that should be in the
9 Executive Budget, okay.

10 I'm gonna take a break; I'm gonna turn it
11 over to Council Member Vallone.

12 CHAIRPERSON VALLONE: Well I was just
13 gonna jump in, since we're talking about case
14 management, so instead of reinventing the wheel each
15 time.

16 So Commissioner, thank you. On the
17 casement, let's just -- since we're talking about
18 that and services really start when 311's called for
19 the first time and that opens up the door to a whole
20 myriad of questions that come in on support of our
21 seniors, and then we were talking about even last
22 year how best to deal with that and we had a task
23 force that we led to talk about case management and
24 Adult Protective Services (APS) and the correlation
25 between the agencies and at that time it showed that

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2 SENIOR CENTERS 35

3 we were short, that we could do more and so that's
4 why Chairman Chin and I are fighting for the
5 baselining aspect of it, 'cause to have the fight
6 every year for the same -- that we all agree on, core
7 service, is tiring; we wanna see that there, but part
8 of the case management is also the staff and the
9 staffing concerns. So from last year to this year,
10 have there been any changes on the type of staff
11 hired and the salaries that are provided?

12 DONNA CORRADO: There has been no change
13 and there has been no change for many many years and
14 this is the result of many years of disinvestment in
15 human services in general and geriatric services in
16 particular. So the difference I think between this
17 year and last year is that there's market
18 competition, so we're necessarily competing against
19 other service sectors for the same number of social
20 workers and the same number of workers, so now they
21 have opportunities in other sectors so there's
22 greater turnover.

23 CHAIRPERSON VALLONE: Well that market
24 competition should be addressed and I think at some
25 point we have to talk about salaries for staffing,
'cause when I go into my senior centers and I speak

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2 to my providers, one of their greatest challenges is
3 retaining staff and one of the greatest hurts by the
4 seniors is that they lose someone that has befriended
5 them and helped them.

6 DONNA CORRADO: Nobody wins, no one wins.
7 When... when... [crosstalk]

8 CHAIRPERSON VALLONE: So...

9 DONNA CORRADO: when salaries are so low,
10 the seniors don't win, there's no continuity of care;
11 you can talk about wait lists, but they don't
12 necessarily move off the wait list as quickly as we
13 would like them to do and no one wins, so this is
14 something that needs to be addressed and we're in
15 discussions with OMB to just address that issue.

16 CHAIRPERSON VALLONE: So would the \$15
17 million then, if we're talking about numbers that
18 would kind of satisfy that, I don't think that would
19 include salary increases, would it?

20 DONNA CORRADO: Yes it would.

21 CHAIRPERSON VALLONE: It would. So if we
22 were able to fight for that extra \$15 million, then
23 we could be able to take care of and get some much-
24 needed raises for our staff?

25 DONNA CORRADO: I believe so, yes.

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2 SENIOR CENTERS 37

3 CHAIRPERSON VALLONE: Well that's a good
4 fight to have.

5 DONNA CORRADO: Uhm-hm.

6 CHAIRPERSON VALLONE: We wanna help to
7 fight these fights; that's what we're here for; we
8 wanna make sure, but we wanna see you take the lead,
9 especially, you know in Preliminary Budget; we wanna
10 make sure that during exec time we can get these
11 things added in.

12 Lots of good things that you outlined in
13 your testimony, but what we wanna do is make sure
14 that we fully understand what each one of these are.
15 So the one that got my eye, because it's the one in
16 -- my district is Northeast Queens and I don't think
17 my district is different from many of the outer
18 borough districts and the lack of transportation
19 alternatives, not just for seniors, but just the
20 entire district; the trickle-down effect of that is I
21 have landlocked seniors who can't get to the very few
22 senior centers I have and can't get to the places and
23 the doctors that they'd like to go to and the family
24 they'd like to see, so you've put broadening
25 transportation options for our seniors and I think
you have also something that's being released next

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2 SENIOR CENTERS 38

3 week on a transportation plan; is there anything that
4 you can tell us in anticipation of that report that
5 we can further what we're gonna do here?

6 DONNA CORRADO: Sure. This
7 transportation RFP is now under review with the
8 accelerator program and it'll be released soon; this
9 is the -- you know DFTA has a small transportation
10 component to it, it's not the paratransit system, as
11 you know; these are the stand-alone transportation
12 contracts; that is in the system right now and that
13 will be released soon; we're trying to -- you know
14 we've... [interpose]

15 CHAIRPERSON VALLONE: Do we have better
16 than soon?

17 DONNA CORRADO: What?

18 CHAIRPERSON VALLONE: Do we have a better
19 definition of soon... [crosstalk]

20 DONNA CORRADO: Well it should be... it
21 should...

22 CHAIRPERSON VALLONE: next week; this
23 week?

24 DONNA CORRADO: Within the next few weeks
25 I would say. I mean I have no control over it...

CHAIRPERSON VALLONE: Before spring then?

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2 SENIOR CENTERS 39

2 DONNA CORRADO: Before spring.

3 CHAIRPERSON VALLONE: Before...

4 DONNA CORRADO: Yes. And this RFP amount
5 increased by \$400,000 and it will offer more
6 flexibility and increasing the geographic range, so I
7 believe at one of these other hearings last year one
8 of the major complaints was the restrictiveness of
9 that particular transportation program, so we've
10 really opened up those geographic areas and I also
11 mentioned that we received some federal funding to
12 pilot some new initiatives around transportation
13 using mobile technology.

14 CHAIRPERSON VALLONE: So even though
15 it'll be released in the next couple weeks; when will
16 we actually start to see some of these...

17 DONNA CORRADO: In July 2017 those
18 contracts will begin. We currently have a system,
19 it's not perfect; this hopefully will improve that
20 transportation option that we have, but there is
21 always need for additional transportation and
22 especially in Northeast Queens, where you know we
23 have people who relay on transportation in order to
24 get from here and there, so that's always been an
25 issue; this is just one step in the right direction.

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2 SENIOR CENTERS 40

3 CHAIRPERSON VALLONE: Yeah, we don't even
4 have a train out by us, so...

5 DONNA CORRADO: I know.

6 CHAIRPERSON VALLONE: it's tough to get
7 around.

8 DONNA CORRADO: And it's hard to get
9 workers, actually.

10 CHAIRPERSON VALLONE: Well that came up
11 in another hearing; not only is it difficult for the
12 seniors, but the staff from the City agencies have a
13 very difficult time providing those HRA services or
14 DFTA services to our districts out in these
15 landlocked districts, so they can't get there or it
16 takes two hours to get there. On that front; will
17 the employees be able to benefit by making down-
18 timing the amount of time it takes to get to these
19 seniors, 'cause that's also another problem; I have
20 staff that gets lost in the woods trying to get to my
21 district and my seniors?

22 DONNA CORRADO: This particular option is
23 for seniors and not necessarily for staff; I mean I
24 think that's an ongoing conversation that we should
25 have because you know, if staff can't get to work,
that's a problem and certainly homecare workers can't

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2 SENIOR CENTERS 41

3 get to clients, it's very difficult, so we do have a
4 gap in terms of our homecare agencies, there are
5 certain areas that even though we have funding to
6 provide the services, we cannot get workers there, so
7 I think that's a future discussion; we have to tackle
8 that head-on... [crosstalk]

9 CHAIRPERSON VALLONE: Is that tracked
10 now? A homecare worker... [interpose]

11 DONNA CORRADO: Yes.

12 CHAIRPERSON VALLONE: if a senior or a
13 citizen is waiting for a homecare worker and they're
14 an hour or two hours or don't show up; is that data
15 available now?

16 DONNA CORRADO: It's through the homecare
17 agencies. Yes, they do track that.

18 CHAIRPERSON VALLONE: So I see Margaret,
19 we have something for a future conference that we can
20 tackle; I think that that is something that we hear
21 often on that.

22 As you know, we championed for elder
23 abuse last year; we're happy to see the money back; I
24 know it's not baselined, but we want to continue
25 that; when you hear the testimony from the district
attorneys, it's not good; the district attorneys

3 throughout the city all agree that elder law abuse is
4 one of our number one crimes and fiscal abuse always
5 tends to be up there at the top and as an elder law
6 attorney for almost 25 years, I can't tell you how
7 many of my seniors have come to me and brought that
8 up. I still don't think it's enough; I think we need
9 an overall plan in conjunction with the criminal
10 system to bring awareness; I'm happy about the
11 advertising, I think that's a great step, because I
12 think a lot of people aren't aware what to do about
13 it and that's why APS keeps coming into this, because
14 if there is a senior that is being abused and there
15 is no one to protect that senior; that's where Adult
16 Protective Services gets involved to take a look at
17 it and that brought their case management through the
18 roof too, so all of that's connected. Can you tell
19 us anything here for maybe the next steps on this
20 program for... [interpose]

21 DONNA CORRADO: Well I think it's a
22 learning process for us as well, we have five
23 community provider agencies that now have more
24 funding and better staffing to deal with the legal
25 issues as well and they're building capacity within
those programs, so I think we'll learn with them

3 together; certainly the multidisciplinary teams, as
4 they are formed and we find out more and serve more
5 clients, we'll be able to grow the program
6 appropriately.

7 CHAIRPERSON VALLONE: Well we wanna work
8 with you on that; I think that's an area that needs
9 to be expanded.

10 Supporting affordable senior housing, I
11 don't think there's one council member who says they
12 have enough, so we're with you on that. I think
13 unfortunately the component of the Mayor's ZQA and
14 MH1; we had many conversations with the providers on
15 that; this was the best part of it, but so many of
16 the arguments against it had nothing to do with this,
17 so we were trying to find a way to resurrect and
18 fight for this aspect of it if there were other
19 concerns that really had nothing to do with senior
20 housing, and I think we may need to revisit that,
21 depending on whatever happens with the vote coming
22 up, that this issue itself can stand alone and not be
23 packaged in anything else, because it's enough to
24 fight for just by itself, so you'll have our support
25 to try to work on that.

3 It's funny; every time we had council
4 members who were voting against something, no one
5 voted about this component -- oh yeah, we all want
6 senior housing, but it's stuck in with everything
7 else, so it was getting pushed to the back and that's
8 where our hands were tied.

9 DONNA CORRADO: Well we appreciate that
10 support.

11 CHAIRPERSON VALLONE: The immigrant
12 seniors, 55 percent of our seniors are immigrants, so
13 again, I use Northeast Queens as a great example
14 because I have a huge Asian population with Korean
15 and Chinese immigrants, Mr. Kim over at KCS is my
16 guiding light there, and I see you put language
17 access plans, so can you explain that part to me?
18 It's a DFTA-sponsored program to submit language
19 access plan. Because simply, the number one ask I
20 get when I go to my immigrant senior centers is they
21 don't have a DFTA employee that speaks their
22 language, period. They don't want a translator
23 service; they want someone to speak Korean, they want
24 someone to speak Chinese; they want someone to speak
25 their language so that -- translating, it gets lost.
I think the first... the easiest step we could do is to

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3 hire enough staff for all of the amazing languages
4 that are spoken here in the city to deal with it.

5 DONNA CORRADO: Right, ideally that would
6 be the ideal situation where they have staff that
7 speaks the language and in those instances where they
8 do not speak the language, and many centers are
9 multicultural, right, so they have staff and more
10 languages, for example in Sunset Park, I went to a
11 senior center and they had different parts of the
12 center where different cultural groups congregated
13 and they were all doing the same activities, but they
14 had translation of programming and what was going on
15 sort of in the center stage of the senior center. So
16 ideally they would have multiple staff speaking many
17 languages, but in those instances where they do not,
18 they have to have some plan so that they can have
19 translation of some sort... [crosstalk]

20 CHAIRPERSON VALLONE: So when does that...
21 When do those plans get submitted to you then?

22 DONNA CORRADO: This will be -- beginning
23 in July we'll be assessing; we've already put out the
24 notice to the community service providers and we'll
25 be assessing that next year.

3 CHAIRPERSON VALLONE: Is that gonna
4 result in any additional RFP or anything or is that
5 just gonna be handled internally?

6 DONNA CORRADO: That'll be handled
7 internally. That's just the plan for everyday
8 operations for our centers.

9 CHAIRPERSON VALLONE: So you hear that,
10 they're waiting for input from our providers by July
11 1st, so get on that everybody out there; my orange,
12 blue and red teams, they wanna hear which languages
13 work the best with translators.

14 My last point for now, so we can give
15 some of the other council members chances on the
16 NORCs; I am a, as I think we all are, a huge
17 proponent of our Naturally Occurring Retirement
18 Communities; I don't think we have enough, I don't
19 think we do enough for the ones that we have; I don't
20 think we can rely on the State to provide the
21 Neighborhood NORC system alone. We were just talking
22 about it with Margaret's last hearing about
23 separating ourselves from the State and what we can
24 do as a city, especially for the Neighborhood NORC
25 model. Again, Northeast Queens, like all of the
other boroughs, is a good example of a neighborhood

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3 that doesn't have the classic NORC, but fits more of
4 the models of a Neighborhood NORC and then we get
5 told, well the State does that and you know, you get
6 your -- my Sicilian side gets all riled up and says
7 hey, I wanna be able to do more for our Neighborhood
8 NORCs. Are there any plans or thoughts for expanding
9 the Neighborhood NORC program on a city level?

10 DONNA CORRADO: On a citywide level there
11 are some plans to expand NORCs; as you know, in
12 Staten Island and Queens -- thank you for that -- you
13 know we're taking it on a case by case basis and we
14 are hoping that we can work with the Council for the
15 Council to identify those areas where a NORC would
16 thrive, so it's about community organizing, so if you
17 have suggestions, you know we will work with you;
18 it's a process and the first part of that process is
19 identifying where it makes sense to put a NORC and
20 making those connections and doing some of that
21 community organizing, because you know better than we
22 do what the sum total of community groups and
23 partnerships that can be made in particular
24 communities, because it is very local.

25 CHAIRPERSON VALLONE: But didn't we do
that when we launched the last RFP; didn't we create

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3 the list of neighborhoods that would need a NORC and
4 for lack of funding there were certain neighborhoods
5 that just didn't get picked up? We have that list,
6 so... [interpose]

7 DONNA CORRADO: You have the list.

8 CHAIRPERSON VALLONE: so if we were to
9 throw a magic number -- I don't know, \$15 million's
10 been a good number so far -- if we were to create
11 another \$15 million -- or what number would we need
12 to get to the Neighborhood NORCs or the NORCs that
13 were not picked up during the last RFP that were
14 approved and were vetted and were good providers, but
15 just for funding didn't get picked.

16 DONNA CORRADO: Yeah. Some... some didn't...
17 [crosstalk]

18 CHAIRPERSON VALLONE: So to me that's
19 like the group we could immediately hit.

20 DONNA CORRADO: Right. Some didn't get
21 picked and the additional \$4 million, we were able to
22 pick up several others. I believe you're referencing
23 those that were outside of the RFP; for whatever
24 reason were found unresponsive, and the Council had
25 to pick up. They will continue to have to be funded
by Council in order to continue with those NORCs,

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3 only because we have no procurement mechanism to take
4 them on, if the funding was baselined.

5 CHAIRPERSON VALLONE: Well that's what I
6 mean. So if we were to say funding was available --
7 this is what I just wanna get to -- how many of those
8 NORCs are left to be picked up that have already been
9 identified as approved?

10 DONNA CORRADO: We would have to issue a
11 new RFP, a brand new RFP... [crosstalk]

12 CHAIRPERSON VALLONE: The last one was
13 three years ago...

14 DONNA CORRADO: for those -- were they
15 four, four NORCs I believe that were on that list
16 that the Council's currently funding; I believe we'd
17 have to RFP for them... [crosstalk]

18 CHAIRPERSON VALLONE: And...

19 DONNA CORRADO: and they may not -- you
20 know, may lose in the RFP process; that's the risk
21 there.

22 CHAIRPERSON VALLONE: Well I don't mind
23 that, you know, but it gives a chance for these new
24 neighborhoods that the council members have been
25 fighting for, new models to be created; expand the
model that's been working, listen to our seniors and

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2 saying what works and how to age with dignity at home
3 and how we can get services in that type of
4 environment, since many of our seniors can't get to a
5 senior center, so we have to bring the services home
6 and that Neighborhood NORC really, to me, is the
7 future of where our seniors are gonna be, because we
8 wanna keep them where they wanna be and that's home;
9 that's our first choice...

10 DONNA CORRADO: Agree.

11 CHAIRPERSON VALLONE: dignity. So if we
12 can get services there, like we did with the Virtual
13 Senior Center, we were able to expand services to the
14 seniors who couldn't get to the senior center; those
15 are the types of programs I think we can, in the
16 short, expand... [interpose]

17 DONNA CORRADO: I agree and you know,
18 there's many different models and based on the
19 community and based on the providers in there, there
20 are many different models; the NORC is one model,
21 Neighborhood NORC is a different one; we have some
22 very indigenous groups that start their own NORCs
23 basically from nothing, neighbors helping neighbors
24 and whatnot and there are so many more that, you know
25 we don't hear about them, but they're out there and

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3 we need to look at, you know, different ways that we
4 can serve seniors.

5 CHAIRPERSON VALLONE: So lastly, the
6 reimbursement for senior centers for their core
7 services, you know we established that the staff
8 hasn't had raises and that we'd like to get staffing
9 **[inaudible]** for years, so we're losing our staff.

10 When was the last time there was an adjustment to the
11 senior centers for their core services that they get
12 reimbursed for by the City? And do we have an
13 estimate as to what that average amount is?

14 DONNA CORRADO: [background comments]

15 JOY WANG: Sure. So I think the
16 Commissioner had said previously that since the de
17 Blasio Administration, DFTA has received \$30 million
18 in baseline funding and of that \$30 million baseline
19 funding -- just give me a second -- over \$10 million
20 has gone toward senior centers. Currently as well,
21 there's the 2.5 percent COLA funding, which senior
22 center staff would also be eligible for. In
23 addition, there's a State direct service worker
24 increase of 4.5 percent and that's gonna go towards
25 staffing as well, direct service workers.

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3 CHAIRPERSON VALLONE: One more time with
4 that. So what was the increase; I was having a
5 microphone change here?

6 JOY WANG: Oh. So since the de Blasio
7 Administration, DFTA has received \$30 million
8 baseline funding; of that, over \$10 million has gone
9 toward senior centers. In addition, in terms of
10 wages, the City has put up 2.5 percent for the City
11 COLA, raising the base wage no lower than 1150 [sic]
12 per worker. DFTA is also receiving this year a State
13 direct service worker increase of 4.5 percent for
14 direct service workers.

15 CHAIRPERSON VALLONE: So those increases
16 are for staff increases?

17 JOY WANG: That's right.

18 CHAIRPERSON VALLONE: Is there anything..
19 [interpose]

20 JOY WANG: Uh no, for... I'm sorry, over
21 \$10 million is for senior center programming and a
22 lot of the programs have decided to put towards
23 staff, so it wasn't designated for salaries.

24 CHAIRPERSON VALLONE: Do we know what
25 that comes out to as an average senior center
reimbursement for their overhead?

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3 JOY WANG: There's a huge range in senior
4 center reimbursement; I know that with the City's
5 support from the rent money that right now rent is no
6 more than 28 percent of the total budget, so other
7 than that, almost all the money goes towards food or
8 staff.

9 CHAIRPERSON VALLONE: Has there been a
10 change -- when's the last time there's been a change
11 on that percentage?

12 JOY WANG: Last year, with the City
13 Council support for rent monies.

14 CHAIRPERSON VALLONE: Well that's with
15 our...

16 JOY WANG: Yeah. Yeah. Yes.

17 CHAIRPERSON VALLONE: with our help, but
18 what about on the DFTA side or on the administration
19 side?

20 JOY WANG: It's from the \$10 million,
21 that basically, when the money went in for senior
22 centers, the senior centers used it and a lot of
23 money went towards retaining staff, increasing
24 salaries.

25 CHAIRPERSON VALLONE: Well what I'd like
to do and I think this is how I'll end it; is if we

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3 could follow up on where we are on the current
4 reimbursement level on services that we are
5 reimbursing for and what the senior centers are
6 providing their list of expenses and how they've
7 grown from overhead, insurance, salary cap, staffing,
8 programs, and where the shortfall is made up.

9 JOY WANG: Yes.

10 CHAIRPERSON VALLONE: Thank you very
11 much.

12 CHAIRPERSON CHIN: Thank you. We also
13 have been joined by Council Member Deutsch; we have
14 questions by Council Member Koslowitz.

15 COUNCIL MEMBER KOSLOWITZ: Thank you,
16 Madame Chair and it's good to see you, Commissioner.

17 Council initiatives; are there any that
18 can be baselined more?

19 [background comments]

20 DONNA CORRADO: So as I said, you know
21 there was a... at the end of the Bloomberg
22 Administration there was a huge baselining and since
23 then, you know those were baselines; that was \$20
24 million in baseline funding, and then some of the
25 Council initiative monies were absorbed in that

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2 SENIOR CENTERS 55

3 baseline and then as Council gave new monies for new
4 initiatives, they are not baselined, no.

5 COUNCIL MEMBER KOSLOWITZ: Do you see any
6 that can be?

7 DONNA CORRADO: Oh I'm sure if we went
8 through the list there are some that conceivably can
9 be, but we really do count on the Council's support
10 from year to year; this is a partnership; we would
11 not be able to do what we do without the Council's
12 support.

13 COUNCIL MEMBER KOSLOWITZ: I know, but is
14 there any that you would like to see baselined that
15 you can't get our support?

16 DONNA CORRADO: I would have to go
17 through the list and I'm sure there are some.

18 COUNCIL MEMBER KOSLOWITZ: Can you let us
19 know?

20 DONNA CORRADO: I will do that, yes.

21 COUNCIL MEMBER KOSLOWITZ: Okay. Also,
22 why does it take so long for contracts to go through?

23 DONNA CORRADO: Because this is a
24 bureaucracy, unfortunately and it's not a perfect
25 system, but it's something that I think, you know,
Council Member Rosenthal is working on how to shore

3 up the whole contracting system and it really is just
4 something that could use some improvement and there
5 are ways that -- we like to expedite projects, so
6 don't necessarily, I wouldn't say by pass that
7 contracting system, but with our new initiatives
8 we're trying to find the most expeditious ways to get
9 the services to our seniors and not necessarily have
10 to go through that long-drawn-out procurement process
11 when we can, but still keep it in a way that's legal
12 and fair and ethical.

13 COUNCIL MEMBER KOSLOWITZ: Also, senior
14 centers; how many senior centers have opened in the
15 past two or three years?

16 DONNA CORRADO: In the past two or three
17 years I don't believe we opened any new senior
18 centers in my administration, but those innovative
19 senior centers at the end of the Bloomberg
20 Administration -- well the innovative centers were
21 the last ones, but we did assume sponsorship of 15
22 NYCHA senior clubs that was, I would say -- they're
23 not new, but they were new to DFTA and DFTA assumed
24 sponsorship of those existing centers and we're
25 currently evaluating the balance of 17 centers;

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3 whether or not it's viable for DFTA to take those
4 over as well.

5 COUNCIL MEMBER KOSLOWITZ: Alright, I
6 have a very large Bukharian community in my district;
7 it's Forest Hills, Rego Park, Kew Gardens, and
8 Richmond Hill. When they go to the regular senior
9 centers they just sit there because there's no one
10 there that communicates with them, so basically
11 they'll come to lunch, have lunch and then they
12 leave, because there's nothing else they can partake
13 in. Is there anything I could do to get the
14 administration to open another senior center in my
15 community?

16 DONNA CORRADO: Of course you can always
17 advocate for that, but I don't necessarily...
18 [crosstalk]

19 COUNCIL MEMBER KOSLOWITZ: I'm been
20 advocating for that for...

21 DONNA CORRADO: no offense... but if... what
22 you can do is, you can work with a constituent group
23 to start to build capacity so that they can
24 conceivably manage a senior center in the future;
25 it's not like, you know here's a senior center, you
can do it; you have to have a community provider

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3 who's willing and able to manage a government
4 contract and as you know, that takes time and it
5 takes some capacity to do that, so I think that it's
6 a process. You can look for other -- and we can help
7 you with this and look at other community service
8 providers that are willing to work along with this
9 new emerging group...

10 COUNCIL MEMBER KOSLOWITZ: Yeah, I'm sure
11 I can get that.

12 DONNA CORRADO: Yeah, so we should be in
13 more conversation; we'd like to do that, we've done
14 it... [crosstalk]

15 COUNCIL MEMBER KOSLOWITZ: Okay.

16 DONNA CORRADO: many many times.

17 COUNCIL MEMBER KOSLOWITZ: Thank you and
18 thank you.

19 CHAIRPERSON CHIN: Council Member
20 Treyger.

21 COUNCIL MEMBER TREYGER: Thank you, Chair
22 Chin and Chair Vallone for your leadership and
23 advocacy year after year for city's seniors.
24 Welcome, Commissioner; I wanna first say that your
25 office and the Deputy Commissioner's and your staff
have been very responsive to whenever I reach out

3 with questions or sometimes bug them; they get back
4 and I do appreciate that.

5 I have a couple of questions first
6 relating to the level of discussions, coordination
7 with DFTA and I guess the Mayor's office with regards
8 to the housing plan, we're hearing that with, you
9 know ZQA and others, the whole push is to try to
10 expand the number of senior housing units across the
11 City of New York, which is a very noble goal; the
12 question I have is that if we have existing capacity
13 issues with DFTA, what assurances do we have that
14 we're gonna accommodate the growth of senior housing,
15 because more senior housing will mean that there will
16 be more needs on-site; it is the ideal picture that
17 new senior buildings that will be built will have
18 centers in place or have facility spaces in place
19 that could accommodate the needs of those seniors, so
20 what discussions or what assurances can you give us
21 that planning for more senior housing is hand in hand
22 with building capacity for DFTA to meet the needs of
23 those seniors as well?

24 DONNA CORRADO: Well we could never have
25 enough senior housing, so these seniors exist and
they're currently on wait lists or they're

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3 languishing somewhere in apartments and not being
4 able to afford rent or in not ideal living
5 situations, so building senior housing has really
6 nothing to do with the department, but how we support
7 them; those resources are currently available in the
8 community through existing senior centers and through
9 our existing portfolio of services, so we feel we
10 have adequate resources to take care of anyone in the
11 five boroughs, so building senior housing is really
12 not part in parcel. What we can do, and I believe
13 with the new senior housing, as it's being built,
14 there is more community space in anticipation of
15 putting in or moving in an existing senior center in
16 that community into some very nice space in new
17 buildings, so where we can do that we will do that
18 and we are -- you know, we assess that community by
19 community if there is an opportunity to move a center
20 that's in the neighborhood already and is in space
21 that could better be accommodated within new senior
22 housing, we'd love to do that. It's not necessarily
23 when you build the senior housing those supports
24 become more and more essential; the longer that
25 senior housing building exists, so it may not be in
the first year or two or five years, but certainly as

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3 these seniors continue to age in place, having senior
4 services on-site becomes more and more paramount, so
5 we'll deal with that on a case by case basis, but we
6 can never have enough senior housing.

7 COUNCIL MEMBER TREYGER: Oh I agree; I
8 think that senior housing is one of the most pressing
9 needs we have in this city; every day calls go into
10 my office about the need for senior housing; it's
11 just that it's my view that seniors are not just
12 sardines being stuffed into a building; we need to
13 make sure that their needs are being met day in and
14 day out, so you know and that -- I just expect our
15 government to kinda talk to each other and make sure
16 that if there's a plan for a senior building to be
17 built up that the community space be used for seniors
18 and not for something else and that we're building
19 capacity.

20 I just also wanna just say that we've
21 received news that social security, fixed income,
22 it's not being reflective of the cost of living
23 really for our seniors, social security really
24 remains flat, but the cost of living continues to
25 rise and there is, my sense, greater social
insecurity for our seniors and most vulnerable in our

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3 city and across our country. What can we do to help
4 offset as much as possible the day to day cost of
5 living for our seniors? I know the Council funds and
6 the administration also funds, for example, Meals on
7 Wheels; I do believe that that's like only one meal
8 although per day; what can we do to help provide even
9 more meals -- breakfast, dinner, weekends -- what can
10 we do and how much money will it take to make sure
11 that we try to offset all of these costs of food?
12 Food is something that we can be very helpful in, but
13 what can we do to -- has there been an analysis done
14 of where we could step in to help offset the rising
15 cost of living for our seniors?

16 DONNA CORRADO: Well I think the number
17 one thing that you can do is access to benefits, so
18 where those seniors, if they come into your office
19 and your neighborhood, is to make sure that they are
20 getting everything it is that they're entitled to or
21 that they can access. So access to benefits is the
22 number one thing; certainly we can help with food and
23 security by sending them to a senior center and
24 introducing them to a senior center if they don't
25 already go to one or if they're homebound, we can
provide home-delivered meals; certainly that does

offset the cost. But I would say the number one thing is if they are eligible to get their rent frozen, that they participate in any number of the SCRIE program or **[inaudible]** and certainly any other benefit that they're entitled to, so we can help you with that; you can call 311 or call DFTA directly and we'll be able to provide that screening for you or if you have any questions in your office -- and I know you do this already, but you know there are many many seniors out there that are not accessing benefits and that could be, so that's the number one way.

COUNCIL MEMBER TREYGER: Alright. And I just think that we could do more; certainly I'd like to work with my colleagues in the Council on expanding and building the Meals on Wheels program or home delivery programs, because I think that we should and we could do more.

And I also just wanna also mention; we hear data about the growing immigrant senior citizen population; I just wanna make sure that our contracts are reflective of that growing demographic. One of the groups that serves my district and I think it serves my colleague's, Councilman Deutsch's as well and others, it's an organization called Homecrest,

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3 which, talk about capacity, they are at capacity,
4 their two centers are at capacity, but they only have
5 a contract for one of their centers and not for the
6 other and when you do an analysis of these
7 organizations that serve predominantly immigrant
8 communities, they're hurting and they constantly rely
9 on Council discretionary funds just to make ends
10 meet. Are there any plans to expand or to open up
11 new contracts to meet this growing need? I mean
12 their centers are at capacity and they are growing
13 and the demographic continues to grow; matter of
14 fact, there was an article in the *Times* that Southern
15 Brooklyn, Bensonhurst community; it's probably one of
16 the fastest growing immigrant communities right now
17 across the city, but I think our contracts need to
18 catch up with that; I'm just curious to hear your
19 thoughts on that.

20 DONNA CORRADO: Well, very similarly;
21 with Homecrest Community Services, they're a
22 wonderful organization; they've been providing this,
23 you know, outside of the DFTA world for many many
24 years and fortunately, with the Council's support,
25 they got an additional \$75,000 this year and last
years, so thank you for that and we need to be in

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3 discussions about funding emerging immigrant groups
4 and expanding that pot of money and eventually RFP
5 for those emerging groups. So those are future
6 discussions I'd be happy to facilitate...

7 COUNCIL MEMBER TREYGER: Yes, I... I...
8 [interpose]

9 DONNA CORRADO: which is very important.

10 COUNCIL MEMBER TREYGER: would definitely
11 like to work with my colleagues on these matters and
12 not just for future discussions, but even for current
13 discussions, to make sure that we're meeting needs
14 [sic]. I am very pleased with all the providers we
15 have in my district; I'm just naming a -- if I name
16 one, I have to name them all; they do wonderful work,
17 but capacity-building is critical because many of our
18 centers, as you know, Commissioner, they're one-stop
19 shops for many different things; many of the seniors
20 don't just come there for a meal; they get served in
21 many different ways, especially the immigrant
22 community, not always sure of all these benefits and
23 rights. My office will always do outreach, but we
24 can never do enough as much as the center can help us
25 with. So whatever we can do from this Council's end
to increase capacity, let us know; we are on your

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3 side, we are on the side of our seniors and we will
4 fight tooth and nail for them. Thank you very much
5 for your time.

6 DONNA CORRADO: Thank you.

7 CHAIRPERSON CHIN: Thank you. Council
8 Member Deutsch.

9 COUNCIL MEMBER DEUTSCH: Thank you,
10 Chair. Good afternoon... [crosstalk]

11 DONNA CORRADO: Good afternoon.

12 COUNCIL MEMBER DEUTSCH: almost. Good
13 morning, Commissioner. First of all I wanted to
14 bring up that when a senior center needs to be
15 approved by the Department of Aging, they have to
16 meet certain criteria, like for example, handicap
17 accessibility and so on and so forth, so I have a
18 proposed leg [sic] that I'm putting in that also will
19 mandate DOT to ensure that the surrounding area of
20 any approved senior center should have handicapped
21 accessibility ramps that are not in disrepair,
22 because I have found that the seniors that come to
23 these senior centers without transportation, walking
24 a short distance, from a block or two, they have
25 problems sometimes with the canes, with the walkers,
with the wheelchairs to get up these handicap ramps,

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3 so aside from our senior centers, ensuring that they
4 are accessible to our seniors, we have to make sure
5 the surrounding areas are accessible; that the
6 seniors can properly attend these senior centers
7 without taking the chance of falling, 'cause we all
8 know when a fall during the snow season or even a
9 fall during nice weather, you could take a wrong turn
10 for the worse and end up in the hospital for many
11 many months, and especially when it comes to seniors,
12 so that is very important to make sure the
13 surrounding areas.

14 And secondly, I have a piece of
15 legislation at the City Council which hopefully I'm
16 gonna see it's gonna pass, so I'm co-sponsored by The
17 Speaker and my colleague Rafael Espinal, which will
18 do an educational outreach to people 60 or over on
19 phone scams. Our seniors worked very hard throughout
20 their lives and then when they retire they sometimes
21 end up giving away their entire life savings to these
22 phone scams, so it will mandate Department of
23 Consumer Affairs to reach out to people 60 or over,
24 as well as their caregivers to alert them of such
25 scams. But I would also like to see Department of
Aging mandating the senior centers to do -- they have

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3 different activities in senior centers; they should
4 have outreach with the local precinct to alert these
5 seniors of such scams; we can't always wait for
6 legislation to be passed, so this is something very
7 important.

8 In addition to that, I have approximately
9 10 senior centers throughout my district and just
10 most recently -- the Brighton Beach Library is closed
11 for renovations for seven months and they get over
12 175,000 visitors each year and many of them are
13 senior citizens, they come and utilize the computer
14 services and just a place to meet and mingle, so
15 usually when a library is closed up, we refer them to
16 the closest library, so which is about .5 miles away,
17 too far for a senior to walk. So I was thankful to,
18 first of all, Department of Aging as well as I was
19 able to get from the Brooklyn Public Library 12
20 computers and got access to -- actually, acquired a
21 space on the same block as the Brighton Beach
22 Library, where we have 12 computers five days a week
23 and it's attended by a person from the Brighton Beach
24 Library and as well as I compiled a list, a pamphlet;
25 I made thousands of copies that were binded [sic]
with all the senior centers in my district, all the

3 activities, the lunch programs and everything, so
4 everything the senior needs and I also fund private
5 transportation for senior citizens to get to these
6 senior centers and especially during the seven months
7 of this library closure.

8 So I see now, more than ever, how
9 important these senior centers are, because we're
10 getting more and more from this 175,000 plus people
11 that utilize the Brighton Beach Library and they're
12 now going to the local senior centers to use their
13 facilities and activities and so everything, so on
14 and so forth. So it's so important that we continue
15 to make sure the funding process is there for the new
16 fiscal year and it's not only about the funding
17 process; it's also the competent work of Department
18 of Aging that makes that funding better utilized. So
19 I wanna thank you, Commissioner for everything you
20 do, for being responsive to my district, you and your
21 staff and thank you so much for everything you do.
22 Thank you.

23 DONNA CORRADO: Well I appreciate that
24 and I appreciate your support, you certainly do a lot
25 of good work and you're a champion of seniors in your
district and I read your newsletter regularly because

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2 my 80-year-old dad lives in your district, so I keep
3 on top of it and you really have gone above and
4 beyond in response to the senior needs in your
5 community, so thank you for that partnership and
6 continue to do that; we'll work with you.

7 CHAIRPERSON CHIN: Thank you, Council
8 Member Deutsch; we also get your Deutsch report, so
9 we know all the good things that you're doing..
10 [crosstalk]

11 DONNA CORRADO: Uhm-hm, the Deutsch
12 Report. Yeah, we all wanna come to Ellis Island and
13 Governor's Island, your trip in the summer.

14 CHAIRPERSON CHIN: Yes.

15 COUNCIL MEMBER DEUTSCH: I'm looking
16 forward to that, yeah.

17 CHAIRPERSON CHIN: Yeah, Governor's
18 Island's in my district, but we love to host your
19 seniors. [laughter]

20 COUNCIL MEMBER DEUTSCH: Well Chair, my
21 pin says "New York City Council," doesn't say 48th
22 [sic].

23 [laughter]

24 CHAIRPERSON CHIN: Okay. Commissioner,
25 let's go back to -- in your testimony, in terms of

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3 partnering with New York City Health and Hospitals in
4 that one city health program, you talked about in the
5 testimony that DFTA-funded providers will work with
6 hospital staff to identify patients about to be
7 discharged; now will the providers that are working
8 in this program receive additional funding?

9 [background comment]

10 DONNA CORRADO: If they participate in
11 this particular care transition program, yes they
12 will.

13 CHAIRPERSON CHIN: Okay.

14 DONNA CORRADO: So we're going to build
15 those partnerships.

16 CHAIRPERSON CHIN: Okay. So it's not
17 that they are volunteering their service... [crosstalk]

18 DONNA CORRADO: They're not volunteering
19 their services, they will be funded and we hope that
20 eventually this is in pursuit of new revenue from
21 Health and Hospitals and from the Medicaid healthcare
22 system, so it's building capacity towards that end as
23 well.

24 CHAIRPERSON CHIN: Okay. So this
25 increase in their work will not impact in terms of

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3 their case management, enrollment numbers, because
4 you're... you're getting... [crosstalk]

5 DONNA CORRADO: No, this will be building
6 capacity above and beyond that.

7 CHAIRPERSON CHIN: Okay. The other
8 follow-up question is; when we were going back and
9 forth about, you know building the capacity for the
10 provider that provides case management and we were
11 talking about the \$15 million, now with that, how
12 much of an increase are you looking at in terms of
13 for case manager; what do you think is the ideal
14 salary range that this funding will bring them up to?

15 DONNA CORRADO: You know we did some work
16 in relation to what other human service agencies are
17 hiring at in their programs, for example, Department
18 of Homeless Services and ACS, and we based our
19 comparables on that. So I'll let Joy, actually,
20 comment on the methodology we used, but that includes
21 a salary increase to some level of parody in addition
22 to what it would cost to increase the overhead based
23 on those contracts and the fringe benefits as well,
24 so it's all encompassing.

25 [background comments]

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3 JOY WANG: So the bulk of the money would
4 be -- as the Commissioner had said before, the
5 typical case manager salary is \$35,000, so we would
6 love to see it at \$55,000 for a case manager;
7 currently the typical supervisor salary for case
8 management is around \$48,000; we would love to see
9 that at \$65,000.

10 CHAIRPERSON CHIN: And you're saying
11 that's really comparable to what other agencies are
12 providing for their providers?

13 DONNA CORRADO: From the homework that we
14 did, yes; I mean it may not be what the National
15 Association of Social Workers is suggesting; that
16 would even be better; it would cost an additional
17 investment, but we just wanna play on an even playing
18 field at this point... [crosstalk]

19 CHAIRPERSON CHIN: I agree with you. I
20 mean why should DFTA providers, staff, case manager
21 get less than what case managers are getting in other
22 agencies, right, so we agree with you on that, and
23 we've gotta make sure that OMB knows that, because
24 it's not right that same staff, doing the same work
25 -- equal pay for equal work, right, we have...
[crosstalk]

3 DONNA CORRADO: And those... And those
4 discussions are ongoing.

5 CHAIRPERSON CHIN: Good. In your
6 testimony about the ThriveNYC Friendly Visit
7 Initiative that DFTA added \$1.8 million to employ a
8 12 case management agency to connect up to 1,200
9 clients, now will DFTA have to be issuing an RFP for
10 this ThriveNYC?

11 DONNA CORRADO: We're not going to issue
12 an RFP because as the council member mentioned
13 before, the contracting process and procurement
14 process is quite lengthy and cumbersome, so what
15 we're going to do is we're exploring the use of other
16 procurement mechanisms and most likely we'll be doing
17 a demonstration project and amending services into
18 existing contracts, but we're using some very
19 stringent criteria of which community providers that
20 we actually will work with and to ensure the most
21 success of that programs.

22 CHAIRPERSON CHIN: Now you already have
23 some providers that used to get money from DFTA that
24 do similar things, like for example, Visiting
25 Neighbors, they used to get funding from DFTA many
many years ago...

3 DONNA CORRADO: Right.

4 CHAIRPERSON CHIN: and they sort of
5 provide these friendly visits and they organize
6 volunteers to do that, so will some of these
7 community-based organizations be able to access
8 funding...? [crosstalk]

9 DONNA CORRADO: So we're trying to build
10 capacity of the network, so we've been in
11 conversations, not necessarily with that particular
12 organization, but many of them that do provide some
13 type of friendly visiting, we're looking at best
14 practices and we're looking to either A., build
15 capacity of those existing agencies and also to bring
16 in new agencies that don't provide the service but
17 having the existing providers that really do a good
18 job of it helping train other agencies to do this.
19 So it's about funding volunteer coordinators, for
20 example, and then having the agency recruit
21 volunteers and train them and develop and expand
22 capacity throughout the network. So yes, we've been
23 in conversation with some of those sort of premier
24 agencies that do just friendly visiting and have
25 built up excellent models over the years.

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2 CHAIRPERSON CHIN: So how will the
3 volunteers be trained; is it gonna be centralized to
4 be trained by... [crosstalk]

5 DONNA CORRADO: Yes, we will be awarding
6 contracts just for training and then we're going to
7 build capacity within the department as well.

8 CHAIRPERSON CHIN: Okay. I just have a
9 question about the senior meals, on the PMMR
10 indicators that... the PMMR reports that the four-month
11 actual for the number of total meals served, both
12 home-delivered and congregate meals already surpass
13 the four-month actual from the 515 [sic], so has DFTA
14 experienced a higher demand for senior meal services
15 in 2016?

16 JOY WANG: Yes. For home-delivered
17 meals, we anticipated this increase in need and last
18 year we received \$1.8 million to increase home-
19 deliver meal capacity for home-deliver meal programs,
20 so we're able to actually provide the services this
21 year.

22 CHAIRPERSON CHIN: Okay. But in the
23 FY17, are you anticipating additional funding that
24 can cover the increase?

25

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3 JOY WANG: We believe that we could
4 probably cover the rate of increase in '17 with the 5
5 percent we received this year.

6 CHAIRPERSON CHIN: Okay.

7 JOY WANG: With additional money we had
8 built in some growth to allow the expansion.

9 CHAIRPERSON CHIN: Okay. In terms of
10 SNAP outreach, seniors eligible for Supplemental
11 Nutrition Assistance Program, it remains under-
12 enrolled in the city, so how many seniors are
13 currently enrolled in SNAP and how many seniors are
14 estimated to be eligible that haven't enrolled?

15 [background comments]

16 DONNA CORRADO: According to HRA, as the
17 Deputy Commissioner is telling me, 365,000 are
18 currently enrolled, according to HRA.

19 CHAIRPERSON CHIN: 300 and...

20 DONNA CORRADO: 65,000.

21 CHAIRPERSON CHIN: Do we have an estimate
22 of how many more could be enrolled?

23 DONNA CORRADO: Well... I don't have that,
24 but I can get that information to you.

25 CHAIRPERSON CHIN: Now in partnership
with HRA and the Robin Hood Foundation of the 100,000

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3 seniors that with outreach efforts seek to target,
4 how many seniors have been targeted?

5 [background comments]

6 DONNA CORRADO: I'm being told that it
7 was several thousand that were additionally enrolled.

8 CHAIRPERSON CHIN: Uhm... [crosstalk]

9 DONNA CORRADO: You know that was a
10 project that we had learned many lessons and one of
11 them being that we involved our senior centers in
12 that project and in doing so we learned that our
13 senior centers had historically been doing a very
14 good job, so we had to sort of course-correct. So
15 using senior centers as the base of enrolling
16 thousands and thousands of many more people may not
17 have been the methodology that we should have used,
18 because if they were in senior centers, they were
19 already enrolled in SNAP benefits.

20 CHAIRPERSON CHIN: Okay. Now I talked
21 about earlier that a lot of senior volunteers in our
22 senior centers and at other programs, does DFTA track
23 the number of volunteers; does the senior center give
24 you numbers of volunteers that they use and also, how
25 do you equate this to the amount of money that the
volunteers equal, that the center actually, you know,

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3 saved this amount of money because they were able to
4 utilize volunteers?

5 CARYN RESNICK: Through our partnership
6 with NYC Service we have begun to build capacity both
7 within the Department for the Aging and have
8 developed a volunteer resource center to help with
9 existing volunteer programs directly operated by the
10 department and also to work in coalition with all of
11 our community partners and their volunteer efforts.
12 So we have begun to work together to track those
13 numbers, which as you could guess are in the
14 thousands. We have not yet put a price tag on that
15 we have not yet completed being able to fully count
16 and track, but we're gonna be hosting a summit
17 actually in June; we will invite you to join; we are
18 going to be working with all the community partners,
19 focused on tracking; how do we track and evaluate
20 volunteer services in our network.

21 CHAIRPERSON CHIN: Good; I'm looking
22 forward to that because I think it's a huge number
23 and so we will continue to work with you on that.

24 Now the Mayor's Office of Management and
25 Budget (OMB) stated that it is requesting that
agencies identify savings in their budget for Fiscal

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3 2017; now does DFTA plan on submitting any savings
4 and has DFTA identified any savings?

5 DONNA CORRADO: You know we just got this
6 memo last night, so I can say that I did toss and
7 turn over that memo and certainly we'll be mulling it
8 over and be in discussions with OMB, so at this point
9 in time no, we did not offer up anything, but you
10 know that's an ongoing discussion.

11 CHAIRPERSON VALLONE: Good, while you're
12 tur... [crosstalk]

13 CHAIRPERSON CHIN: Well keep it that way;
14 right?

15 CHAIRPERSON VALLONE: Yeah, while you're
16 tossing and turning, toss it out too while you...

17 CHAIRPERSON CHIN: Yeah, you could just
18 throw it, [background comment] because we were not
19 happy that you had to turn in some so-called savings,
20 which is not savings; that money should have been
21 invested back in DFTA's program and already, in the
22 budget meeting with the OMB director, I told him I
23 will advise DFTA not to turn over anything, so I'm
24 glad that you haven't done that... [crosstalk]

25 CHAIRPERSON VALLONE: That might be the
first time I'm arrested for social disobedience if

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3 that happens. My father will kill me for that one
4 [sic].

5 CHAIRPERSON CHIN: Good. Well we have a
6 lot of people waiting to testify, so Commissioner, we
7 thank you for being here today and there are some
8 questions that we wanna follow up with you which we
9 will send over and we look forward to working with
10 you to make sure that we get the resources that we
11 need for senior services and for DFTA, so we'll be
12 working very closely together. Thank you...

13 [crosstalk]

14 DONNA CORRADO: Thank you; I appreciate
15 your support, all of you. Thank you.

16 [applause]

17 CHAIRPERSON CHIN: Alright, we're gonna
18 call up our first public panel. Bobbie Sackman for
19 LiveOn NY; Leo Asen from AARP; Diane... Diane; what's
20 your last name, from AARP? [background comments]
21 Joga [sp?]? [background comments]

22 CHAIRPERSON VALLONE: Shame on you.

23 CHAIRPERSON CHIN: And Sandy Myers from
24 Selfhelp Community Services. [background comments]

25 [pause]

3 Okay, please find a seat. [background
4 comments] So we're gonna have to put you on a clock,
5 around five minutes, you know, we'll see how that
6 goes, because we have a lot of people waiting to
7 testify. So Bobbie, would you like to start?

8 BOBBIE SACKMAN: Bobbie Sackman, Director
9 of Public Policy with LiveOn NY. First wanna thank
10 City Council for holding this hearing and being very
11 serious about issues that affect older adults and
12 although some folks have had to leave, unfortunately,
13 to go back for lunch, I wanna thank everybody that
14 came out today; they came from senior centers across
15 the city and some of them travelled quite a distance,
16 so in absentia I wanna... if that's the word, I wanna
17 thank them... [interpose]

18 CHAIRPERSON CHIN: No, thank you, Bobbie
19 and I really... [crosstalk]

20 BOBBIE SACKMAN: No...

21 CHAIRPERSON CHIN: also wanna thank all
22 the seniors for coming out and I know that it's
23 snowing and everything, but thank you for being here;
24 if you have to leave to go to lunch; it's fine.

25 BOBBIE SACKMAN: So just a quick few
points, but I couldn't resist; I actually looked up

3 the definition of progressive, according to Webster
4 and the definition of progressive is: change,
5 improvement or reform as opposed to maintaining
6 things as they are on a political level; literally
7 said that, and on a community level, progressing
8 towards better conditions for its residents. Given
9 waiting lists for services and chronically
10 underfunded services and salaries, it is clear that
11 the City's aging policy has work to do to be more
12 progressive on behalf of older New Yorkers. We need
13 to use that word really carefully and truthfully.

14 So a lot of what I was gonna talk about
15 you've covered; we have LiveOn NY's \$34 million
16 budget ask; without money being baselined, we can't
17 continue services. I also would like to add; I think
18 this just sends a loud message from the
19 administration, this isn't about the Commissioner;
20 from more inside City Hall, that the lives of seniors
21 are not valued enough, that they're not worth an
22 investment to have services, whether it's at a senior
23 center or NORC, in their home, transportation, family
24 caregivers, sort of goes on and on and every year we
25 fight this uphill battle. What other group of
people, if you brought 300 people every year, would

3 you have to be fighting this hard for money? Why
4 does it happen with older adults? There's something
5 wrong with the message that we're hearing from the
6 other side of City Hall.

7 I want to applaud the Commissioner for
8 talking about salaries; one of the attachments you
9 have in our testimony is by case management
10 contracts, so it's by City Council District; the
11 level of turnover rate and as you'll see, which
12 supports what the Commissioner said; every year a
13 third of the staff leaves, every two years half of
14 the staff leaves. Now you're -- I'm assuming you're
15 all retirees at this point and you've worked; can you
16 imagine wherever you worked that one-third of the
17 staff in your organization left every year and half
18 left every two years; you'd go out of business or you
19 certainly couldn't do your job in the best way you'd
20 like to do it. So this is a structural problem;
21 according to our figures attached, it's a \$12 million
22 fix; now \$12 million actually in the budget of the
23 City of New York is not a lot of money and it's a
24 systemic game-changer; where can we get a systemic
25 game-changer for \$12 million? We would bring down
waiting lists, we would have well-paid staff that

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3 would be trained to work with older adults; we need
4 to train a workforce and treat them respectfully. So
5 we greatly support this effort and I know you'll do
6 whatever you can do to as well.

7 We have attached our housing waiting list
8 broken out by City Council Districts; there are over
9 200,000 seniors waiting for housing when you
10 extrapolate -- we got a 43 percent response rate --
11 and so here we go, we have waiting lists for case
12 management, we have waiting lists for housing; why do
13 we have waiting lists? I think if there were other
14 populations in this city with these huge waiting
15 lists we would hear a cry, we don't even have press
16 here today. So I mean why is this so invisible and I
17 think this is important as the numbers are, is to
18 open up the invisibility of older adults in this city
19 and that it gets very tiring.

20 And I think what I also wanted to add is
21 in the language -- the senior centers would like to
22 provide services in every language they could;
23 obviously it's a resource problem, but now they have
24 an unfunded mandate to pay for language translation
25 services when according to information some of my
colleagues have gathered, the Department of Homeless

3 Services and DYCD, they pay for it; not the
4 nonprofits they contract with. So DFTA should not be
5 given and the nonprofits an unfunded mandate and then
6 somehow it comes back that senior centers really
7 don't do their best in serving a diverse population;
8 that's unfair.

9 And I'm just... [bell] okay, I'm done.

10 [laughter]

11 CHAIRPERSON VALLONE: Bobbie, you're
12 never done. [laughter] [applause]

13 CHAIRPERSON CHIN: We know you're not
14 done, Bobbie; right? [background comments] Yeah,
15 [background comments] we'll ask you some questions.
16 Thank you.

17 LEO ASEN: Good afternoon, Chairwoman
18 Chin and Councilman Vallone and members of the Aging
19 Committee; my name is Leo Asen and I am the state
20 President of AARP New York. On behalf of our 800,000
21 members, age 50 and older in New York City, I wanna
22 thank you for the opportunity to talk about some
23 important provisions in the Mayor's FY17 Preliminary
24 Budget.

25 Let me mention elder abuse victims
assistance, it's been covered a lot this morning;

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3 AARP applauds the Mayor and his administration for
4 baselining previous funding in this year's budget and
5 making an additional investment of up to \$1.5 million
6 to establish citywide specialized teams that will
7 address complex cases.

8 The second item is adult day services.
9 Family caregivers provide an invaluable resource in
10 caring for their loved ones at home, many on call 24
11 hours a day, seven days a week; this labor of love is
12 worth more than \$30 billion in unpaid care each year
13 statewide. Thanks to family members' commitment,
14 millions of older people are able to live at home
15 rather than in costly institutions like nursing
16 homes. While family caregivers wouldn't have it any
17 other way, it's a big job and once in a while they
18 need a break and that's why respite care programs are
19 so important.

20 Last year this social adult day group of
21 programs was funded at \$950,000 and this funding was
22 not baselined. AARP is requesting \$2.3 million of
23 baselined funding for social adult day services in
24 the FY 2017 City budget to bring funding back to its
25 original level and to meet the growing need of a
rapidly aging population.

3 The third item is case management; that's
4 been discussed a lot, and we believe that \$3 million
5 needs to be baselined to ensure continuity from year
6 to year.

7 The fourth item is caregiver support and
8 respite care and this is really a major part of our
9 programs. As stated earlier, family caregivers are a
10 vital part of the caregiving continuum; statewide,
11 2.6 million family caregivers provide over \$30
12 billion of unpaid care to their loved ones. AARP
13 believes we must look for opportunities to support
14 our family caregivers. As the baby boom generation
15 ages and the number of younger people proportionately
16 decreases, more of us will need care, but there will
17 be fewer family caregivers to provide it. Already,
18 the number of caregivers in New York has grown to 32
19 percent from 25 percent in the 1990s. A recent AARP
20 report found that while there were 6.6 potential
21 caregivers age 45-64 for every person in the high-
22 risk years of 80 plus in New York in 2010, there will
23 be just 4.8 in 2030 and only 3.5 in 2050; 85 percent
24 of the care receivers are age 75 or older and average
25 82.3 years of age; of those with at least one health
problem; Alzheimer's or another form of dementia, was

3 the most prevalent condition. Lack of adequate
4 support for caregivers can be costly not only to
5 families and taxpayers, but to employers; a 2006
6 MetLife study found that nationally, businesses lose
7 as much as \$33.6 billion annually in worker
8 productivity because of employees' caregiving
9 obligations. AARP believes it is important to
10 establish city funding to support caregivers;
11 providing supportive services for family caregivers
12 is essential to the wellbeing of the caregiver and
13 the person for whom care is provided. Supports
14 include respite care, homecare or temporary placement
15 to allow the caregiver to take care of themselves and
16 AARP is requesting \$5 million in baseline funding in
17 the FY 2017 budget to establish a program dedicated
18 to caregiver supports and services.

19 Finally, NORCs -- and again, that was
20 discussed -- in a rapidly aging city, the NORC
21 program has proven to be a model of successful again
22 in place through the coordination of health and other
23 social services that keep our older adults thriving
24 in their communities. AARP believes that investments
25 in the NORC model are a sound investment for the city
and is asking the administration for an additional \$4

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3 million in FY 2017 to fund NORC programs that weren't
4 available for DFTA's RFP, plus some additional
5 Neighborhood NORCs.

6 Finally, Chairwoman Chin and members of
7 the Aging Committee, I wanna thank you for the
8 opportunity to highlight a few of the many needs for
9 New York City residents as they age. We strongly
10 urge the Mayor and his administration to increase
11 funding for aging-related programs and services that
12 support New York City's older residents. Thank you.

13 [applause]

14 CHAIRPERSON CHIN: Sandy... [crosstalk]

15 SANDY MYERS: Hi, hi everyone. My name
16 is Sandy Myers; I'm from Selfhelp Community Services,
17 and on behalf of the 20,000 older adults in New York
18 that we serve and the 25 or so we had and still have
19 here today, I wanna thank you for your work every
20 day, both at City Hall and your districts, for
21 constantly keeping the needs of seniors in mind. So
22 I'm just gonna highlight a few key things that are in
23 my testimony that we wanna be sure stay at the top of
24 your minds in the next few months.

25 So first we would like to see a renewal
in the City Council's advocacy around the Holocaust

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3 Survivor Initiative. As I'm sure many of you know,
4 Selfhelp was initially founded in 1936 to serve
5 people who were fleeing Nazi persecution; it's still
6 be a big part of the 20,000 people we serve at around
7 5,000 a year and we have a wait list in Brooklyn in
8 particular of about 200 survivors that we wanna serve
9 with a continuation of this funding, and these are
10 survivors who are living in poverty; about 30,000 of
11 the 60,000 that live in New York are living at or
12 below the poverty line, so we are committed to
13 continuing to serve this population and would love
14 the Council's support on that.

15 With case management, obviously that was
16 brought up a lot and I really wanna echo what Bobbie
17 stated about this and what we heard from the DFTA
18 commissioner; that we have real concerns about the
19 staff turnover rates and we really wanna see an
20 investment by DFTA in helping us maintain our staffs;
21 the statistic about 50 percent turnover every two years
22 or in under two years is pretty staggering and we see
23 the impact of this on our clients directly when
24 there's a constant change in their staff and the need
25 to retrain them, it really poses a real challenge in
terms of our ability to provide high-quality

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3 services. And that being said, I do wanna thank the
4 Council also for their allocation that allowed us to
5 lower the caseload and really address our wait list,
6 and that was very helpful and much needed.

7 In terms of senior centers, and I know
8 Council Member Vallone in particular has been a real
9 advocate in chairing the Subcommittee; we would love
10 to see additional investments around transportation,
11 around more staff and around the rental costs; that
12 \$1.1 million in particular that was included year,
13 we'd love to see that baselined; rents continue to go
14 up for every piece of real estate in the city, but
15 for our senior centers that are really looking at
16 line by line with their budget, this is really
17 critical.

18 With transportation, as I know you've
19 both pointed out, a lot of our centers and most of
20 our programs are in Queens; some of them are not in
21 areas that are very accessible with mass transit and
22 we know that this is a critical way for clients to
23 get to and from the center, to and from doctor's
24 appointments and we really wanna see a more robust
25 investment in that.

3 Around housing and NORCs, I wanna mention
4 -- so I know some of you have heard me testify on
5 this around ZQA in particular; I just wanna state
6 again, that Selfhelp, along with many of our
7 advocates, are very much in support of this; we have
8 4,000 people on our wait list for our senior housing
9 that we really wanna be able to accommodate; there's
10 a LiveOn study, we found 200,000 citywide; if you
11 haven't seen it already, through Bobbie's work we
12 were able to break this down district by district, so
13 we're happy to provide that information again.

14 Similarly, with NORCs, we have four NORCs
15 throughout Queens that we would really love to see
16 continued investment in, as this is a really critical
17 way to help our seniors age in their communities and
18 stay at home -- quick time-check.

19 Then lastly are two other things around
20 mental health. So I testified again on behalf of
21 Selfhelp at the hearing about ThriveNYC and again,
22 we're grateful for the City's investment in this, but
23 we still remain concerned about the lack of focus
24 around senior needs in particular in this plan, and
25 even to quote from the City's own RFP -- so I'm just
gonna read two lines here. In the recent RFP that

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3 they issued through DOH, Decreasing Depression and
4 Increasing Social Connectedness Among New York City's
5 Older Adults -- that's just the name of the RFP --
6 they note that 15-20 percent of U.S. residents age 65
7 and older experience depressive symptoms. They also
8 specifically point out that homebound older adults
9 are more likely to suffer from depression when
10 compared to their mobile peers and referring
11 homebound older adults to specialty mental health
12 services rarely succeeds, due to inaccessibility,
13 shortage of geriatric mental health providers and
14 cost. So we see a major need here with serving older
15 adults through mental health services, Selfhelp
16 partners with CAPE, which is a program through the
17 Samuel Field Y where they provide services, so we do
18 a lot of the initial assessment and then refer to
19 CAPE as needed, but we know that for not only the
20 seniors who are coming to our centers who might be
21 more active, but in particular those who are
22 homebound have real needs that we're afraid are not
23 gonna be addressed in this plan, so we wanna be sue
24 that there's adequate funding for mental health
25 services where seniors are, whether it's in the

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3 senior centers, in housing, in NORCs, or those who
4 are homebound.

5 Since I have a few extra seconds, lastly
6 I'll just mention caregiving, so we were really
7 excited to see that The Speaker announced this in her
8 State of the City last month and we noticed that it
9 was Int. 1081 that was introduced, in terms of
10 requiring DFTA to collect information about this, so
11 we're excited to see where this goes; we know that
12 caregiving is a really critical part when you think
13 about senior services comprehensively; in our case we
14 have a SHARP program in Council Member Vallone's
15 district that serves individuals with Alzheimer's and
16 other dementia disorders and for that population in
17 particular it's really critical to make sure that the
18 needs of caregivers [bell] are taken care of. I'll
19 stop there.

20 [background comments]

21 CHAIRPERSON CHIN: Thank you. [clapping]
22 So Bobbie, thank you.. [interpose, background
23 comments] thank you for your testimony. I know that
24 you always give us your wish list, but what do you
25 think is the adequate funding for DFTA?

[background comments]

3 BOBBIE SACKMAN: The whole city budget,
4 right. [background comments, laughter] It's a
5 start. Actually, a year or two ago I put together --
6 I haven't released anything and it probably needs to
7 be tweaked, but I put together a \$100 million budget
8 and I went into some detail of how money could be
9 spent. So without every detail, of course, I think
10 -- there's huge things and we've heard a lot of it
11 today, and I think the first thing is opening up,
12 frankly, a political space that the lives of older
13 adults are valuable and that they need to be fund..
14 you know, services need to be funded.

15 I don't want any waiting lists, you know,
16 enough with case management waiting lists, and I know
17 it's a fast-growing population, so let's keep it as
18 close to zero as, you know, reality we can. I want
19 salaries that honor the workers and honor the people
20 that they work with. I want universal adult day
21 care. You know we have universal pre-K now and we
22 have after school programs [background comments] and
23 these are wonderful things -- no, I'm really serious
24 about this -- and these are wonderful things, because
25 they allow obviously for children to blossom, but
they allow for young mothers, usually it's the

mother, to go to school or to go to work and better herself or just to do things she needs to do during the day, so we've heard here about caregiving in testimony of my colleagues; why are we not offering that same respite to older adults who might be a spouse or a 50-year-old woman who's trying to figure out if she could even stay in the workforce anymore because of the stress she's under taking care of an older -- you know, her parent or somebody. So universal adult day care, good programs, not these pop-ups, but good programs; that means that you -- we hear stories of one daughter who for years has been driving her mother, or take a train; I don't even know, an hour from Jamaica, Queens to the Ridgewood Bushwick area of Brooklyn, leaving her all day in an adult day care program and then her daughter, this woman's daughter, picks her up and takes her home. Really, that's the best we can do? So why don't we have universal adult day care in this city; why don't we have that SCRIE is as well-known as universal pre-K; it's been around for 30 years and people don't get on it fast enough; they get on it, they're paying over 50 percent of their income in rent, so why don't we have money that does a sustained robust public

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3 awareness campaign targeting older adults and their
4 families? If I saw something that said, "Wanna
5 freeze mom's rent?" I'd be writing very quickly how
6 to do that. So that would show respect and it's very
7 practical. I would want the meals to be -- every
8 year, let the meal costs go up with inflation so that
9 Citymeals and home-delivered meals and congregate
10 meals at the senior centers -- we're always behind
11 the eight ball and you know what, you get what you
12 pay for, and so I know that they do a yeoman's or
13 yeowoman's [sic] -- I don't know -- job in preparing
14 wonderful meals, trying to meet the diversity; we
15 wanna get more into therapeutic meals, so if somebody
16 is diabetic or has other special needs we could
17 actually give them food they can eat, but you can't
18 do that when the numbers don't go up, when you don't
19 keep pace with inflation. So I can go on and on --
20 elder abuse, we just showed a little tip, and I thank
21 you for that, 'cause it's your work, but you know
22 it's the tip of the iceberg, so why don't we have a
23 more robust elder abuse network system throughout
24 this city; why don't we do -- I know they're doing an
25 awareness campaign in April; why don't we do more of
that to show -- you know when you do ads, you've

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3 gotta show faces of the people you're trying to reach
4 or they're not gonna ever respond. Caregivers has
5 been well-covered.

6 And then transportation -- and one other
7 thing, and we have a hard time with this -- some of
8 these senior centers are falling apart and that's why
9 people don't go, they don't look good and we can't
10 get capital dollars in because they're in a church or
11 they're in a synagogue and we run into this
12 impossible wall that we can never overcome, yet we're
13 willing to fund these programs while they're not
14 handicap-accessible, they can't get around, so let's
15 get an expense budget that funds it, you know let's
16 find a solution, but this has been going on for years
17 and people will vote with their feet, you know they
18 love the centers, they love the programs, but they
19 don't love the way the place looks and it's
20 depressing sometimes.

21 So this is a piece of what I have in mind
22 and if some day somebody gives me the ability to sign
23 a check or whatever it takes or hit the right button
24 in the computer, I guess. And then finally what I
25 would do is, I would make sure that the money gets
out in a timely fashion to the nonprofits, that

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3 they're not sitting in February, March and April, May
4 and June; sometimes even the next fiscal year, they
5 have to front this money, they have to pay their
6 staff, they have to pay for the meals and all the
7 services and they can't get money from government;
8 it's so dysfunctional and it's very irresponsible.
9 So if I ruled the world, that's a beginning step, and
10 thank you for asking me... [crosstalk]

11 CHAIRPERSON CHIN: Thank... Thank you,
12 Bobbie; I know you would enlighten us to show us the
13 row ahead and we will work with you to get as much as
14 we can.

15 Also, I have a question for Mr. Asen,
16 Asen...

17 LEO ASEN: Asen.

18 CHAIRPERSON CHIN: since you are the New
19 York State President for AARP, what's happening with
20 the State budget and what do you think that the
21 Council can work with you to really advocate for more
22 State funding?

23 LEO ASEN: Well we were in Albany with a
24 number of our colleagues earlier this week, in our
25 annual advocacy day, and we were looking at -- just
to answer your question very directly -- increasing

home and community-based services, the State office budget, and again, wait lists are an issue as well as funding for caregiver respite services, respite supports, and I think in total it was an ask of \$30 odd million between those sofa wait list services, and then again, this is statewide; obviously not just New York City, and respite services. So those are areas that I think, to Bobbie's point, about why do we have wait lists; why should we have wait lists, regardless of the political entity, whether it's in the City or in the State or some part of the State; I mean those are things that we feel very passionately about. I think also, caregiving and that gets to the paid family leave, which you know, the Governor spoke passionately about in his State of the State speech. We had a press conference Tuesday and we had two of our volunteers who participated in this press conference talking about paid family leave and they described what it was like to be a caregiver in the current environment and you know when you hear these stories, and I'm sure you've heard them as well from your travels through the senior services community, they really tear at your heart strings and it's just -- you know, it's just unconscionable that we have

people that have to make a decision between going to work or taking care of mom. In one case, the woman's father was dying and you know she had to figure out how to be there without necessarily losing her job and you know, so when you think about that and you think about the priorities, some of the issues certainly Bobbie has talked about, you know you think that we should be at a better place as a society where these kinds of needs can be addressed in a seamless way, without putting people through all kinds of trauma in their personal lives; to deal with a larger trauma. So caregiving, wait lists; those are areas that are really important to us.

CHAIRPERSON CHIN: Thank you. I wanted to thank all of you for your advocacy and look forward to working with you on this budget process and get the best we can.

CHAIRPERSON VALLONE: Just quick, Madame Chair. You're that quick to get up, Bobbie; you get another round. So Bobbie, Leo; Sandy, thank you, as always; I think even on the Council level there shouldn't be a committee that doesn't have every hearing with a component for seniors; there's not a committee, there's not an issue that doesn't deal

with seniors and I think every time I sit on a different committee, the back of my head is saying, well what about the seniors. So you're right, and I think, Bobbie, your first point is, where is the press; where's the noise; why are we having these discussions for fighting for critical, critical services and it's not just seniors, it's our caregivers, it's our children, it's our grandchildren; they are the matriarchs and patriarchs of every family, so they deserve to be treated that way, so to sprinkle pennies and try to say we have an inclusive budget; that's Band-Aids; it's not a sinking ship, but it's certainly a ship that needs some repairs. So we agree with you and all of the studies that the three of you always give to us go right to Margaret and I and the staffs and we look at them and we figure out legislation requests and funding requests and resos on the state level. That would be another wish for me is to have better coordination on the state with us so that we would not have to constantly, you know who's doing it -- well that's a state issue, that's the city level, well I can't help you -- why; it's the same people, but yet we have to constantly get these roadblocks

3 put in front of us because no, that's a Neighborhood
4 NORC; State has to do deal with them. Yeah, but
5 there are city services in there too, so that was
6 part of the fight I was saying.

7 So let me just ask you this; on the
8 transportation and on the caregivers, I think there
9 is -- and I know we have the SHARP program and I know
10 there's so much more that Bobbie had talked about
11 even last year on caregiver attention and programs.
12 Are any of the three of your organizations trying to
13 expand the caregiver, respite programs that are
14 existing now?

15 BOBBIE SACKMAN: Well you know we don't
16 do direct service, so we're a membership organization
17 and so the reason we're working with AARP and
18 Selfhelp and other colleagues is that the City has
19 gotten through federal funding \$4 million through the
20 Older Americans Act forever; I mean that money was
21 initially, literally put in under the Clinton
22 administration, just FYI, and so we want the City to
23 have some skin in the game and they have no skin in
24 the game, so I think the best way we can answer your
25 question is how do we get some funding for caregiver
services in there. You know, not baselining, for

3 example, case management or certainly homecare, that
4 affects, you know caregivers as well, so I think
5 we're trying our best to have like a systemic change
6 and say that this needs to be recognized. And I just
7 wanted to add one thing that I'm not sure any of us
8 actually raised and I know you questioned the
9 Commissioner; I'm very nervous when I hear Dean
10 Fuleihan, you know say, well we're not gonna impose
11 any cuts, but we want efficiencies and if you want
12 any new program, you should find it in bottom line of
13 your agency. Well you give no money to DFTA and then
14 you tell them to find something in their bottom line
15 while we're sitting here saying there's not enough
16 money, so that tells me that -- first of all, I don't
17 know what an efficiency in DFTA even means, but that
18 tells me that you've just said to the Department for
19 the Aging, you're stuck, you're lucky if you hold
20 onto what you have, with everything we talk about
21 today to try to move forward, you're stuck, because
22 where are they gonna find more money in their bottom
23 line; the administration's given them a tiny amount
24 of money and now they're supposed to play on the same
25 level, some kind of field as though they were HRA or

3 you know, Department of Health or something bigger...

4 [interpose]

5 CHAIRPERSON VALLONE: Especially when
6 DFTA doesn't even have an increase, so...

7 BOBBIE SACKMAN: Well that's my point and
8 they have no money to move around. So that makes me
9 very nervous because under the former administration
10 we used to hear, oh it's only a 5 percent across the
11 board cut, but a 5 percent cut to DFTA was often a 30
12 percent cut to one particular service, like homecare,
13 that happened to homecare, 'cause they had nowhere to
14 go. So please, we have to -- and I know you know
15 this, but I just wanna say it, we have to really
16 remain vigilant because generic statements about
17 efficiencies, and I know City Council has asked for
18 some plans; it devastates the Department for the
19 Aging.

20 CHAIRPERSON VALLONE: Last year we added
21 funding for the sixth day meal; I would say that went
22 over universally very, very well; correct?

23 BOBBIE SACKMAN: Yes.

24 CHAIRPERSON VALLONE: Right; wanna do
25 that again. So Leo, you were gonna...

3 LEO ASEN: Yeah, I just wanted to add
4 onto what Bobbie said, but this time from the
5 perspective of a retired service provider; I was
6 Selfhelp's chief innovation officer for a number of
7 years before I retired, and so I had responsibility
8 for the home and community-based services of which
9 all of these fall in and I was thinking about the
10 case management discussion and through the last
11 administration and all the pegs and all the budget
12 reductions and the like, you know those kinds of
13 things show up in the direct service piece and maybe
14 they're not as visible immediately, but they sooner
15 or later do emerge and so you know, you see people's
16 salaries being eroded, you see staff turnover, you
17 see degraded services, you see a lack of innovative
18 services; you know, all kinds of things result from
19 these budget cuts and I think that you know we're
20 kinda stuck with it right now until we can find the
21 funding to restore appropriate levels, as was
22 discussed earlier today, in terms of salaries and
23 reducing some of the staff turnover and then
24 beginning to introduce innovative new services into
25 the aging services continuum. I think, you know
there most likely are opportunities to look for

2 things, we heard some initiatives from DFTA this
3 morning that sound interesting in the transportation
4 arena, but I think, you know we have to look for
5 those kinds of opportunities as well, but not always,
6 you know take the meat axe approach to a budget like
7 DFTA's, which isn't all that large to begin with in
8 the over all scheme of things. So I think if we
9 really care about our seniors and we really care
10 about the staff who serve our seniors, and these
11 people really do yeoman's work, and it's really hard
12 work, believe me, you know we have to be respectful
13 and we have to look for these budgets.

14 CHAIRPERSON VALLONE: Well and I think
15 the last thing for me is; I guess Sandy, you could
16 speak for this, is to sound the alarm on the dramatic
17 increase on overhead costs at our centers and that
18 there hasn't been any allocation for increase for
19 that and the end result is a cut -- something's gotta
20 come from somewhere...

21 SANDY MYERS: Right.

22 CHAIRPERSON VALLONE: so the rent's going
23 up and insurance is going up and compensation's going
24 up; where's it coming from if the City's not giving
25 you the funding?

3 SANDY MYERS: Yeah, I would agree and I
4 also wanna thank you for asking that question of the
5 Commissioner, because hearing the potential for more
6 cuts certainly will trickle down to those same things
7 that you just laid out, Council Member.

8 And the other point, which I know Bobbie
9 raised that I wanna underscore, but the issue around
10 prompt payment is very problematic. We have one
11 contract in particular that we haven't actually been
12 paid for yet through a Council initiative and now
13 we're in March and in theory we have to spend this in
14 four more months and the later these contracts come
15 through, the harder it is to do so in a way that
16 we're doing the best by the client and we're doing
17 our best, but as we face more cuts and delayed
18 contracts it becomes harder and harder as a direct
19 service organization to provide those high-quality
20 services. So I just... [interpose]

21 CHAIRPERSON VALLONE: Do we have a number
22 that has been agreed upon would be an acceptable
23 amount of an increase for the core services for the
24 senior centers?
25

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2 SANDY MYERS: I don't think we have an
3 overall number. Bobbie, do we have... [interpose,
4 background comment] for centers?

5 BOBBIE SACKMAN: No. We have... that's a
6 good question, actually. We have sort of pieces of
7 it, because when we talk about meals and
8 transportation and some other programmatic stuff, but
9 we don't have... [crosstalk]

10 CHAIRPERSON VALLONE: Maybe we could try
11 to put a group...

12 BOBBIE SACKMAN: a senior center budget
13 thing per se in there.

14 CHAIRPERSON VALLONE: that would include
15 all of them. I think that might be a good idea if we
16 were to include those numbers and show the true
17 shortfall; I know we break them out individually and
18 then Speaker or Mayor or a council member likes one
19 particular component of it... [crosstalk]

20 BOBBIE SACKMAN: Right.

21 CHAIRPERSON VALLONE: but doesn't really
22 take over... but thank you very much, all of you.

23 BOBBIE SACKMAN: Okay.

24 CHAIRPERSON VALLONE: Thank you, Madame
25 Chair.

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2 CHAIRPERSON CHIN: Thank you. I just
3 wanted to highlight something, that in this year's
4 the Mayor's proposed budget for the whole city is
5 \$82.1 billion and then we heard DFTA's budget is
6 \$279.7 million; that's less than half a percent of
7 the City's budget.

8 BOBBIE SACKMAN: And it hasn't... you know,
9 before Bloomberg became mayor, it was up closer to
10 \$300 million, so not only between inflation and cuts,
11 but that's how far back we are. Yeah.

12 CHAIRPERSON CHIN: Yeah and that's why we
13 need to fight to really increase DFTA's budget,
14 especially the senior population is increasing and
15 we've gotta increase with it. So we've got a lot of
16 work to do on this.

17 BOBBIE SACKMAN: A lot of work to do.

18 CHAIRPERSON CHIN: Well thank you very
19 much.

20 BOBBIE SACKMAN: Thank you.

21 LEO ASEN: Thank you.

22 CHAIRPERSON CHIN: And we're gonna call
23 up the next panel, Christian Gonzalez-Rivera, from
24 the Center for Urban Future; Nora Moran, United
25 Neighborhood Houses; Rachel Sherrow, from Citymeals

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3 on Wheels; Harnet [sic] Blank from OHEL. [pause]

4 Okay, please begin.

5 CHRISTIAN GONZALEZ-RIVERA: Alright, good
6 afternoon. My name is Christian Gonzalez-Rivera and
7 I'm a Senior Research at the Center for an Urban
8 Future, a nonpartisan public policy think tank based
9 here in Manhattan that publishes studies about how
10 New York can expand economic opportunity while
11 growing its economy.

12 In 2013, we published the "The New Face
13 of New York's Seniors," which is the first
14 comprehensive study documenting the rapid growth of
15 New York City's older immigrant population. As part
16 of that report, we interviewed more than 60 people
17 who work in the field of aging, ranging from
18 caseworkers in community organizations who work with
19 older immigrants, all the way to the Commissioner of
20 DFTA at the time, and we interviewed people who work
21 in every major ethnic community in the city and found
22 that many of the services that New York City has
23 available for older people were not actually reaching
24 older immigrants. And so I'd like to share with the
25 Council today some of the recommendations that we
believe should make it into DFTA's budget if the

3 agency is to be empowered to respond effectively to
4 the increasing diversity of New York seniors.

5 So you've heard the numbers already many
6 times, so you know that foreign-born seniors account
7 for close to half of the 65 and older population in
8 the city and almost all the growth in the senior
9 population is actually through the immigrant
10 population. So it's therefore clear that older
11 immigrants are not a niche population; in fact we
12 can't talk about older people in New York City
13 without talking about immigrants.

14 That being said, we have three specific
15 sets of recommendations about what the City should
16 prioritize in DFTA's budget. The first is to
17 establish a baselined permanent funding stream at
18 DFTA for neighborhood-based NORCs; the second is to
19 strengthen the ability of organizations based in
20 ethnic communities to work with seniors, either
21 through more robust subcontracting or through
22 disaggregating large contracts, and the third is to
23 support a stronger role for public libraries in the
24 deliver of services to immigrant seniors. So I'll go
25 through each one.

3 So the first -- establishing the
4 baselined funding stream at DFTA for Neighborhood
5 NORCs.

6 As we heard last week during testimony
7 and we've heard already in previous testimony, NORCs
8 are a very straightforward and very effective way to
9 bring social and healthcare services to where the
10 seniors are; they serve as a safety net and a first
11 defense for New Yorkers who are aging in their
12 communities and growing increasingly dependant on the
13 services that are right near where they live.

14 Because of this, NORCs are an infinitely adoptable
15 model that is suitable for any neighborhood and any
16 cultural ethnic group, but the population size and
17 density requirements for the classic NORCs currently
18 funded by DFTA, exclude less dense areas where older
19 immigrant populations are growing, making it crucial
20 for the City to invest in neighborhood-based NORCs.

21 And moreover, while the classic NORCs are currently
22 serving some immigrant groups that have been here for
23 a long time in neighborhoods such as Manhattan's
24 Chinatown, newer groups such as those for instance
25 from Bangladesh that are located far from existing

3 NORCs and are spread throughout many lower-density
4 neighborhoods don't have such supports.

5 So the second -- strengthening the
6 ability of ethnic organizations that work with
7 seniors.

8 Adequately serving the growing older
9 immigrant population will involve bringing together
10 the knowledge and expertise of large, general senior
11 services organizations that have held DFTA contracts
12 for many decades with the culture and linguistic
13 competencies of smaller organizations that do not
14 have the resources to compete for a DFTA contract,
15 and this could be done through the DFTA RFP and
16 contracting process.

17 One way to do this would be to build in
18 projections of subcontractors whose budgets are
19 usually the first to be cut when there are shortfalls
20 and this is so they can -- I mean as has been said
21 before, so that they can have more predictable
22 funding and so that they can make long-term staffing
23 and strategic decisions.

24 The second way would be to disaggregate
25 subcontracts by unbundling some services so this
would allow for some discreet services that can be

contracted separately to competing small
organizations.

The third recommendation is supporting a
stronger role for libraries. The public library is
an indispensable and trusted institution for
immigrant neighborhoods, as evidenced by the fact
that of the 10 branches in New York with the highest
circulation, 6 are in neighborhoods with large
numbers of immigrant seniors. So while support for
libraries is not currently a specific DFTA budget
line item, increasing the agency's budget and issuing
a mayoral directive to bolster partnerships with the
three public library systems is a great way to
support seniors. The City has already worked through
MOIA, through the Mayor's Office of Immigrant Affairs
to create New Americans Corners at public library
branches. DFTA could form a similar partnership with
the libraries deliver services and information about
services directly to libraries' local older adult
following.

So basically, the point is that DFTA has
the potential to be the nation's model area agency on
aging when it comes to immigrant seniors. One out of
every ten foreign-born seniors in the nation lives

here in New York City. For most places in the country, a future where immigrants are a large part of their older adult population is far into the future, but in New York that future is today. What DFTA does here can become a blueprint for how other American cities can make it easier for immigrants to age in a country [bell] that they have made their home, but it all starts with providing DFTA with the resources it needs to respond to a new and more diverse face in New York seniors. Thank you.

NORA MORAN: Thank you for convening the hearing this morning. My name is Nora Moran and I'm a... [bell] woe... [background comments, laughter] dang [laughter]. Okay.

My name is Nora Moran and I'm a Policy Analyst at United Neighborhood Houses for the Federation of New York City settlement houses and community centers, 38 members working with half-a-million New Yorkers each year, but in particular, our members provide services, NORC senior centers home-delivered meal programs to over 70,000 older adults in New York City every year.

At UNH we really believe that the potential of older New Yorkers to share their

3 experiences and their skills with their communities
4 is only limited by the degree to which the City
5 provides the tools that they need to age in place.
6 We applaud the administration for baselining and
7 increasing funding for elder abuse services, but
8 we're concerned to see little new investment in any
9 other services in the Preliminary Budget.

10 Our members are really aware of the gaps
11 in services and they've noticed increases in program
12 participation in the last year. Just to give one
13 example, one of our members has seen an additional
14 100 individuals attending their senior center every
15 month for the past year and without additional
16 resources to support and expand services, providers
17 are pressed to serve more individuals with stagnant
18 funding.

19 So based on the collective experience of
20 settlement houses serving older adults, we recommend
21 the following investments in the Department for the
22 Aging's budget: Restore \$1.9 million for NORC SPP
23 programs or classic NORCs; there are several NORCs
24 throughout New York City who are not awarded
25 contracts under the 2014 DFTA RFP process; we urge
City council to continue supporting those programs.

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3 And additionally, given the impact in New York City
4 of proposed cuts to NORCs in the State Executive
5 Budget, it's really imperative for the City and the
6 Council to continue its strong support of these
7 programs. Restore baseline \$1.95 million for the
8 Neighborhood NORC program. As others have mentioned,
9 having a baselined steady funding stream for this
10 program would allow more Neighborhood NORCs to be
11 developed, especially in outer boroughs and you know
12 the point about the State budget, applies for
13 Neighborhood NORCs as well. We also recommend
14 restoring and baselining \$1.2 million for an
15 additional weekend meal, either in the home or in a
16 senior center; this was funded last year as a Council
17 initiative and as we know, instability, especially in
18 terms of food programs and food access is important;
19 baselining this money would help ensure that those
20 services can continue. Alright. We also recommend
21 restoring and baselining \$3 million for DFTA's case
22 management program, echoing all the points that were
23 made here earlier today about case management and the
24 need to grow the funding for that program. We're
25 very grateful for the Council's strong support of
this program over the past couple years and we've

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heard from our members that run case management; this has allowed them to increase their staff capacity, address wait lists and baselining these funds will allow them to continue to do that, and also really to attract, train and retain high-quality staff, which is always a challenge. Restore and baseline \$1.1 million for space cost per senior centers; costs for senior center facilities continue to rise; rent is expensive for everybody in the city, especially for senior centers and these programs really are the cornerstone of community-based services for older adults. And finally, though this does not fall within DFTA's purview, but we urge the City Council to continue its Geriatric Mental Health Initiative that it's funded for the past couple years. This program was baselined in 2014, but the current RFP from DOHMH disqualifies many of the current providers from receiving contracts, it also shifts the scope of services to emphasize in-home services and while that's important, we feel that we need a blend of interventions based on community need and preference in order to promote mental health and increase access to treatment.

Alright, one minute left. I'm gonna end there and turn it over to my other colleagues, but thank you for your time; we really appreciate it.

RACHEL SHERROW: Thank you. Hi, my name is Rachel Sherrow; I'm the Associate Executive Director at Citymeals on Wheels; I would like to thank Council Members Chin and Vallone for holding this hearing and for really being passionate consistently about our aging population and the aging services that we all provide. I'm not gonna go into such detail; again, as my colleague Nora, I'll give you back some time. You know Citymeals on Wheels, what we do; I think -- and I'm also not gonna go on about how much you've all heard and know about how large this population is and how it's going to keep growing and increasing and they need food and we need to guarantee a meal and what our program, what Citymeals on Wheels does is it fills in the City's gap, so DFTA funds all the meals that go out Monday-Friday; Citymeals steps in with private funding weekends, holidays and emergencies, because someone who needs a meal during the week needs it on the weekends, everybody needs to eat seven days a week, and especially with this population, bringing a meal

3 to the home not only is a way to check in on the
4 person but also prevents other issues and
5 malnourishment, hospitalizations, which actually cost
6 the City much more. So we're asking to make sure
7 that we are remembered in your funding; we do raise
8 private dollars, but clearly it's not enough and we
9 wanna make sure that we can continue serving our most
10 vulnerable, those who can't come out to the hearings
11 because they're stuck in their homes, so we wanna be
12 able to serve them; there are over 18,000 of our
13 homebound elderly throughout the five boroughs and
14 we'd like to be able to continue to support them. So
15 thank you very much and just don't forget about us
16 and our meal recipients. Thank you.

17 CHAIRPERSON VALLONE: So it's an extra
18 200,000?

19 RACHEL SHERROW: It's an extra \$200,000
20 in addition to the \$600,000 from last year because
21 they keep coming onto the rolls, which is fantastic
22 and we don't want any wait list and we certainly
23 don't wanna be able to tell someone that they have to
24 cut up their meal on Friday and wait until Monday for
25 their next meal.

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2 CHAIRPERSON VALLONE: So we're happy
3 about that, so that's good.

4 RACHEL SHERROW: And I appreciate that.

5 HARRIET BLANK: All ready for me? And I
6 probably can even do this in this timeframe. So I
7 just first of all wanna thank everyone for...
8 [interpose]

9 CHAIRPERSON VALLONE: Can you just put
10 the mic closer, please?

11 HARRIET BLANK: oh, sorry... thank everyone
12 for this opportunity to speak at the Council and to
13 say that my name is Harriet Blank and I come from
14 OHEL Children's Home and Family Services, and I
15 really want to take time to really especially thank
16 -- he's not here -- Councilman Andrew Cohen and the
17 Committee on Mental Health for the ongoing support
18 and of course I thank Council Member Margaret Chin
19 and we really do applaud your ongoing support, 'cause
20 without the help of our private partnerships and our
21 governmental funds and all these kinds of helps, none
22 of us would be here.

23 So just briefly; OHEL Children's Home and
24 Family Services is a community-based social service
25 agency with a more than 40-year history of providing

a broad range of mental health and social services.

Our geriatric mental health initiative continues to serve seniors in a variety of physician offices; we were able to expand to new offices, provide mental health, depression screening, advocacy, a lot of case management, a lot of case management and a lot of home visiting, and though we applaud the RFP that has come out, when I looked at the CZ that it looks at, I say to myself, wait a second, we're in 21 doctors offices and I'd say about half of the offices we are in are not included in the CZ; I mean, in this RFP, which makes me wonder, what am I gonna do about all those hundreds of families and seniors that we touch both at home as well as in their primary care offices. So I hope that we'll be somehow baselined sort of by your guys if they're not part of the RFP, but don't forget the older people that don't live in the correct CZ.

We know that the elderly patients often report to their physician physical symptoms that are masking depression and concern; some of the elderly people who come in are depressed, lonely and anxious and are seeking emotional support; not really asking for mental health, and we speak as an agency that

works with families and we've been talking about families and caregiver services throughout the day and all the needs, and case management is really also a family event, and so we at OHEL started out obviously as children and now have embraced the needs of older adults.

Just to let you know that for us, our workers do partner and provide short-term counseling, since we saw the need for home visiting once it was taken away from many programs; we've added it all together. The doctors' offices, which is a great idea for integrating mental and physical health, decreases the stigma in obtaining mental health services and eases the patient's first step and what we've really been finding -- we've been doing this for nine years through the good graces of City Council -- is that the physician, the mental health worker and the patient work in one office, we're co-located and people come to us; there are times when a patient calls a doctor; let's say they're coming up for a workup for Alzheimer's disease; the first person they'll see is no longer the physician or the PA; they will put in the social worker to kinda get a good assessment about what's going on with the

3 family, what's going on with the patient and then
4 help them to develop appropriate, both medical as
5 well as psychosocial care.

6 The provision of mental health services
7 to the aging New Yorker is of great importance as
8 this population continues to grow; seniors are often
9 living home alone in isolation and have suffered
10 numerous losses and may lack the appropriate coping
11 skills and resiliency to now deal with these issues.
12 We recognize that there is more than one approach to
13 reaching the seniors in the community and again,
14 hopefully working collaboratively will help us. This
15 innovative initiative has allowed OHEL to educate
16 seniors' families and providers, which we've done as
17 part of this initiative. Psychoeducation and
18 screening will only help to reduce stigma and allow
19 people with mental health issues not to hide in their
20 doctors' offices, but to be able to go for
21 appropriate care.

22 We at OHEL appreciate the opportunity to
23 participate in these innovative programs; we look
24 forward to doing more; we applaud again the Council
25 for addressing the needs of the whole people; we have
started programming which we hope to expand as more

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3 and more seniors are coming through our doors; we
4 need to return to our old fashioned social work
5 roots, which is going where the clients are; we
6 continue to provide caregiver support groups and
7 vital aging programs because as important as senior
8 centers are, not everyone is in a senior center;
9 people are looking for other programs and we are very
10 happy that we've been able to ask the seniors that
11 come to us for certain mental health counselor what
12 programs they want and examples of iPad versus, you
13 know, tablet; tell me what we wanna hear. So we've
14 been able to address those needs and then come up
15 with for our seniors carpooling [bell]. So again,
16 today we're all learning how to manage complex needs
17 of seniors and their families; we know we need to
18 collaborate and we thank you in advance for your
19 foresight and responsiveness.

20 CHAIRPERSON CHIN: Thank you. Thank you
21 all for the great work that you do and thank you all
22 for coming to this Preliminary Budget Hearing and we
23 look forward to working with you on this budget
24 process. Thank you.

25 [background comment]

CHAIRPERSON VALLONE: Thank you guys.

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2 CHAIRPERSON CHIN: Maryann Tutau [sp?]
3 from Hudson Guild Senior Center; Julia Martin, also
4 from Hudson Guild; Bonnie Nesbitt from LISC, and
5 Rhonda Soberman from [background comment] Chinatown
6 NORC, Neighborhood NORC. I'll be right back.

7 [background comment]

8 CHAIRPERSON VALLONE: Bonnie; are you
9 here?

10 BONNIE NESBITT: Yeah.

11 CHAIRPERSON VALLONE: So can we let
12 Bonnie go first so that we can get you going?

13 BONNIE NESBITT: Sure, thank you.

14 CHAIRPERSON VALLONE: Sure. And then
15 we'll work our way down there. See, now you threw my
16 whole plan out the window, 'cause you... [interpose]

17 BONNIE NESBITT: You do whatever you
18 want, I'll...

19 CHAIRPERSON VALLONE: Bonnie, go ahead.

20 BONNIE NESBITT: Okay. Thank you, Chair
21 Chin and members of the Committee on Aging for the
22 opportunity to testify [bell] on the FY17 Preliminary
23 Budget.

24 My name is Bonnie Nesbitt; I am a
25 Community Development Officer for the Local

3 Initiative Support Corporation's New York City
4 program. I am submitting this written testimony on
5 behalf of LISC New York City.

6 LISC equips struggling communities with
7 the capital, strategy and know-how to become good
8 places to work, do business and raise children.
9 Working with the local stakeholders, we invest in
10 housing, health, education, public safety, and job
11 creation. During the last 30 years we have worked
12 with community-based organization to address local
13 challenges and incubate new solutions. In New York
14 City alone, LISC and its affiliates have invested
15 over \$2 billion, leveraging over \$5 billion for low-
16 and moderate-income communities, resulting in over
17 36,000 units of affordable housing and over two
18 million square feet of retail and community space.
19 As part of this housing work, we have supported the
20 development and rehabilitation of hundreds of senior
21 apartments directly and through our affiliate, the
22 National Equity Fund.

23 LISC New York City asks for the Council's
24 support for additional discretionary funding for our
25 Communities for Healthy Food program, which we
believe is a powerful too to address healthy food,

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3 access issues and food and security issues faced by
4 many seniors.

5 During City Fiscal Year 2016, Communities
6 for Healthy Food received \$500,000 from the City
7 Council to deliver services in the Mount Eden section
8 of the Bronx, West Harlem, Cypress Hills/East New
9 York and Bedford-Stuyvesant.

10 For City Fiscal Year 2017, we request
11 additional discretionary funds in the total amount of
12 \$1.3 million to heighten program impacts in these
13 neighborhoods and to expand the program into the
14 Hunts Point section of the Bronx and the Rockaway
15 section of Queens.

16 The Communities for Healthy Food program
17 is an innovative, place-based initiative that
18 integrates access to healthy, affordable food in
19 underserved neighborhoods across New York City where
20 residents have higher rates of diet-related diseases
21 like obesity and diabetes, high levels of poverty,
22 chronic unemployment, long-term reliance on public
23 assistance, like SNAP benefits and low levels of
24 fruit and vegetable consumption.

25 LIISC New York City has partnered with
several community-based organizations in this program

with deep roots in their neighborhoods who own and manage affordable housing, commercial spaces, community centers, and deliver an array of social and economic development services. Our community partners include Cypress Hills Local Development Corporation, Northeast Brooklyn Housing Development Corporation, West Harlem Group Assistance, who is also here today, New Settlement Apartments, Banana Kelly Improvement Association, and the Ocean Bay Community Development Corporation. These program partners in turn work with resident groups as well as citywide organizations, such as City Harvest, Just Food and Corbin Hill Farm to deliver a set of bundled services that include neighborhood outreach, nutrition education, cooking classes, the improvement or creation of healthy food outlets, such as food hubs and pantries, and the fostering of good food sector jobs.

As we've heard a lot today, seniors remain a vulnerable population in New York City. According to the DFTA Annual Plan Summary released in September 2014, New York City's older adults experience an increase in poverty over the last 20 years from a little over 16 percent to about 19

percent; in that plan it also said that more than 1 in 3 New York City resident older adults experience difficulty affording food, about 35 percent and that was a 40 percent increase since 2003.

We believe that the Communities for Healthy Food program is strengthening the food infrastructure system in our catchment neighborhoods, positively impacting both families and seniors. Since the program implementation began in 2014, the following resources and units of service have been deployed across our target neighborhoods, with roughly one-third of program participants and recipients being seniors. The program has provided over 750,000 pounds of emergency food for close to 50,000 food pantry clients. The program has connected directly with almost 15,000 residents through neighborhood outreach and awareness campaigns, enrolled 1,350 households in the Supplemental Nutrition Assistance program, created 10 new farmers markets, farm shares and gardens, trained close to 1,300 residents on healthy food resources, basic nutrition and gardening skills, held program activities for over 13,000 neighborhood residents, including nutrition, classes, urban farming, grocery

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3 store tours, and culinary training workshops, and the
4 program has trained 72 neighborhood [bell] residents
5 to become community chefs.

6 CHAIRPERSON VALLONE: So Bonnie, since
7 you got cut off, it's \$1.3 million that would be able
8 to bring services throughout the whole city; is that
9 what...

10 BONNIE NESBITT: No, we would like to
11 continue with the four original neighborhoods that we
12 started with and add two new neighborhoods.

13 CHAIRPERSON VALLONE: Which would be
14 where?

15 BONNIE NESBITT: The two new
16 neighborhoods are in the Hunts Point/Longwood section
17 of the Bronx and Far Rockaway in Queens.

18 CHAIRPERSON VALLONE: And where are the
19 existing four?

20 BONNIE NESBITT: They are in Bedford-
21 Stuyvesant, Cypress Hills/East New York, Mount Eden
22 in the Bronx, and West Harlem.

23 CHAIRPERSON VALLONE: Is there any other
24 type of agency or group that's doing similar what you
25 are in other areas throughout the city, since Queens
wasn't on it? [sic]

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2 SENIOR CENTERS 134

3 BONNIE NESBITT: I mean there's a lot of
4 healthy food work going on, but it's not necessarily
5 coordinated in the way that this program is and it's
6 not place-based in the way that, you know, a
7 community-based organization who has been in these
8 neighborhoods for decades who have long-term
9 relationships with residents, who have the trust and
10 legitimacy of the community to really sort of
11 integrate and infuse these programs and activities
12 into their comprehensive community development.

13 CHAIRPERSON VALLONE: Well if there's
14 ever a chance to expand, let me know; we'll try to
15 help.

16 BONNIE NESBITT: Okay.

17 CHAIRPERSON VALLONE: Thank you.

18 BONNIE NESBITT: Thank you.

19 CHAIRPERSON VALLONE: Whoever wants to go
20 next.

21 JULIA MARTIN: I've come not to ask for
22 money, but to tell you where you can save a great
23 deal of money, millions if not billions of dollars.

24 CHAIRPERSON VALLONE: Alright, we're
25 listening.

2 JULIA MARTIN: The seniors are put at
3 constant risk by bicycles that run lights, that knock
4 us down, that put us in the hospital and those bills,
5 per senior, can run a half-a-million dollars...

6 CHAIRPERSON VALLONE: And your name, my
7 dear?

8 JULIA MARTIN: And the ice and snow that
9 don't get shoveled, if we fall it's gonna cost
10 another half-a-million per senior. Also, dental
11 care; if we don't get dental care we get heart
12 conditions and that costs a lot of money; the buses
13 also don't run in a timely way, so have trouble
14 coming to the senior centers and we're asking for you
15 to think out of the box and get statistics from the
16 hospitals, pressure the Mayor; the Mayor says the
17 bikes are not a problem because seniors are not
18 killed, while the fact that we're not killed, we're
19 costing a lot of money because we need a lot of
20 medical care.

21 I'm also asking that the -- there are
22 ways that these meetings can be held and everybody
23 can understand and hear what's happening; there are
24 listening and translation devices that are available
25 that museums use that we can use at City Council

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2 meetings and at other meetings and at senior centers
3 so that we can all be part of what's going on. I'm
4 asking the City Council to ask for hearings about the
5 bikes and about other safety issues; we've had a few
6 meetings in the communities, hundreds of people have
7 showed up and there has been no action. We are at
8 risk and we wanna stay healthy and we wanna stay
9 safe. I've spoken to many of my neighbors in their
10 90s and they say that they have not had any problems
11 until they reached their mid 90s; therefore, many of
12 us can stay healthy and safe for 30 or 40 years if
13 we're not knocked down by a bicycle. Thank you very
14 much.

15 CHAIRPERSON CHIN: Can you please
16 identify yourself?

17 JULIA MARTIN: I'm Julia Martin; I'm
18 President of the Senior Advocacy Committee at Hudson
19 Guild Senior Center in Chelsea or 9th Avenue.

20 CHAIRPERSON CHIN: Great, thank you.

21 MARYANN VITARO: Hi, I'm Maryann Vitaro
22 [sp?] and I am with the Health and Nutrition
23 Committee and I periodically give out health articles
24 related to food in a dining experience. I would like
25 to see an increase in our budget for nutrition

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3 because it is a known fact, according to my research,
4 that more greens and fruits, such as berries, added
5 to the diet benefit the mind, the body and the immune
6 system and keeps us healthy. Okay.

7 And also I would like to address the fact
8 that because of budget cuts at our center, which is
9 the Hudson Guild, we just lost one of our... [pause]
10 [background comments] dear and beloved members of the
11 staff, which was Frederick and he was amazing; he
12 brought in so many activities and programs to our
13 center and I express the feelings of the majority of
14 our members and I was wondering if corporate America
15 -- I know they donate volunteers to come to our
16 centers, like the social work interns, but what about
17 maybe if they dug into their pockets and gave us some
18 money to help with our monetary problem; now why not
19 maybe we could start a letter-writing campaign? And
20 I think that addresses all my concerns. Thank you.

21 CHAIRPERSON CHIN: Thank you, Maryann and
22 thank you, Julia. I also urge you to reach out to
23 your representative; I think you're in Council Member
24 Corey Johnson's district, so... [crosstalk]

25 MARYANN VITARO: Correct. Yes, I helped
him to be elected.

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3 CHAIRPERSON CHIN: definitely work with
4 him and so we can work on this issue together.

5 JULIA MARTIN: I have been working
6 nonstop for four years, after I was almost knocked
7 down by a bike; I had -- they see me coming and they
8 go under their desks; nobody will take this issue on
9 because Transportation Alternatives says no, we just
10 need more bike lanes and the bikes will learn to
11 behave themselves; they will not.

12 CHAIRPERSON CHIN: But we will work with
13 you, okay?

14 JULIA MARTIN: Thank you.

15 CHAIRPERSON CHIN: Our committee will
16 work with you because we wanna make sure that seniors
17 are safe, so we will take this up together. Okay,
18 thank you.

19 RHONDA SOBERMAN: Hi. My name is Rhonda
20 Soberman; I may look familiar, since I was here last
21 Friday and spoke with you, so I am going to limit
22 some of my comments; you have the information about
23 who we are; I'm representing the Visiting Nurse
24 Service of New York Chinatown Neighborhood NORC, and
25 I'm going to sort of not go through, you know what

our community looks like, since you're aware of it
and it's in my written testimony.

But I do wanna say that based on our
conversation last week I did bring an article for you
to read on the Chinatown NORC and its partners with
New York City and the colon cancer screenings that we
did as a part of a collaborative down in the
Chinatown area, because I thought it would really
highlight what these Neighborhood NORCs and NORC
programs can do.

So everything that was said today
regarding NORCs and NNORCs, I wholeheartedly agree
with; I also just wanted to bring a little bit more
clarity by telling you that the current funding level
that we get at our NORC and many other NORCs, right
now we're getting some money from New York State
Office for the Aging, which has been reduced several
times since the year 2006 due to State budget cuts,
and we also receive your City Council discretionary
funds and without that we would not be able to
operate. Our program services over 1,100 residents
in this [sic] 2,000 seniors in our 24 square blocks.
These funds, through foundations and all that, as I
explained last time, are time-limited and we're

3 unable to broker on those funds because we can't
4 prove that we have sustainability.

5 The residents in our community can't
6 participate because they are very low-income and they
7 don't have any financial way of giving money towards
8 the NORC services and today's funding doesn't allow
9 us to properly staff for the number of seniors that
10 come into our office every single day. So at this
11 point, for example, we need an additional 2.7 full-
12 time equivalents that equates to about \$127,000 in
13 order for us to have what we believe would be a
14 minimum staffing level to service the number of
15 people that we are trying to service.

16 Also, we want to again reinforce what
17 others have said before me, that NORCs are an
18 effective strategy towards stabilizing the health and
19 wellbeing of residents, especially in this immigrant
20 and aging community and we want you to consider
21 pressing for continued funding of NORCs through the
22 regular NORC-SSP funding for years to come,
23 increasing the base funding; we really need it
24 baselined and we also need more money. You know, to
25 go and start new programs, and Visiting Nurse Service
of New York is involved with programs throughout the

3 city as the health partner, but when programs are
4 given minimal funds, they can't reach the potential
5 that they can -- living on a shoestring budget
6 doesn't allow you to reach the outcomes that have
7 been expected, so to give some money and not enough
8 to really provide a viable program is not a service
9 to the community, it's not a service to the people
10 who are trying to operate these programs; it's not a
11 service to the city at all.

12 Lastly, we do believe that it's important
13 to expand NORC communities throughout the city in
14 areas that have the need and meet the qualifications
15 and to give them the money they need to, at least
16 initially, do the research that's required to
17 understand what the needs of the community are; to
18 just give people money and say go and serve people,
19 people need to understand what their community's all
20 about and where they can really make a difference.

21 So thank you again for your vision and
22 your support of NORC programs and NNORC and we really
23 count on you to help support us moving forward. One
24 other thing I did wanna mention about what was said
25 before is about the timing of how the money comes in
and when you get that money, it's really really very

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2 very difficult; when June 30th comes and we don't
3 know whether or not on July 1st the program's gonna
4 continue there are very difficult decisions that have
5 to be made regarding staffing and whether we can
6 continue service. So you know these communities
7 count on us to be there for them, but we have to
8 count on the funding to be there for us so that we
9 can deliver the service in a meaningful way and the
10 stop and the start and the anticipation of will we be
11 able to continue [bell]; won't we be able to continue
12 is really difficult. Thank you again for today.

13 CHAIRPERSON CHIN: Thank you. I mean
14 that's what we are gonna be working very hard to try
15 to get that amount of money baselined, because the
16 Council provides support, but these are core
17 services, so we will continue to... [crosstalk]

18 RHONDA SOBERMAN: **[inaudible]**

19 CHAIRPERSON CHIN: advocate on that.

20 RHONDA SOBERMAN: Thank you.

21 CHAIRPERSON CHIN: Thank you for coming
22 in to testify today. We're gonna call up the next...
23 [crosstalk]

24 CHAIRPERSON VALLONE: Thank you guys.
25

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2 SENIOR CENTERS 143

3 CHAIRPERSON CHIN: panel -- Carolyn
4 Colen... Co... [background comments] Cull... Cowen,
5 Federation of Products and Welfare Agency; Rena
6 Resnick, Metropolitan Council on Jewish Poverty; we
7 have Gladys... Gladys still here, Solano, from 94 East
8 1st Street senior building, and Carl Gol... Goldfarb.

9 CHAIRPERSON VALLONE: Carl's on the move.

10 CHAIRPERSON CHIN: Oh you're... okay.

11 [background comments]

12 CHAIRPERSON VALLONE: Thank you for your
13 patience and making it to the 1:00 hour.

14 CHAIRPERSON CHIN: Please start and
15 identify yourself.

16 GLADYS SOLANO: Okay. Good afternoon.
17 My name is Gladys, Gladys Solano and I'm a member of
18 the senior...

19 CHAIRPERSON CHIN: Gladys, you have to
20 talk to the mic, talk into the mic.

21 GLADYS SOLANO: Oh here. Okay. Sorry.
22 My name is Gladys, Gladys Solano and I'm a member of
23 the University Settlement at 189 Allen Street and I'm
24 also a senior center, senior council for the center.

25 I'm here to ask for help, okay, maybe in
three issues. We have -- first issue is that we need

social workers at the center, we only have just one social worker for more than 10 seniors that come for help and by the time it's time to go home, half of those seniors haven't gotten the help that they need and they've gotta go back home without the help and it makes it very difficult for them to come back because some of them, they can't walk very well and they have disabilities in traveling and actually we hope that we could get more social workers at the center to get the help that they need.

The second issue is that we need vans to get the seniors from their homes to the center because without them they won't be able to get out and some seniors, they need to get out for a couple of hours to enjoy other companies around them. So we'd appreciate that if we could get some vans to get the service for them.

The other issue is that we can't be waiting on lists for meals; they keep telling us we have to wait to get the meals to the seniors at home; there are times that seniors can't cook for themselves and they don't have anybody to attend for them so they provide and they wait for those meals to come to their homes. But without those vans and

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3 those meals, we can't get to them, so I appreciate it
4 if you, you know, you would help in those issues on
5 us.

6 CHAIRPERSON CHIN: Thank you. I just
7 wanna make sure that you talk to the director that
8 runs the senior programs at University... [crosstalk]

9 GLADYS SOLANO: Oh yes, we... we...

10 CHAIRPERSON CHIN: and make sure that
11 they contact us directly...

12 GLADYS SOLANO: I will.

13 CHAIRPERSON CHIN: then we can work on,
14 in terms of the budget...

15 GLADYS SOLANO: Yeah.

16 CHAIRPERSON CHIN: especially for like
17 transportation or van; some of them might be capital
18 dollars, so... [interpose]

19 GLADYS SOLANO: We appreciate it very
20 much...

21 CHAIRPERSON CHIN: so definitely they
22 will help you reach out [sic]... [crosstalk]

23 GLADYS SOLANO: thank you.

24 CHAIRPERSON CHIN: But thank you for
25 being here.

GLADYS SOLANO: Thank you.

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3 CARL GOLDFARB: Yes. My name is Carl
4 Goldfarb; I have been tending University Settlement
5 senior center at 189 Allen Street for over two years
6 now; I am a volunteer there and I have been a Jazz
7 Volunteer for the last 15 years at Jazz at Lincoln
8 Center, Arts for Art Vision Festival and Greenwich
9 House Now.

10 As Max Roach once said, "We insist for
11 more funding" for the FY17 budget. Mayor de Blasio
12 has no additional funding planned in the Preliminary
13 Budget, as **[inaudible]** in the LiveOn NY sheet, except
14 for elder abuse and funding additional social workers
15 in senior centers. I would insist more funding for
16 meal reimbursement; giving senior citizens more funds
17 for meals means my fellow senior citizens and I can
18 continue to enjoy meals at our centers. Many of our
19 seniors have only **[inaudible]** meals at University
20 Settlement; they need better food, better appetites
21 and we know we want to improve all of this.

22 Finally, the additional funding for
23 social workers in our senior centers means we can
24 call to qualified professionals right here in our
25 community for help those people may need. We need
senior social workers to help people that don't have

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3 family nearby to help them out and they need to have
4 someone, just have someone to talk to and knowing
5 that we have someone to help them can really bring
6 peace of mind to their seniors.

7 I have been attended [sic] to Community
8 Board 3 members where I live; I wanna say that our
9 community has improved, but it had many problems over
10 the last 10 years. There are more students that are
11 nonresidents and many more bars with people that are
12 intoxicated and disturbing the neighborhood; it makes
13 it very hard for seniors to get around the senior
14 centers they need. I finally wanna say that as
15 Pharoah Sanders once said about 50 years ago, "The
16 creator has a master plan, peace and happiness for
17 every man throughout the lands." Thank you very
18 much.

19 CHAIRPERSON CHIN: Thank you Carl for
20 being here and thank you for your volunteer service
21 at the senior centers.

22 CAROLYN COWEN: Good afternoon. My name
23 is Carolyn Cowen and I'm a Policy Analyst at The
24 Federation of Protestant Welfare Agencies. I'd like
25 to thank the Council Chair Chin and the members of
the Committee on Aging for the opportunity to testify

3 today and your leadership on important issues
4 affecting older adults in New York City.

5 FPWA is an anti-poverty, policy and
6 advocacy organization, with a membership network of
7 nearly 200 human service and faith-based
8 organizations in New York City, FPWA strives to build
9 a city of equal opportunity that reduces poverty,
10 promotes upward mobility and creates shared
11 prosperity for all New Yorkers.

12 We urge the Council to invest in the
13 vital human service programs for older adults to
14 ensure that all aging New Yorkers have access to
15 opportunity and upward mobility.

16 New York City is home to 1.3 million
17 older adults over the age of 60; by the year 2030,
18 the estimated number of older adults is 1.8 million,
19 which would account for around 20 percent of the New
20 York City total population. As the older adult
21 population is increasing, so is the rate of older
22 adults living in or near the poverty level. In 2013,
23 for example, 20 percent of older adults in New York
24 City were living below the poverty line. FTWA's
25 recommendations not only seek to address the
immediate need that older adults face now, but also

work to support the shifting aging population through investing in future-facing infrastructure, services and programs. New York City can help begin this process with the following recommendations, which I'll outline: Restoring funding for case management to \$3 million; enhance funding for adult day services to \$2.3 million; enhancing funding for senior centers to \$8 million, and increasing funding for caregiver supports and respite by \$3 million; restore \$3 million in funding towards case management.

As the older adult population grows, so should services that provide comprehensive support. Case management services currently allow social workers to assess the safety and quality of an older adult's living; increased funds to \$3 million towards case management for older adults will enhance New York City's capacity to address a growing wait list and growing caseloads. These funds will promote seniors' ability to live in their communities rather than be placed in expensive and potentially isolating nursing homes.

Enhance funding for adult day services to \$2.3 million. Adult day services gives older adults with dementia, Alzheimer's or physical disabilities a

safe environment to interact with other older adults and their communities. In addition to the supportive, safe environment they provide for older adults themselves, they also provide respite and peace of mind to caregivers.

Enhance funding for senior centers to \$8 million. \$8 million should be included to enhance the availability of social work services and increase the number of culturally competent, skilled social workers in senior centers. This is a proactive measure for older adults to age successfully, as social workers are trained to intervene before a potential crisis can transpire, as well as to provide mental health services.

Lastly, increase funding for caregiver support and respite to \$3 million. Caregiving is an increasingly important topic, as adults in the prime of their careers, especially women, struggle to meet the needs of growing children and aging parents at the same time. By supporting caregivers with services such as respite care, support groups, homecare and others, we are supporting New York City's workforce as well as future growth.

3 We thank the Committee on Aging for the
4 opportunity to testify; we hope you will consider our
5 budget priorities and recommendations for older
6 adults during this year's budget negotiation process.
7 Thank you for your time.

8 CHAIRPERSON VALLONE: Well as you heard
9 by our questions of the Commissioner, we completely
10 agree with you, so thank you very much.

11 RENA RESNICK: Thank you, Chair Chin and
12 Council Member Vallone for inviting us to speak
13 today. My name is Rena Resnick and I'm from Met
14 Council on Jewish Poverty. Met Council supports and
15 champions seniors, families and adults living in
16 poverty and near poverty through a myriad of social
17 services. Particularly vulnerable are senior
18 immigrants whose median income is only about \$9,000
19 compared to \$18,000 for native-born seniors.
20 Although native-born seniors may have worked their
21 entire lives, they still may not have a deep enough
22 safety net and are unaware that they are qualified
23 government benefits. These challenges will only
24 increase as more seniors age, as has been discussed
25 earlier.

3 City Council is vital in enabling Met
4 Council to assist seniors and other vulnerable New
5 Yorkers. In addition to individual number items for
6 our food, social services and handyman programs, Met
7 Council is supported through the following City
8 Council initiatives:

9 ACES or Access to Crisis and Emergency
10 Services underwrites the cost of caseworkers who help
11 clients under threat of eviction or utility shut-off
12 and those who cannot pay their medical bills.

13 Handyman services or like we call Project
14 Metropair, provides free handyman services and home
15 repairs to low-income seniors, enabling low-income
16 adults to continue to live in their homes safely and
17 independently.

18 Continued funding for Holocaust Survivor
19 Initiative, which supports Met Council's fourth week
20 home-delivered meals which will purchase groceries
21 for survivors who are SNAP recipients during the
22 fourth week of each month.

23 Finally, ESP or Extended Services
24 Program, together with our local network of Jewish
25 Community Councils, are the frontline of defense for

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3 those in need and provide essential anti-poverty
4 services in all five boroughs.

5 In conclusion, Met Council cannot
6 continue providing vital social services to thousands
7 of needy senior New Yorkers each year without our
8 vital partnership with New York City Council. We
9 deeply value your leadership and look forward to
10 working together to help the needy throughout New
11 York City. Thank you.

12 CHAIRPERSON CHIN: Thank you all for
13 coming to testify today.

14 [background comments]

15 We're gonna call up the next panel --
16 Tanya Krupat from The Osborne Association Elder
17 Reentry Program; D. Alexandra Dyer, Healing Arts
18 Initiative; Linda Hoffman, New York Foundation;
19 Jackie **[inaudible]** -- if I mess up your name, please
20 correct me later -- Local 372 and Omar Bosher [sic],
21 Butcher [sic]... [background comments] Local 372. When
22 you identify yourself you can [background comments]
23 do it. Thank you.

24 [background comments]

25 JACKIE FEBRILLET: Good afternoon. Good
afternoon Chairwoman Chin and Councilman Vallone. My

name is Jackie Febrillet; I'm the Political Director for Local 372 and I wanna thank you for giving us the opportunity to testify. I'm here to provide testimony on behalf of Local 372 seniors who are part-time workers who represent about 9,413 seniors who were former DOE employees; we're talking about school crossing guards, school aides, school lunch workers, and currently we're facing a big situation with our seniors.

DC 37 and Local 372 has a severance-related fund which provides supplemental funding for prescription drugs for the retirees and for their spouses and their dependants; because of many factors, including the increased cost of prescription drugs, loss of jobs and increase in age of retirement, the fund has been depleted and we're not talking about well-to-do retirees here, we're talking about some of the lowest-paid Board of Education workers; these are the people that prepare the lunches for our kids in the schools; these are the people that cross our kids; these are the people that take care of our kids in the cafeterias and the yards to make sure that they are safe; these are the seniors that we're discussing; they're in senior

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3 housing; they're in NYCHA; they're struggling as it
4 is and because of several factors this fund has been
5 depleted and we're here to ask for assistance.

6 Currently the fund is in a \$6 million deficit, but

7 the 372, along with DC 37, is working on repleting

8 the fund; however, we need your assistance; we're

9 asking for a \$3 million budget line in order to

10 restore the safety net; if this safety net is not

11 restored -- currently the retirees who are not

12 eligible have to pay a \$55 COBRA payment; after July

13 or June there's a possibility that the COBRA payments

14 will increase to \$150 to \$200 a month. Now for such

15 low-paid retirees, this is detrimental. We're asking

16 the City Council and the Mayor to assist us with a

17 budget line of \$3 million to really assist to keep

18 this fund going. Again, we're talking about former

19 school aides, former school crossing guards and

20 school lunch workers, part-time employees, their

21 pension is very small; many rely on social security

22 and after spending so many times working for the

23 Department of Education and working to take care of

24 our most precious commodities, our children, it would

25 be detrimental if at the later years we cannot do

everything possible to make sure that as retired

3 individuals that they can afford the medicine that
4 they need. Thank you and I will let Omar Boucher
5 from my department also speak briefly on it.

6 OMAR BOUCHER: Thank you, Chairwoman Chin
7 and Councilman Vallone. My name is Omar Boucher and
8 as the Political and Legislative Coordinator for
9 Local 372, I must say that I am a senior myself and
10 so I can see the impact that is happening to our
11 members. These members are faced with an increase,
12 as my colleague says, in July, where their COBRA
13 payment for their spouse might quadruple and in such
14 a case this will affect their ability to feed
15 themselves as well as pay their rent, so we face a
16 dilemma. Our members have stepped up to the plate,
17 the present workers, by agreeing to increase their
18 contribution to the fund so that this would help to
19 bring it back to the level that will be able to
20 sustain our retirees. But one of the factors that
21 has caused the delay in being able to bring it up is
22 the fact that the City, which has an agreement with
23 the Local and DC 37, has not increased their
24 contributions since the 80s and that is -- I think
25 right now they're contributing 17 cents per hour. If
inflation is factored in, they're paying less than 5

3 cents towards this fund and there's no way, as my
4 colleague says, that the increase in prescription
5 drugs and the other medical benefits that our members
6 have to face each day, that they will be able to
7 cope, so we're asking for a \$3 million injection to
8 stabilize the fund so that we are able to restore the
9 spouses back to **[inaudible]**, as they deserve it; they
10 -- many of their members -- as a matter of fact, some
11 of our members are putting back retiring in order to
12 make sure that their spouse -- because if they're
13 working it doesn't affect them, it's only when they
14 retire, so they are now putting back -- they are 72,
15 73 and older; they still have to work because the
16 fund is not able to sustain their spouse. So we are
17 asking for your help and we ask that you consider --
18 I know this is not normal, but we are not facing a
19 normal situation. Thank you very much.

20 JACKIE FEBRILLET: Thank you.

21 [background comments]

22 TANYA KRUPAT: Thank you for the
23 opportunity to speak with you today. My name is
24 Tanya Krupat; I'm the Director of the Center for
25 Justice Policy and Practice at The Osborne
Association and I'm here today to speak with you

3 about the pressing and compelling needs of seniors
4 returning home prison to New York City and about a
5 promising program called the Elder Reentry Initiative
6 for which we are seeking City Council funding.

7 In 2014, Osborne issued a report called
8 "The High Cost of Low Risk: The Crisis of America's
9 Aging Prison Population," which documents this
10 crisis. Seniors are the fastest growing segment of
11 prisoners, yet the City's geriatric service providers
12 do not have adequate experience to meet the unique
13 needs of these seniors and criminal justice providers
14 offer few services for this population.

15 Each year some 1,500 men and women age 60
16 or over leave state prison and return to New York
17 City; these formerly incarcerated senior citizens are
18 at very low risk of recidivism but at very high risk
19 of falling through the cracks in our social safety
20 net. Elders released in New York City have distinct
21 and complex circumstances upon reentry, including
22 homelessness, unemployment, increased anxiety,
23 fragmented community and family ties, and chronic
24 medical conditions. To address these needs, The
25 Osborne Association piloted the Elder Reentry

Initiative last year with private funding from the
Florence V. Burden Foundation.

The Elder Reentry Initiative was
developed in partnership with many organizations and
experts and grew out of the work of the City's
Interdisciplinary Aging Reentry Task Force. The
Elder Reentry Initiative has an in-prison component
and a community component and I'd like to talk about
the community component for which we are seeking City
Council support in the amount of \$185,000 to provide
case management and discharge planning to the most
high-need returning seniors while also working to
build partnerships and build capacity among service
providers, including senior centers, medical
providers, nursing homes, and others.

Currently there are no specialized
services to meet the geriatric needs of this
population who also face employment discrimination,
trauma, stigma and isolation of a unique nature and
magnitude; Elder Reentry Initiative staff are
equipped to assess and assist with these numerous
challenges.

New York City has the unique opportunity
to set the standard for successful reintegration of

3 seniors by bringing together New York City senior
4 centers, nursing homes, assisted living providers,
5 doctors, and geriatric specialists. In our outreach
6 to senior centers we have been encouraged by the
7 positive response; many are aware of the toll that
8 high rates of incarceration have taken on their
9 communities and are also aware of grandparents
10 raising children whose parents are incarcerated.
11 Mass incarceration affects the senior population in
12 myriad; often invisible ways.

13 The pilot year of the program has proven
14 effective and we're pleased to share that it has the
15 support and approval of the New York City Department
16 for the Aging and both City and State Corrections
17 Departments. We have a moment in time to come
18 together and address this growing crisis.

19 I'll close by sharing Jerry's story,
20 which speaks to the needs and the possibilities.

21 Jerry enrolled in our Elder Reentry
22 Initiative three weeks before his release date at age
23 61 after serving 30 years in prison. He was
24 paralyzed with fear; he had no one to list as an
25 emergency contact, having told his family 30 years
ago to move on without him. He had worked as a cook

in the prison for over 10 years with a flawless disciplinary record, but he worried he'd never find a job with his criminal record; he had no place to live; he cried almost every time our staff met with him to develop a transition plan.

We worked with Jerry before and upon his release and helped him set up and learn to use a cell phone and MetroCard, as well as assisted him with housing, a job and healthcare. We are working to help him rebuild and reconnect with his family and navigate a world he left behind decades ago and which has changed so dramatically.

Thank you for consideration and support of those like Jerry who need assistance and deserve a chance to live out the remainder of their lives in the community as healthy and happily as possible. With the Council's support we hope to be able to make the Elder Reentry Initiative, take it to scale and to see New York City build a nationally replicable model for addressing this growing crisis. Thank you very much.

LINDA HOFFMAN: Good afternoon, Chairman Chin. Council Member Vallone, I feel I know in fact that I am preaching to the choir. Every year I'm

here on my knees begging for funding for a program that you all know about, you all support and we are all, from the Board of Directors, staff and all of our clients and caregivers and everyone in the city who we're serving by our citywide home sharing and respite care program; we really really appreciate your support.

I don't even know that I have to get into great detail because you all know that home sharing really assists people who are over the age of 60, at least one of them, to find an appropriate, compatible share mate for their home as an affordable housing option. When it is so difficult to get housing in the City of New York, here we are saving homes, saving people from homelessness, moving people from homelessness into home sharing situations.

The other component of this program is respite care and I heard Bobbie Sackman talking about not having respite care in New York City and I was surprised because I thought she did know about our respite care program, which is providing short-term in-home care for frail elderly through certified home attendants at \$9.00 an hour, when all of these for-profit agencies are providing this care for \$18.75 to

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3 \$22.00 an hour; it's providing care for frail elderly
4 and hundreds of them each year citywide, as well as
5 thousands of their caregivers and loved ones to be
6 able to take breaks so that these caregivers can
7 continue to take care of them and prevent them from
8 premature institutionalization.

9 So our program is really saving funding
10 and Medicaid spending for the city and the state and
11 last year, during last fiscal year, we've done an
12 analysis that shows we saved \$39 million by keeping
13 people in their own homes, moving people out of
14 homeless shelters, preventing institutionalization
15 and preventing unnecessary Medicaid home care for
16 those in this particular two-pronged program, the
17 only one of its type in the City of New York.

18 We are asking again to please, please,
19 please provide us with individual funding, delegation
20 funding in the boroughs and support as you've done,
21 both of you have done, actually, in our request for
22 funding from The Speaker. We're again very, very
23 grateful to each of you for your ongoing support; we
24 invite you on March 15th -- it won't be bad Ides of
25 March, it will be the good Ides of March; we will
have an annual home sharing and respite care program

2 meeting, planning meeting that we will hold at
3 noontime at 11 Park Place in our offices and we
4 invite you and other members of the committee to
5 please join us and/or your representatives; we're
6 right around the corner from City Hall. Thank you so
7 much for your ongoing support.

8 CHAIRPERSON VALLONE: Did you actually
9 put your title and name on the record? We know who
10 you... [interpose]

11 LINDA HOFFMAN: I'm Linda Hoffman; I am
12 President of New York Foundation for Senior Citizens.

13 CHAIRPERSON VALLONE: See, now the world
14 knows what we know, which is good. Thank you very
15 much.

16 LINDA HOFFMAN: Thank you.

17 CHAIRPERSON CHIN: Thank you. I think
18 Linda, part of your testimony you talked about how
19 much money you're helping the City save; I think
20 that's something that -- you know, we wanted to be
21 able to do that, you know all the senior center
22 programs and senior services, you know by keeping our
23 seniors healthy and strong and happy, ultimately
24 we're saving taxpayers dollars in the long run...

25 LINDA HOFFMAN: That's right.

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2 CHAIRPERSON CHIN: so you know, please
3 share that information with us.

4 CHAIRPERSON VALLONE: And Tanya, thank
5 you for the information on the reentry program for
6 the pilot program, that was very eye-opening, so
7 thank you.

8 TANYA KRUPAT: Thank you and I did wanna
9 add; we've connected with five senior centers in the
10 Bronx, five in Manhattan, including the Mott Street
11 Senior Center in Council Member Chin's district, five
12 in Brooklyn, and three in Queens and we're working on
13 Queens to increase... [crosstalk]

14 CHAIRPERSON VALLONE: And we're always
15 fighting for our DC 30s [sic]. [background comments]

16 CHAIRPERSON CHIN: Great. Thank you for
17 being here today.

18 LINDA HOFFMAN: Thank you.

19 CHAIRPERSON CHIN: We're calling up the
20 next panel -- Jo-Ann Yoo from Asian American
21 Federation; Susan Choy [sp?], Japanese American
22 Association of New York; from India House -- gotta
23 help me with your pronunciation -- Lakshman...
24 [background comments] I couldn't do that last name
25 though. Well he'll identify himself.

3 [background comments]

4 JO-ANN YOO: Good afternoon, thank you,
5 Chairwoman Chin and the members of the Committee on
6 Aging for convening this important hearing. Usually
7 Howard does the duties, but he's at home with a sick
8 child. I... [interpose]

9 CHAIRPERSON VALLONE: Introduce yourself...

10 JO-ANN YOO: Sorry. My name is Jo-Ann
11 Yoo; I'm the Executive Director of the Asian American
12 Federation; we work with over 60 nonprofit
13 organizations that serve the Asian American community
14 and of those 60, there are about 10 groups that serve
15 seniors specifically.

16 As some of you -- I'm sure both of you
17 know because you have been huge champions of our
18 community -- from 2010-2014 the Asian senior
19 population grew at an annual average rate of 6.6
20 percent compared to the 2.5 percent of the overall
21 senior population; over 134,000 Asian seniors reside
22 in the five boroughs. Our recent analysis of the
23 Asian population in each of the 51 City Council
24 Districts shows that Asians represent at least 10
25 percent of the populations in at least half the City
Council Districts. Some of our seniors are some of

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2 the poorest seniors and Council Member Vallone, you
3 talked about sprinkling pennies and I will tell you
4 how true that is for our community because according
5 to our social services report, all the City funding
6 from 2002-2014, of the 5,000 DFTA contacts totaling
7 \$2.5 billion, the social services organizations that
8 serve the Asian American community received 189
9 contracts, totaling \$81 million; this in short, the
10 Asian Community share was 2.7 percent of the total
11 contract dollars. We talked earlier about -- I know
12 there have been speakers, colleagues that talk about
13 the low-paying -- the pay disparities, the lack of
14 innovation because of that, but I will tell you that
15 with my member agencies and the groups that serve
16 seniors that's not the case actually; despite the
17 fact that there's turnover, I think they constantly
18 do an amazing job, they create amazing innovation;
19 they continue to serve their seniors; every program
20 that they have -- senior services programs, senior
21 meal programs -- I think those programs are vital
22 services for our seniors and they operate at a loss
23 but they know that they can't continue, because
24 without that, where would the seniors be?

25

3 Some of our recommendations, we request
4 the protection of the subcontractors be put in place;
5 I know that we have talked to both of you before
6 about this, that Asian American -- for instance,
7 Asian homebound meals, nobody has a direct contract,
8 so they're getting cut when the main agency gets cut
9 and so you know that's why they're operating at a
10 loss; we're asking for, as new housing gets built --
11 I know that affordable housing's a hot topic in the
12 city right now; we ask that when we do talk about
13 affordable housing we talk about senior housing; we
14 need to talk about community spaces that could
15 potentially be senior centers; seniors are spread all
16 throughout the five boroughs and we need to figure
17 out how do we create spaces for them. We -- sorry,
18 [background comment] We wanna thank you for the past
19 couple years that you've been such wonderful
20 champions, making sure that there's more money for
21 senior programs; I know that one of our member
22 agencies Kopo [sp?] has been able to open the very
23 first halal meal center in the city; this year we're
24 looking at India Home, next thing; they do an amazing
25 program, but they don't have a center, so their
program is basically nomadic, so they go where they

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3 can and that is a travesty to the community; you have
4 to think about, you know how do you deliver
5 consistent programming if there isn't a site. So we
6 need to think about creatively how do you make
7 capital funding available to these groups. You know
8 from what I understand with the budget experts, they
9 say you can't apply for capital funding unless you
10 have all the money and there are still a few Asian
11 agencies that can't even apply, so we need to figure
12 out how do we make some of those changes. With that
13 I will stop and thank you for this opportunity.

14 LAKSHMAN KALASAPUDI: Hello. My name is
15 Lakshman Kalasapudi; I am Program Manager at India
16 Home; thank you Councilwoman Chin and Council Member
17 Vallone for giving me the opportunity to testify.

18 I was here last week and India Home, as
19 you know, is a nonprofit that serves South Asian
20 seniors around Queens with senior center programs,
21 recreational activities and advocacy efforts, thanks
22 to people like Jo-Ann Yoo and the Asian American
23 Federation.

24 So we definitely thank Councilwoman Chin
25 for the immigrant senior centers initiative that
helped us and Kopo, Homecrest and so many other

smaller innovations and really, as I mentioned last week, it's been the first year that we've been fairly adequately funded, but just as we have been adequately funded, we keep getting requests from the Afghani community, the Indo-Caribbean community and smaller South Asian communities that aren't even really covered in any kind of census profile or data that any of our advocate groups put out. So we've really only touched the brink of the iceberg. India Home does do innovative services, like Jo-Ann mentioned; we give meals according to the **[inaudible]** dietary restrictions, vegetarian dietary restrictions and halal dietary restrictions, which I think it's hard enough to get a local senior center to do more than one dietary restriction; we're doing three every week and we provide a lot of services that aren't in the Mayor's budget for FY 2017, like ESL classes, citizenship classes, connecting our seniors to legal services and like a lot of the larger agencies say that their seniors expect their senior centers to be a one-stop shop and we are very much ready to provide these services, but there is not enough funding for social workers, there is not enough funding for staff and that's a huge unmet need; in fact, earlier when

we were talking about SNAP enrollment and how it's underenrolled in elderly, per Jo-Ann's numbers, one-third of **[inaudible]** seniors are in poverty and that's to say nothing of Indo-Caribbean seniors and other smaller groups. And so you know there's underenrollment because there's not enough social workers to enroll our seniors into these programs and so you really have to invest in where the demographics are changing.

And so we wanna thank you for all your hard work that you've done already; we're trying to provide transportation in Eastern Queens; Council Member Vallone, you would appreciate this. We did do a community-funded transportation program throughout Queens, but particularly was most useful for the Bellerose neighborhood and Glen Oaks neighborhood, but we had to cut it because we were getting no funding at all for that program and right now we're only able to fund through discretionary funding salaries and meals programs, and we serve 400 meals a week, at least.

So these are really huge needs for our community; a lot of our seniors, they try to use Access-A-Ride, other public transportation systems

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2 and it just doesn't get them to the senior centers;
3 service is very spotty or they have to go through
4 these Medicaid-funded transportation programs that
5 are again very spotty and... [crosstalk]

6 CHAIRPERSON VALLONE: How were you
7 providing the transportation before it was...

8 LAKSHMAN KALASAPUDI: We used to... So we
9 got a bus from a private donor back in 2008 and that
10 was really kind of the first leg up for India Home
11 and we just -- it was community donations; it was all
12 individual contributions. And then in 2014 we were
13 looking at our books and we really ran into huge
14 losses and we had to cut it; it was... [crosstalk]

15 CHAIRPERSON VALLONE: So it was your own
16 bus, contract... [crosstalk]

17 LAKSHMAN KALASAPUDI: It was our own... It
18 is... it still is our own bus and we applied for
19 capital funding in 2013 and we're getting a second
20 bus finally, but we have absolutely no expense money
21 to operate them and so... [crosstalk]

22 CHAIRPERSON VALLONE: We're trying to
23 create -- Margaret and I were talking about some type
24 of separate fund to allow each of the groups to have
25

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2 their own individual transportation needs met, since
3 they have the best way to ascertain...

4 LAKSHMAN KALASAPUDI: Yeah.

5 CHAIRPERSON VALLONE: the best way to do
6 that instead of using one of the providers, so..
7 [interpose]

8 LAKSHMAN KALASAPUDI: And just as an
9 anecdote, to our predominantly Bangladeshi, Bengali-
10 speaking center in Jamaica, we get seniors from
11 Cypress Hills, Brooklyn, Westbury, Long Island,
12 Flushing, Queens; I even heard of one or two times
13 they came from the Bronx. So we have that draw that,
14 you know, even if you're in a neighborhood like
15 Cypress Hills, if you don't have the culturally-
16 appropriate [bell] senior center, it just doesn't
17 work out. So thank you so much and we really do need
18 all your help. Thank you.

19 CHAIRPERSON VALLONE: Well here was an
20 example; we ran into an elected official from Nassau
21 County that had created a fund to subsidize and pay
22 for all senior rides, whether it was a green car, an
23 Uber, it didn't matter, but to have all rides
24 subsidized and paid for from that fund so that
25 seniors [inaudible] and it was a tremendous success

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2 and now that program is being looked at nationwide as
3 a transportation alternative to my favorite,
4 Access-A-Ride, that I always blast, and not a senior
5 on the planet is happy with it, so gotta start
6 thinking out of the box; gotta start finding ways --
7 if all this money's going and we're still not
8 creating a property transportation alternative,
9 especially in Queens, 'cause they're trapped, we have
10 to do it this way, so I'm open to any way to do it.

11 LAKSHMAN KALASAPUDI: Thank you.

12 CHAIRPERSON CHIN: Well thank you; I'm
13 glad to see you back from last week; sorry for it
14 [sic] to be at these budget hearings, so we will be
15 working together. Thank you.

16 LAKSHMAN KALASAPUDI: Thank you.

17 JO-ANN YOO: Thank you.

18 CHAIRPERSON CHIN: Next is Jennifer
19 Lynch; Sonia Wincerin [sp?] and Mohamed Razi [sp?].
20 [background comments]

21 MALE VOICE: 'Kay. Thank you, thank you
22 Council Member Vallone and Chairman Chin. So real
23 quickly, as I mentioned at the last testimony, so we
24 are the first halal-serving center in Brooklyn for
25 the South Asian/Muslim community; we do provide

multiple service, including the transportation and actually we welcome the idea that you're putting that into a separate budget. Most importantly, as Jo-Ann mentioned and others have mentioned, you know the Asian population represents 15 percent of the city or more; however, we only received 2.7 percent of the resources and the South Asian/Arab/Muslim community that we serve, we get .0000001 percent. It is a community that is growing and you know, we are thankful for, again, the initiative that you place with DFTA and were able to support us for the first time; we received not \$10,000, but we received \$75,000 and because of that, actually our senior center expanded tremendously because all the people that we were serving. We were supposed to serve only about 5,000 meals, but because of the people, when they found out, we're ending up serving almost 11,000 meals and we are really having our board members' and others' private donations trying to help us and it's working out very well.

One of the most important things we wanna talk about and I mentioned before, is many large groups and organizations, senior centers claim that they are servicing our community; whether it's the

South Asian/Muslim community or whether it's the Latino or other community groups and that they are the experts at it; I'm pretty sure they are, god bless them, but however, you don't need to have a medical degree; we are not performing heart surgery. This is the key -- the services that we would like to provide we would like to be given a chance also to provide those services to our community. Yes, our community members have different cultural aspects and we are familiar with it and I'm sure other groups, they are familiar with their cultural aspects and I do feel that the smaller Neighborhood NORCs might be a good way to go and we do definitely support that. In addition to that, we would like to request further services, resources, you know not to be .0001 percent of the budget line; the diversity of our city cannot be represented by one large group, it's not possible, it's not a melting pot anymore, it's a salad bowl, every community has their differences and their cultures and they are keeping their cultures.

Current large contracts which are already in place, we would request, again, as others have mentioned, the contracts to have initiatives where policy and procedures so if there are budget cuts,

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3 the subcontractors who are receiving \$5,000 or
4 \$10,000 aren't the first ones to go or let go.
5 Contracts we're requesting to be smaller; we request
6 that we have a fair share as other groups resources
7 for our communities and most importantly, let us
8 serve our community. Thank you.

9 SUSAN CHOY: Good afternoon City
10 Committees. My name is Susan Choy; I'm a volunteer
11 and she is with Miss Sonia Vaserina [sp?], Assistant
12 Director from KASCS Senior Center. We are
13 representing Korean senior center; it's an acronym
14 for Korean American Senior Citizens Society of
15 Greater New York.

16 First of all, we would like to thank you
17 so much for your incredible care and hard work for
18 all our seniors regardless of races and regions
19 throughout the whole senior community in general.
20 Thank you again and thank you for giving us this
21 opportunity to participate in FY17 Preliminary Budget
22 Hearing.

23 And just letting you know, we were... this
24 is like the first time attending this budget hearing
25 and so we weren't informed of the procedure, so we
couldn't make plenty of copies for all of you, so if

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3 you'll allow us, for the public record, we can send
4 out by the e-mail, you know, as they gave us the e-
5 mail address, we'll definitely give it out to you for
6 the public record again.

7 Okay. And on behalf of our president,
8 Mr. Peter [inaudible] and I'm just gonna read from
9 the statement. Don't worry; it'll be within like two
10 minutes.

11 Okay. Again, we are from Korean American
12 Senior Citizens Society of Greater New York or you
13 may simply call KASCS. Our office is located in
14 Queens, New York but we have registered members from
15 all over the New York area. Basically we would like
16 to bring to your attention one of the main points and
17 ask for your kind support and assistance.

18 First, within just about a year of 2015
19 we had about 300 newly registered members to our
20 center for 20 various activity programs, for example,
21 of arts and crafts therapy, citizenship and English;
22 we also have breakfast-lunch meal programs and
23 additional social services from many volunteers. We
24 have more than about 100-150 servings of congregated
25 meals prepared daily at minimum charges; I mean, we
did complete the discretionary award in February 16

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3 [sic] for Fiscal Year 2017; however, we still feel
4 that we need more than what we originally stated,
5 since we are receiving a higher demand to develop
6 with our meal programs in our center. So originally,
7 before we moved to a larger location in April of 2015
8 we didn't have to worry about requesting funds, but
9 now, with better setting of kitchen and cafeteria in
10 new location, we're starting to face hardship without
11 any funds and support. And for lunch, just to let
12 you know, we make mostly Korean food with guaranteed
13 nutrition, fresh and warm, delivered to all our
14 members and furthermore, we would like to develop our
15 meal plans to give them more choices, therefore, we
16 wanna request you to consider supporting us with more
17 funding, please.

18 And in conclusion, please again consider
19 with our KASCS center, acronym for Korean American
20 Senior Citizens Society of Greater New York. I have
21 to repeat this many times because now there's a
22 growing number of Korean senior citizens and we have
23 to be unique and since it's establishment in 1976,
24 celebrating its 40th anniversary this year and in
25 addition, we are planning to expand our mental health
workshop and seminars, delivering awareness to our

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2 senior members and not only that, we're also opening
3 up another citizenship class on Saturdays to mend
4 [sic] our senior members' request and once again, we
5 highly appreciate for your attention and in the
6 meantime, we will continuously seek to reach out to
7 our Korean senior citizens to stimulate and encourage
8 them for a better of quality of life in New York and
9 thank you very much.

10 SONIA VASERINA: What Sue explained about
11 our lunch program, I have a copy of what we did last
12 year and this is only from April-December. Our meal
13 allowance that the senior provide was \$22,235.60;
14 food that we get for the meals was \$30,844; salaries
15 and gas equated to \$37,800. So we are like short
16 \$51,400 for last year and we didn't include all of
17 last year. So we need money desperately.

18 CHAIRPERSON CHIN: Well thank you for
19 testifying. One question is that; are you... do you
20 have a contract with DFTA for your center?

21 SONIA VASERINA: Yes we do. We did
22 Fiscal 2017 and I didn't put enough money for meals,
23 'cause we have like 100-150 people that we provide
24 meals daily; that's like 700... you know, almost 550 a
25 week.

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2 CHAIRPERSON CHIN: So I guess -- have you
3 alerted DFTA in terms of the over-served meals that's
4 happening in your center? 'Cause sometimes they have
5 funding that might be able to help... [crosstalk]

6 SONIA VASERINA: Yeah, but you know what
7 it is; we don't... you know this is all new to us,
8 because we never really had funds except for
9 discretionary funds and it's all new to us; we don't
10 know where to go. I've gone and did grants galore
11 and it's slim pickings.

12 CHAIRPERSON CHIN: Well we will follow up
13 with you to make sure that we connect you with DFTA
14 so that they can provide the support and oversight,
15 'kay.

16 SONIA VASERINA: Yeah. Thank you.

17 CHAIRPERSON CHIN: Thank you for being
18 here today.

19 SONIA VASERINA: Okay. Thank you.

20 CHAIRPERSON CHIN: Okay, this is our last
21 panel, but if anyone else wants to testify, please
22 fill out a form. We have Cynthia Maurer of Visiting
23 Neighbors; Debbie Quinones, Community Board;
24 Constance... Constance Little [sic] and Rosa
25 Concepcion.

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3 DEBORAH QUINONES: Good afternoon. My
4 name is Deborah Quinones and I'm the Vice Chair of
5 Community Board 11 up in East Harlem, District 8; I'm
6 also the Chair of the Health and Human Services
7 Senior Citizen Immigration, Mental Health and Seniors
8 -- it's all in one shot. I apologize that I do not
9 have anything written; I work at 90 Church Street and
10 I just saw an important need to pass by and
11 demonstrate a concern that we have as a health
12 committee on the issues that impact senior citizens,
13 especially in our community in East Harlem.

14 We have a significant population in East
15 Harlem that live under the poverty level; as you
16 know, we've gone through a major East Harlem planning
17 session, so we have a lot of that information
18 available to us and the things that we're trying to
19 do at the Community Board is to have dialogues that
20 we keep things present and we stay connected and what
21 we found in the Preliminary Budget discussion was
22 that senior citizen issues were like down at 57, 58
23 and we felt that after significant discussion that
24 the issues that we're concerned about are the mental
25 health of senior citizens, the issue of HIV and
infection with senior citizens, as well as meals on

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3 wheels and access to that. We're concerned about the
4 fact that while East Harlem is an age-appropriate
5 district, that we felt that there should be more done
6 to implement those plans. We find that there are a
7 lot of reports and a lot of recommendations, but we
8 don't see them coming to light; instead they end up
9 on shelves. So we'd like to try and work a little
10 bit better with you through the Community Board,
11 through partnership and we just are trying to move
12 forward with bringing more participation here at City
13 Hall, so I just wanted to take a minute to thank you
14 for all the work that you do, invite you to come to
15 our committee, help us navigate through the waters of
16 DFTA and all the other amazing agencies that serve
17 senior citizens and how we can try and move forward to
18 communicate those issues because we have significant
19 immigrants that are seniors, we have issues with
20 mental health; we have issues that are in NYCHA
21 where, as you know, NYCHA has significant problems
22 with repairs, but we don't have a lot of advocates,
23 because they're so busy working so hard that they
24 don't have the time to be at events like this and I
25 just thought that it was important to share our

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3 concerns, our work and extend an invitation to you to
4 help work with us. Thank you.

5 CHAIRPERSON CHIN: We appreciate you
6 being here. Thank you.

7 DEBORAH QUINONES: Thank you so much. So
8 now I have to get back to work.

9 ROSA CONCEPCION: Good afternoon. I
10 wanna thank Chair Margaret Chin and the Aging
11 Committee members for considering this testimony,
12 supporting Communities for Healthy Food's request for
13 the City Council citywide discretionary fund. As
14 Bonnie Nesbitt spoke a little earlier from LISC,
15 we're asking for \$1.3 million as a whole;
16 individually we're asking for \$250,000.

17 My name is Rosa Concepcion and I am the
18 Communities for Healthy Food advocate in West Harlem,
19 one of the groups that she had mentioned earlier and
20 I am here today testifying for the whole group, but
21 mainly on behalf of West Harlem.

22 West Harlem Group Assistance is a
23 community-based development corporation established
24 45 years ago and works to revitalize the
25 underinvested West and Central Harlem communities
riddled with dilapidated and abandoned buildings.

In 2014, with the support of LISC New York City, WHGA developed a vacant storefront on Lenox Avenue, between 141st and 42nd and we are now the Communities for Healthy Food hub in West Harlem and we serve as a portal to improve access to healthy food and advance educational prospects related to health and nutrition. Today the hub offers a variety of food resources for West Harlem residents, including our client Choice Pantry, cooking demonstration, nutrition education workshops and affordable community-supported agriculture farm share, assistance with food stamp enrollment and recertification, as well as information on how to find neighborhood resources for eating healthier on a budget, because that is a big problem with our community.

This program is dedicated to engaging youth, families and seniors with WHGA; it started with our WHGA portfolio, but we have expanded to everyone in the neighborhood; we thought that maybe it would just pinpoint those in the portfolio, but we have people coming from the Bronx, Queens, Brooklyn, everywhere to find help, because help is needed.

3 Communities for Healthy Food is an
4 innovative approach to expand access to affordable
5 healthy food in the four economically-challenged
6 communities that Bonnie mentioned earlier, which is
7 Cypress Hills in Brooklyn, New Settlement Apartments
8 in the Bronx, Northeast Brooklyn Housing Development
9 in Bedford-Stuyvesant, and of course ourselves in
West Harlem.

10 Since we began in 2014 in that vacant
11 storefront, we've been able to offer the nutrition
12 education things that I mentioned above, but also
13 free tax preparation services, farmers market walks;
14 we're getting our elderly -- we've giving them
15 incentives to come out, we do long walks with them,
16 we talk about nutrition, get them out and active; we
17 do yoga on-site; for those who can't do yoga on mats,
18 our instructor does chair yoga for those who can't do
19 everything that we all do; housing and SCRIE
20 referrals are also done; health screenings and
21 medical insurance information is provided, in
22 partnership with Food Bank for New York City's TEN
23 program, which is the Tiered Engagement Network.

24 Since the beginning, 2014, West Harlem
25 Group Assistance has been able to enroll 1,500

3 families in our food pantry; of that, 30 percent are
4 seniors. We've been able to distribute 120,000
5 pounds of food, which 20,000 pounds are fresh
6 produce, which is very important because 19 percent
7 of West Harlem reports not having any fruit or
8 vegetable daily, so that's our big draw when we get
9 people in the fresh foods and we do have people who
10 will not take any canned items and will come for the
11 fresh foods and meat and the eggs; they love it, and
12 we would love to be able to provide that more
13 frequently.

14 When thinking about ways to better serve
15 our communities we keep in mind that approximately
16 204,000 New York City seniors rely on soup kitchens
17 and pantries and like I said, in West Harlem we have
18 30 percent. We do offer our client, Choice Pantry
19 and we've been able to create senior hours so our
20 seniors are not standing in long lines with the rest
21 of the community, they come at separate hours; they
22 are catered to; they have choices, we keep things on
23 the side for them, so if we have milk and it's
24 running out, we make sure we keep milk for the
25 seniors; if we have a limited amount of eggs, we make
sure we keep them for the seniors; anything that's

3 reduced -- sugar, low-sodium, we make sure that we
4 keep for our seniors and it's hard to purchase those
5 things and they're very hard to come about donated,
6 so we're asking for more funding so we can do that
7 for them.

8 In our food and secure communities, our
9 seniors are at high risk of chronic health
10 conditions; 60 percent are likely to experience
11 depression; I mean I have two seniors who live next
12 door and they spend all day in my office, 9-5, just
13 listen to me, they [inaudible] they bring lunch and
14 they eat in the office; they live by themselves and
15 we would love to be able to partner with community
16 organizations that have maybe youth so we can do some
17 intergenerational [bell] programming. So thanks
18 again for listening; again, we're asking for
19 \$250,000, an increase from \$125,000 we received last
20 year in order to help our seniors.

21 CHAIRPERSON VALLONE: Well you heard us
22 before; we are extremely interested..

23 ROSA CONCEPCION: Yes.

24 CHAIRPERSON VALLONE: and we want to find
25 how we can grow and expand this concept to the other
five boroughs.

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2 ROSA CONCEPCION: Yes.

3 CHAIRPERSON VALLONE: So we need your
4 help on how to put that plan together. Is there
5 anyone else doing it in the other boroughs that you
6 are aware of?

7 ROSA CONCEPCION: Not that we're aware
8 of; we worked in those four -- LISC is trying to
9 bring on Hunts Point and Far Rockaway, so this is
10 kind of like a testing the waters and see if we
11 worked out and we did, so now we're all trying to
12 grow and you know, partner with any programs that we
13 have in their neighborhoods so that we can expand the
14 services. And it's kind of working, we've got people
15 who come through the door interested and find out
16 what we're doing and how we're doing it...

17 CHAIRPERSON VALLONE: Well we're
18 definitely interested, so...

19 ROSA CONCEPCION: Okay, so I will
20 definitely **[inaudible]**.

21 CHAIRPERSON VALLONE: Go ahead.

22 DR. CYNTHIA MAURER: I'm in, huh?

23 CHAIRPERSON VALLONE: You're in.

24 ROSA CONCEPCION: Yeah.
25

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2 SENIOR CENTERS 190

3 CYNTHIA MAURER: My name is Cynthia

4 Maurer, uh actually, just call me Cynthia...

5 [interpose]

6 CHAIRPERSON VALLONE: Is your mic on,
7 Cynthia?

8 CYNTHIA MAURER: **[inaudible]**... Okay.

9 CHAIRPERSON VALLONE: Now, yeah.

10 CYNTHIA MAURER: My name is Dr. Cynthia

11 Maurer; I'm with Visiting Neighbors and we're an

12 agency here representing the oldest old. I mean we

13 work with everyone from 60 to 106 is our eldest,

14 though 70 percent of our clients are over the age of

15 85, which we define as the oldest old.

16 Our populations are the people who are

17 not going to go to the senior centers, they're not

18 able to go to the senior centers and the ones that

19 do, the youngsters; we take them to the senior

20 centers. Many years ago, back in 2010, we were cut

21 from DFTA's budget as not a core service, when we

22 provide elder abuse prevention, Safe City Safe

23 Streets, Friendly Visiting, which is a misnomer by

24 the way, and we know you get it and we need you to

25 get other people to get it because our volunteers are

eyes and ears for us to be able to watch our seniors

3 in the community, they are there to be a support --
4 anything a friend does is what our volunteers do; a
5 lot of people don't understand how anyone can be all
6 alone in a city like New York and we see over 1,000
7 people a year that are, have absolutely no one.

8 In terms of cost-effectiveness, three
9 seniors in a nursing home would pay for our entire
10 program, so it just doesn't even make sense that we
11 were cut from the core funding, because when case
12 management, which is important, but when they go in
13 they do their assessment, they leave and who do you
14 think they refer to; us, and we're the ones who are
15 going in there on a regular basis; visiting nurse
16 too, they go in initially; maybe they'll do three
17 visits, if you're lucky; our volunteers will go to
18 seniors when they're in the hospital to make sure
19 that medical staff pay attention, because seniors are
20 often ignored, as you guys know and when having
21 somebody watching makes a big difference. When a
22 senior comes home; what do you need; what do you need
23 to get you through. Safe Streets pedestrian traffic
24 -- not only are bikes an issue, but people on their
25 cell phone; we're getting more instances of people
not paying attention 'cause they're walking and

1 talking on the darn cell phone; cracks in the
2 sidewalk, changes in lights; getting people to do
3 their shopping. Our program is threefold -- keep
4 people home as long as possible, keeping them out of
5 the nursing home through our support services of shop
6 and escort; also it's tapping into the soul and what
7 we mean; the spirit of the person and that is often
8 neglected too. The concept of having someone have a
9 birthday at 100 -- by the way, we've got 10 this year
10 -- that we can say or have some school children go
11 over with Valentine's cards or birthday cards and say
12 happy birthday when their list of family and friends
13 has been written off 'cause everyone's passed. We
14 had a 93-year-old the other day who says, "I need to
15 find a new dentist; where do I find one, 'cause he
16 died?" So this is hard when people are alone and
17 don't have those connections and we have these
18 support systems. Now we are thankful to the Council
19 because we lost our funding from DFTA and we didn't
20 just take a cut, we took a complete elimination from
21 our services. When we did that, it was discretionary
22 funds and the good support of a lot of good people
23 that kept us going because our people had nowhere
24 else to go. We are thankful to Margaret Chin for
25

being our champion because we'd have no home, but our determined staff was living in a closet before we -- literally, 200-square-foot closet -- and literally, before we found a space when we had to downsize dramatically. We are determined to stay here for our people; we are gonna advocate and the third piece is that we are promoting volunteerism 'cause we think volunteers are the heart and soul of our city and we're about representing the best of New York and we're about the age-friendly New York that we're supposed to set an example for, so support programs like us; don't dismiss friendly visiting; help us get back into DFTA's sense of services because we are there to do all the preventative work and keep people from doing that rotation in and out of the hospital, which costs the City a lot of money and gives ratings of the hospitals a bad -- you know, it affects them too. So we do all this stuff and yet we're the unsung heroes, our volunteers are amazing, but without your discretionary funds we wouldn't be here and we need to be here and keep our doors open.

CHAIRPERSON VALLONE: Hear, hear to Margaret Chin. So how many visiting neighbor volunteers are there?

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3 CYNTHIA MAURER: We have 400 volunteers.

4 CHAIRPERSON VALLONE: And where are they
5 located?

6 CYNTHIA MAURER: We are in Lower
7 Manhattan; for us that's 30th Street, river to river;
8 we cover Community Boards 1-6; we also have a program
9 in Forest Hills, Queens because the Borough President
there really supports us.

10 CHAIRPERSON VALLONE: Is it something
11 that can be expanded if other Council Members...
12 [interpose]

13 CYNTHIA MAURER: If... If we had money;
14 we've gotten cuts and cuts and cuts... [crosstalk]

15 CHAIRPERSON VALLONE: Sounds like my
16 house; my... [crosstalk]

17 CYNTHIA MAURER: Yes. Yes, absolutely.
18 This is a concept that could be easily implemented.

19 CHAIRPERSON VALLONE: Before DFTA cut the
20 programming, how many volunteers were there?

21 CYNTHIA MAURER: We had 600 volunteers,
22 but we also had other services as well; we had entire
23 intergenerational program; we were the largest
24 intergenerational program -- the second largest
25 intergenerational program in the city. We had 120

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3 students in a given year from the inner city schools
4 that were working with our seniors; in exchange for
5 doing shopping the seniors would help them with their
6 homework; obviously these were seniors that were
7 able, we have a lot of retired school teachers and it
8 was wonderful, it was a win-win; a lot of these kids
9 were neglected at home, they were in families that
10 were having issues and these kids not only stayed in
11 school; we had a success rate of literally 95 percent
12 that went on to college and many of them that was
13 first generation going to college, and it got
14 completely cut. We don't... [interpose]

15 CHAIRPERSON VALLONE: So once again, we
16 are interested. I see that we saved the best for
17 last with the two of you up here, so we're very
18 excited about... [background comments] both of...
19 [crosstalk]

20 CYNTHIA MAURER: and also caregiving
21 support. We are doing this without funding for it
22 and we are -- when we say caregiving, we're not
23 referring necessarily to the respite, as many others
24 refer to it when they usually say caregiving, it's
25 kind of synonymous with that; we're referring to when
a senior goes into a hospital and a parent has to

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3 deal with an emergency room, how do you negotiate the
4 emergency room situation...

5 CHAIRPERSON VALLONE: Alright, so breathe
6 for a second... I know... [interpose]

7 CYNTHIA MAURER: Yes, I'm sorry, it's...
8 I'm trying to get it all in.

9 CHAIRPERSON VALLONE: breathe in and out...
10 we hear you; you don't have to sell us, we're
11 excited. So the other thing you mentioned real quick
12 was the... being the eyes and the ears... [crosstalk]

13 CYNTHIA MAURER: Yeah.

14 CHAIRPERSON VALLONE: where APS and case
15 management often fail...

16 CYNTHIA MAURER: Yes.

17 CHAIRPERSON VALLONE: so give me a quick
18 scenario of what happens when one of your volunteers
19 goes into an apartment, a home, a co-op, or condo and
20 finds a senior who is not doing well.

21 CYNTHIA MAURER: We had a -- here's a
22 perfect example; we had a young lady actually, she
23 was only 19, and she noticed that a senior who she
24 was friendly visiting with was all of a sudden sort
25 of deteriorating, not doing very well who always kept
an immaculate home, all of a sudden things were sort

3 of a disarray and wasn't really eating and she called
4 us up and we said listen, we've gotta get her to her
5 doctor or an emergency room and the senior was very
6 stubborn, a lot of people are very afraid of finding
7 out information, we try to express to them knowledge
8 is power, so this young lady said look, I will stay
9 with you, and with the trusted friend that she now
10 had, she went to the emergency room; at the emergency
11 room they put her in a corner and ignored her, but
12 this young lady was very vocal and said, "You pay
13 attention to this woman," who at the time was 95
14 years old, and this woman is still with us and doing
15 very well; she had pneumonia. The doctor said had
16 she not come in she would have died... [interpose]

17 CHAIRPERSON VALLONE: So you'll
18 coordinate the services... [crosstalk]

19 CYNTHIA MAURER: Correct. The volunteers
20 do provide the direct services and the staff is there
21 to support the volunteers and to listen to what
22 people are asking for, but also to be able to see
23 what's going on. But we can't be everywhere, we're a
24 staff of five and as I said, we serve over 1,000
25 people in the course of a year. To get out there,
those volunteers, which we train, I mean we're a

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3 volunteer program extraordinaire, that's what it is;
4 these volunteers are our heart and blood, they're the
5 ones coming back and reporting information and then
6 we as a staff go out there. We have a new program
7 where we're working with NYU where we're coordinating
8 nurses to go in and do blood pressure checks and try
9 to do screenings about medication -- a lot of seniors
10 don't even know if their medication's expired if it's
11 still good and if it can mix with something else and
12 you'd think well the pharmacy would... [crosstalk]

13 CHAIRPERSON VALLONE: So I'll leave you
14 for the tip of the day -- there was a great bunch of
15 high school students that came to my office from
16 Bayside High School, which has over 3,500 students,
17 who wanted to get themselves involved with the
18 seniors and we thought of when Selfhelp was here, the
19 Virtual Senior Center, where they're bringing
20 programming into the seniors' homes that they don't
21 know how to use, well enter the teenagers who know
22 how to use all of this...

23 CYNTHIA MAURER: Right.

24 CHAIRPERSON VALLONE: right, so there's a
25 way for us to put folks and the volunteers and the
good ideas to work and I challenge all the groups

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2 that came today to do those type of approaches with
3 our youth to show them that they can help our seniors
4 and very simple ways, in ways they already know and
5 technology is the easiest... [crosstalk]

6 CYNTHIA MAURER: Our senior was thrilled
7 when she had a first -- she was calling us on a
8 student's cell phone and said, "I'm using a cell
9 phone..."

10 CHAIRPERSON VALLONE: Exactly.

11 CYNTHIA MAURER: and then there was a
12 typewriter in the senior's home... [crosstalk]

13 CHAIRPERSON VALLONE: My mother still
14 can't send an e-mail, so... sorry, mom, but...

15 CYNTHIA MAURER: and the student asked
16 the senior about the typewriter and said; "Is that
17 one of those SOS machines?" you know, so...

18 CHAIRPERSON VALLONE: Yeah, we're not
19 that bad; we'll have to [sic]... Thank you very, very
20 much.

21 CYNTHIA MAURER: Thank you.

22 ROSA CONCEPCION: Thank you.

23 CHAIRPERSON CHIN: Thank you, Cynthia for
24 all the great work that Visiting Neighbor does and
25 earlier I did mention you guys, mentioned it up to

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3 the Commissioner, because they're starting this
4 Friendly Home Visit program that they were talking
5 about and I said wait a minute, we have an
6 organization like this in a neighborhood who's been
7 doing this for years..

8 CYNTHIA MAURER: 44 years.

9 CHAIRPERSON CHIN: 44 years. So we have
10 to connect you back to DFTA..

11 CYNTHIA MAURER: Yes.

12 CHAIRPERSON CHIN: so that you can be
13 part of the core service and so we'll work together
14 on that. Thank you for coming today.. [crosstalk]

15 CYNTHIA MAURER: Thank you. Thank you;
16 hugs on behalf of everyone that I represent.

17 CHAIRPERSON CHIN: Thank you. Anyone
18 else wanna testify? No? Okay. Well thank you all.
19 Yes? [background comments] Oh, if you wanna
20 testify, you have to fill out a form.. [interpose]

21 CHAIRPERSON VALLONE: Unless you just
22 wanna come up and talk to us.

23 [background comments]

24 CHAIRPERSON VALLONE: Well it's Margaret
25 and I, so..

CHAIRPERSON CHIN: Yeah.

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2 SENIOR CENTERS 201

3 MELINDA HOWARD: Okay.

4 CHAIRPERSON CHIN: Can you identify
5 yourself?

6 MELINDA HOWARD: Yes. My name is Melinda
7 Howard and I was invited not to speak, but just to
8 attend the hearing on behalf of Project Find, but I
9 came a little late and so you know... and they left,
10 but I wanted to ask you when I recognized you,
11 Chairman Chin; does your board conduct any type of
12 monitoring of how these different funds are
13 distributed; is there a follow-up evaluation?

14 CHAIRPERSON CHIN: Yeah, I mean the fund
15 that is allocated by the City, you know for senior
16 services are monitored by the Department for the
17 Aging...

18 MELINDA HOWARD: Okay.

19 CHAIRPERSON CHIN: So they do evaluate
20 the program and make sure that they are delivering
21 the services they're supposed to do.

22 MELINDA HOWARD: Okay. I initially met
23 you as an APS caseworker and I think in your
24 residence we had like two elderly individuals
25 practice... [interpose]

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2 SENIOR CENTERS 202

3 CHAIRPERSON CHIN: Well if you wanna talk
4 about individual cases, we could talk about it...

5 MELINDA HOWARD: Oh no.

6 CHAIRPERSON CHIN: offline...

7 MELINDA HOWARD: Uhm-hm. Okay, right.

8 CHAIRPERSON CHIN: because this is a
9 budget hearing...

10 MELINDA HOWARD: Right.

11 CHAIRPERSON CHIN: so if there is...

12 MELINDA HOWARD: So that was my question;
13 I wanted to know if you had a monitoring service; you
14 answered it, and I thank you very much.

15 CHAIRPERSON CHIN: Okay, thank you for
16 being here... [crosstalk]

17 CHAIRPERSON VALLONE: You're very
18 welcome.

19 CHAIRPERSON CHIN: Okay, so the hearing
20 is now adjourned.

21 [gavel]

22

23

24

25

C E R T I F I C A T E

World Wide Dictation certifies that the foregoing transcript is a true and accurate record of the proceedings. We further certify that there is no relation to any of the parties to this action by blood or marriage, and that there is interest in the outcome of this matter.



Date March 30, 2016