

CITY COUNCIL
CITY OF NEW YORK

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TRANSCRIPT OF THE MINUTES

Of the

COMMITTEE ON AGING

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March 23, 2018
Start: 10:10 a.m.
Recess: 1:02 p.m.

HELD AT: Council Chambers - City Hall

B E F O R E: MARGARET S. CHIN
Chairperson

COUNCIL MEMBERS: Diana Ayala
Chaim M. Deutsch
Ruben Diaz, Sr.
Daniel Dromm
Mathieu Eugene
Deborah L. Rose
Mark Treyger
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A P P E A R A N C E S (CONTINUED)

Donna Corrado, Commissioner
New York City Department for the Aging

Sasha Fishman Associate Commissioner
Budget and Fiscal Operations
New York City Department for the Aging

Fran Winter, Deputy Commissioner for Programs
New York City Department for the Aging

Andrea Ciaffani (sp?), Live On New York

Molly Krakowski, Jewish Association for Services for
the Aged, JASA

Rachel McCullough, Director, Organizing at Jews for
Racial and Economic Justice, and Campaign Director,
New York Caring Majority

Bobbie Sackman, NY Caring Majority Coalition and
Radical Age Movement

Chris Widelo, Associate State Director, AARP NY

Rachel Sherrows, Associate Director
City Meals on Wheels

Ahsia Badi, Senior Policy Associate
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Katie Foley, Director of Public Affairs
Self-Help Community Services

Liza Schwartzwald, United Neighborhood Houses

Kevin Douglas, United Neighborhood Houses

Zakia Haywood, Director of Community Services
New York Road Runners

Barbara Brown, New York Road Runners Strider & Senior

Tanya Krupat, Osborne Association

Pakhi Kane, Deputy Executive Director
Stanley Isaac's Neighborhood Center

Jeanette Estima, Senior Policy Analyst, FPWA

Jo-Ann Yoo, Executive Director
Asiana-American Federation

Lachman Kalasuri, India Home

Suzanne Howell (sic), Visiting Neighbors

Bonnie Lumagui, Director, Cooperative Village NORC
Educational Alliance

Miranda Hoffner, Assistant Director of Accessibility
Lincoln Center for the Performing Arts

Allen Pothas, Brightwood Tower Tenant Association

Ariel Sarvansky, Advocacy and Policy Advisor
UJA Federation of New York

Mohammad Razvi, Executive Director and CEO
Council of People's Organization

[sound check]

SERGEANT-AT-ARMS: Quiet please.

CHAIRPERSON CHIN: Good morning.

AUDIENCE: Good morning.

CHAIRPERSON CHIN: I'm Council Member
Margaret Chin, Chair of the Committee on Aging.

[applause] No, no clapping. [laughs] If you love
what we say, just do this okay. Well, welcome to the
Fiscal 2019 Preliminary Budget hearing for the
Committee on Aging. I am once again honored to be
serving as Chair of the Committee on Aging and
excited to continue building on the accomplishments
of the Committee over the last four years. Today,
we will hear testimony from the Department for the
Aging, also referred to as DFTA, on its proposed
budget for Fiscal Year 2019. General agency
operations within its proposed \$344.1 million budget
and performance indicators for Aging Services within
the fiscal 2018 Preliminary Mayor's Management
Report. Seniors are the fastest growing segment of
New York City's population. There are 1.6 million
adults age 60 and over in New York City, more than
90% of the city's residents. By 2030, the number of
seniors will grow by nearly 50% and 1 in every 5 New

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2 Yorkers will be a senior. Last year I was proud to
3 proclaim 2018 the Year of the Senior, and what a year
4 it was. [applause]

5 SERGEANT-AT-ARMS: Keep it down, please.

6 CHAIRPERSON CHIN: The Council worked
7 tirelessly with the Administration to baseline nearly
8 \$23 million into DFTA's Budget including \$10 million
9 to right size senior center' budget; \$6.5 million to
10 address the Home Care Waitlist; \$4 million for
11 caregiver services; and \$1.2 million each for senior
12 case management and weekend meals. Overall since
13 Fiscal Year 2014, DFTA's budget has grown by 26%, but
14 we're not done yet. I believe that every year should
15 be the year of the senior [cheers] until all of our
16 seniors are living in dignity, security and health.
17 DFTA's Fiscal Year 2019 Proposed Budget is less than
18 1% of the city's total budget It is my goal over the
19 next four years to increase DFTA's Budget at least 1%
20 of the city's total budget. We need to recognize
21 that our seniors build New York's neighborhoods.
22 They taught our children, maintained our buildings,
23 drove our trains, and cared for us in times of need.
24 They are just as important to the vibrancy of our
25 city as our youth, and we have a responsibility to

1 ensure seniors live out their golden years in
2 dignity, security and health, and that is why I'm
3 committed to making every year the year of the
4 senior. The city must increase its investment for
5 senior services and ensure that no seniors is on
6 waiting lists for vital DFTA programs such as case
7 management and homecare. The Department for the
8 Aging's Fiscal 2019 Preliminary Budget totals
9 approximately \$344.1 million, a decrease of \$21.7
10 million or 6% when compared to the Fiscal 2018
11 Adopted Budget. Nearly all of the decreased can be
12 attributed to the absence of the one-time Council
13 funding for senior services in Fiscal 2019. The
14 Council allocated \$31.6 million to DFTA in Fiscal
15 2018 or 9% of the agency's overall Fiscal 2018
16 Budget. The majority of these Council initiatives
17 supported core DFTA services that are inadequately
18 funded, such as senior center services and
19 programming, elder abuse support, quality social
20 adult daycares and Naturally Occurring Retirement
21 Communities. At every budget meeting over the last
22 four years I have advocated that the Administration
23 baseline Council funding for core services that DFTA
24 provides instead of relying on Council funding year
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over year to fill the gaps in the agency's budget. This year is no different, and I call on DFTA to make this Year of the Senior memorable by working with us to dramatically increase baselined funding for core DFTA services. This Fiscal Year I'm also calling for the Administration to ensure that we have Universal Free Lunch for seniors. We are a city that must fight poverty and hunger. That is so overlooked among our oldest-elder population. Every senior center had the right to ask for donations to supplement food costs and additional programs. However, when seniors go to the centers from a delicious meal, often times the first thing they seen a volunteer giving out tickets for the meal, and simultaneously asking for a donation. The centers that rely on this funding to provide nutritious meal it can be seen coercive and seniors on a tight budget should never coerced to pay for a needed meal. We must also meet to add \$10 million over two years to achieve a full \$20 million model budget for senior centers. This will allow adequate funding for senior center space, transportation programming and staffing by Fiscal 2021. It will also set the bar for the next neighborhood senior center RFP, Request for Proposal,

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2 which I hope will include additional new needs to
3 funding immigrant centers that the Council currently
4 supports. Finally, I want to ensure that social
5 adult daycares in particular those not supported with
6 city funding are clean, regularly inspected and not
7 competing unfairly with our neighborhood senior
8 centers. Before I invite the Commission to testify,
9 I'd like thank the Committee staff for their work in
10 preparing for this hearing. We have Daniel Kroop the
11 Finance Analyst; Dohini Sompura, our Unit Head
12 Counsel and Counsel Caitlin Fahey, and Policy Analyst
13 Emily Rooney and now we will have out counsel swear
14 in the panel and welcome Commissioner Corrado.

15 LEGAL COUNSEL: Can you raise your right
16 hands. Do you swear to tell the truth, the whole
17 truth and nothing but the truth and answer honestly
18 to Council Members' questions?

19 COMMISSIONER CORRADO: Yes I do.

20 LEGAL COUNSEL: Thank you.

21 COMMISSIONER CORRADO: Good morning
22 Chairperson Chin, members of the Aging Committee, our
23 senior constituents. [laughter] I am Donna Corrado,
24 Commissioner of the New York City Department for the
25 Aging, and I am joined this morning by Sasha Fishman

our Associate Commissioner for Budget and Fiscal Operations and Fran Winter, Deputy Commissioner for Programs. Thank you for this opportunity to discuss DFTA's Preliminary Budget for Fiscal Year 19. The Fiscal Year 19 Preliminary Budget projects \$344 million in funding, which includes allocations of \$147 million to support senior centers; \$38 million for home delivered meals; \$37 million for case management; \$30 million to support home care for homebound seniors who are not Medicaid eligible; \$7 million for NORC programs, and \$8 million for caregiver services. The Administration has made a major commitment to aging services including an increase of more than 50% in baselined city tax levy funding between the last year of the prior administration and this fiscal Preliminary Budget. That's an overall increase of \$78 million in baselined funding. So, we listened and heeded your call for more baselined funding in the Administration's Budget. This increase benefits most of DFTA's programs including senior centers, elder abuse programs, caregivers and homecare services. This year, the Administration increased funding for home sharing by \$1.4 million. This

program matches adult guests in need of housing with homeowners or leaseholders with space to spare. This year's budget builds on the significant increases in last year's Fiscal Year 18 some of which includes the following: \$7.3 million was provided to stabilize the staffing and case management programs. We are happy to report as a result retention of case management has increased. More competitive salaries have helped reduce high turnover rates, improve service delivery, and ensured continuity and quality of care. The vacancy rate has declined from 8% in January 2017 to about 4% in January 2018. More one-third of all case management staff or 38% have held their positions for three years or longer. That's an infusion-through and infusion of \$1.5 million, DFTA funded case management agencies hired 11 new case managers and six supervisors to address the case management waitlist. \$1.5 million was awarded to expand multi-disciplinary teams, which are comprised of professionals from diverse disciplines including representation from DA's offices, the NYPD, APS, medical centers, financial institutions, and a myriad of community based organizations who jointly provide comprehensive assessments and consultations on abuse

cases. This expansion from the program's current two borough, two borough portfolio of Manhattan and Brooklyn to all five boroughs is vastly strengthening the city's ability to address complex elder abuse matters in a coordinated fashion. This is essential to resolving interrelated social, financial, criminal and legal challenges found in the majority of our cases. \$225,000 was allocated for PROTECT, which stands for Providing Options to Elderly Clients Together. This program developed by DFTA and Weill Cornell Medical Center mitigates the impact of depression and anxiety among elder abuse victims. Trained professionals help victims address their mental health issues and to cope—help them cope with abusive situations. In coordination with the Mayor's Office to Combat Domestic Violence, DFTA will work with our providers to identify and serve these victims of elderly abuse. In recognition of the contributions and challenges of unpaid caregivers, the Administration designated \$4 million to provide respite and supplemental services. This allocation will augment funding received by DFTA from the Federal Title III-E Family Caregiver Support Program. I would be remiss not to mention our appreciation for

the ongoing support of the City Council. This year the Council has contributed over \$30 million to DFTA programs. This level of support makes a significant difference in the quality and quantity of services that we and our community-base providers provide. It is through this Administration's commitment coupled by the Council's support that DFTA has been able to meet the demands and the needs of an ever-growing population of older New Yorkers. Over the past year, DFTA has made investments to become even more efficient in our contracting and procurement. These improvements include streamlining our business processes and creating additional staff lines to manage the volume of procurement and budget actions that we encounter each year. As a result of building our increased capacity DFTA has made significant improvements. At this time of year last year, DFTA had only 11% of discretionary contracts registered. Today, 64% of discretionary awards with submitted budgets have had their contracts registered. This represents an approximate 500% improvement from Fiscal Year 17, and we continue to improve and hope to achieve an even higher rate next year. I'm excited to announce that in line with the

Administration's broader vision of promoting fairness and equity, the \$10 million in baselined funds made available in Fiscal Year 18, a significant investment in the DFTA senior center network will increase to \$20 million by Fiscal Year 21. These funds were designated to help create parity in our senior center budgets and allow for enhanced staffing and programming. DFTA is distributing the funds in accordance with a model budget developed with input from OMB, from our network of providers and other stakeholders. The key goal of the model budget has been to achieve a more equitable distribution of available funds among centers by creating a floor whereby centers will receive funding to address fixed costs associated with staffing and programming that exists regardless of a center's size. The model budget reflects that a requisite amount of funds are needed to provide threshold levels of quality programming and to pay competitive wages to attract and retain high quality staff. As mentioned earlier, the administration increased funding for home sharing by \$1.4 million. Plans are already underway to expand the successful home sharing program thereby increasing the number of affordable housing options

in the city, particularly those serving older adults. The program matches individuals needing an available place to live or guests with homeowners or leaseholders who have extra space in their home. They're known as hosts. One of the two parties involved either the guest or the host must be a senior in order to participate. There is also an extensive screening and vetting process done by social workers, which is essential to the success of these matches. In addition to negotiating the terms of the living arrangements, social workers conduct follow up and provide ongoing support. With increased funding, DFTA hopes to ramp up the program with the goal of 4,000 placements over the next five years. For the remainder of the testimony, I'd like to take the opportunity to briefly update the committee on a number of DFTA's ongoing initiatives. Local Law 97 of 2016 required DFTA to conduct a survey of unpaid caregivers. DFTA worked closely with city and state agencies with AARP and other non-profits assisting caregivers. The survey findings and recommendations were provided to the City Council as required under the law. These recommendations reflected the top identified needs, which include

1 leveraging and expanding awareness about existing
2 resources for caregivers; encouraging New Yorkers to
3 identify as caregivers; educating caregivers about
4 best practices and techniques for providing care;
5 helping caregivers access affordable transportation;
6 supporting legislation that benefits unpaid
7 caregivers; continuing a working group focused on
8 caregiving; and communicating affordable housing
9 efforts and opportunities for caregivers. Local Law
10 9 of 2015 required all social adult daycare programs
11 operated within New Yorkers to register with DFTA.
12 As of March 13, 2018, there are 348 active registered
13 programs. Of these, 143 are in Brooklyn, 131 are in
14 Queens, 33 are in Manhattan, 26 are in the Bronx, and
15 15 are in Staten Island. In addition, I am pleased
16 to share with the committee that in partnership
17 NYSOFA, OMIG, which is the Office of Medicaid
18 Inspector General, DOHMH and the New York State Adult
19 Day Services Association, DFTA is launching a series
20 of trainings from competence and quality units of the
21 managed long-term care companies operating in New
22 York City, and it's these MLTCs, as we call them,
23 that really contract with the Social Adult Day
24 Program network in New York City. So, it's important
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1 that they're educated and they're trained about what
2 those expectations are, and the first training will
3 take place this afternoon, and we will discuss our
4 role, DFTA's role as the designated Social Adult
5 Daycare Ombuds Office followed by presentations from
6 the other participating agencies. So, this is a full
7 court press on how to educate the MLTCs and to hold
8 the Social Adult Day Programs accountable in New York
9 City. Age-Friendly New York City, as you know,
10 brings together the public and private sectors to
11 develop initiatives to ensure New York City is a city
12 for all ages. With our partners at the New York
13 Academy of Medicine, DFTA has coordinated the work of
14 Age-Friendly New York City over the past ten years.
15 In 2017, the initiative was updated to include nearly
16 90 programs spanning health and social services,
17 housing, public spaces and transportation, public
18 safety and civic and community participation. We
19 have brought copies of the update Age-Friendly New
20 York City Report with us this morning to share with
21 you. As you know, Mayor Bill de Blasio and First
22 Lady McCray released Thrive New York City, a mental
23 health roadmap for all. Among its suite of
24 groundbreaking initiatives were two programs that
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1 focused on geriatric mental health. One endeavored
2 to embed mental health practitioners in 25 senior
3 centers across the city, and the other combat social
4 isolation among older adults. This spring geriatric
5 mental health services are available in all of the 25
6 centers as promised; four in the Bronx, six in
7 Manhattan, six in Queens, 8 in Brooklyn and one in
8 Staten Island. Each month more than 1,500 seniors
9 avail themselves of these services. The Friendly
10 Visiting Program, which was designed to combat social
11 isolation matches volunteers with homebound seniors
12 for weekly visits. Since the program's inception,
13 volunteers have made 17,174 visits to senior in their
14 home, and have spent a total of 27,200 hours with
15 seniors. Thank you for this opportunity to testify
16 about DFTA's Preliminary Budget. I look forward to
17 continuing the partnership with the City Council and
18 serving older New Yorker, and I am pleased to answer
19 any questions you have, and I welcome the other
20 committee members that have joined us. Thank you.

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22 CHAIRPERSON CHIN: Thank you,
23 Commissioner, and I wanted to welcome Council Member
24 Vallone from Queens, Council Member Rose from Staten
25 Island, Council Member Dromm from Queens, and Council

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2 Member Deutsch from Brooklyn. Welcome. I'm going to
3 start off with a couple of questions, and then I'm
4 going to defer to my colleagues to ask some
5 questions, too. So, Commissioner, as I said earlier
6 in my opening remarks that, you know, DFTA's Budget
7 is still less than 1%, if you drill it down, actually
8 it's less than half of 1%. So, you know, we commend
9 the \$23 million that the Council has successfully
10 negotiated with the Administration to baseline last
11 year, but what is DFTA's long-term strategy in
12 addressing the needs of seniors in the city,
13 especially, which programs would the agency
14 prioritize to expand or to create? Do you believe
15 seniors' needs are met by DFTA's current service
16 portfolio, and what type of expansion does DFTA need
17 to keep pace with the growing population of seniors
18 in New York? This is more for you to really
19 projecting ahead, and see what we can continue to
20 work on in the next couple of years.

21 COMMISSIONER CORRADO: Sure. The
22 Administration has invested \$78 million since this
23 Administration alone. So, that's a significant
24 increase and unlike the Department of Sanitation and
25 other city services, these are non-mandated services,

1 but then then again, that doesn't mean that they're
2 not essential services to help seniors remain in the
3 community. So, long-term care services and supports
4 have really grown over the last four years, and
5 they're commensurate with the changing demographics.
6 So, naturally, as the demographic shifts, our long-
7 term plans and goals are to strengthen, to deliver
8 much more efficiently and in a better way, and always
9 expend the services that are available, and whatever
10 it is that we do because we do have a wide array of
11 long-term care services and supports in the DFTA
12 Portfolio. Through our network of community-based
13 organizations that provide these services will
14 continue to grow and expand, and more importantly to
15 modernize to meet the needs of a growing population.
16 We need to build capacity to serve a growing
17 population, but within the \$78 million that we have
18 now, we're able to provide a tremendous array of
19 services, and we've expanded it every year in this
20 administration, and we continue to do that good work.

22 CHAIRPERSON CHIN: But, can you give me
23 some specifics--

24 COMMISSIONER CORRADO: [interposing]
25 There are some specifics.

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CHAIRPERSON CHIN: --I mean for example--

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COMMISSIONER CORRADO: [interposing] For--

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for example with eight--

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CHAIRPERSON CHIN: --like with Council's

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ensuring some of the new program because when we met

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and you were talking--

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COMMISSIONER CORRADO: [interposing]

9

Right.

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CHAIRPERSON CHIN: --about the needs for

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more senior centers that serves immigrant population--

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COMMISSIONER CORRADO: Right.

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CHAIRPERSON CHIN: --and they are really--

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it's all over the city.

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COMMISSIONER CORRADO: It's all over the

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city, and as you know, not only does--does the model

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senior center infusion of \$20 million by Fiscal Year

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21 go a long way in strengthening the current

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portfolio that we have, and our--our ability to serve

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seniors more effectively, and I thinks that the--the

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key word here. Every senior center now has a

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fighting chance, and an opportunity to provide

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excellent services, and we couldn't say that a few

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years ago necessarily because there was such

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2 disparity in the levels of funding. So, that is going
3 to go a long way, and also in Fiscal Year 2021, as
4 you mentioned in your testimony, that we will be
5 RFP'ing for senior centers. So, part of the planning
6 process is to look at where our senior center
7 portfolio currently exists because it really hasn't
8 been looked at in a good 20 years to see where the
9 changing demographics are, where those immigrant
10 groups are now that are overflowing at our senior
11 centers, where we need to build capacity. For
12 example, in some areas where there's been a change,
13 and there's been some gentrification, and now the
14 demographic is essentially a younger population, but
15 still there's remnants of older planning efforts
16 where there's five and six senior centers within a
17 five-block radius. So, we're going to have to really
18 examine that, reshuffle the deck. We have an
19 extensive senior center portfolio. As you know, we
20 have 249 senior centers throughout the city, and we
21 will look at the changing demographics and when we
22 issue the RFP, it very well—very well may be that we
23 will change those community districts and those
24 catchment areas for those senior centers, but that's
25 an extensive planning process. We're looking to the

1
2 future and that's an ongoing effort that we've
3 already started through our Planning Department.

4 CHAIRPERSON CHIN: Well, just one point
5 when you were talking about in your testimony, you do
6 mention that there are over 300 social adult daycares
7 that registered with the Department for the Aging.

8 COMMISSIONER CORRADO: Yes.

9 CHAIRPERSON CHIN: There's more social
10 adult daycare program than senior centers, and in
11 some way that shows there's such a great need out
12 there, and so we need to really--

13 COMMISSIONER CORRADO: [interposing]
14 Right.

15 CHAIRPERSON CHIN: --fill that senior
16 center or portfolio.

17 COMMISSIONER CORRADO: So, this Senior
18 Social Adult Daycare Network, the 368 social adult
19 daycares that have been registered through the Local
20 Law that was established, and we do now have a
21 registry. So, we know where they all are. Most of
22 them are concentrated in Brooklyn and in Queens.
23 They're now registered so we know who they are. When
24 there's a complaint we can go out and we can do
25 whatever investigation that we have the authority to

1 do. It—it's sort of representing the need in one
2 area, and then the market demand in the other,
3 because, as you know, these are not DFTA funded or
4 DFTA supervised centers. These are centers that are
5 out on the private market, many of which are somehow
6 associated with health facilities in their—in their
7 neighborhoods or managed long-term companies, and
8 whatever. They have their own network. So, as long
9 as there's a demand for these services, these social
10 adult daycares will proliferate. Now, I'm under the
11 assumption that there is a tremendous need for social
12 adult daycare. Do we need 368? I don't know, but I
13 know that we do need quality programs, and the
14 constituents of a social adult daycare program may or
15 may not be the same population as our senior centers.
16 So, there is a little bit of overlap, and we realize
17 that there's some competition, but in all reality,
18 what it should be is that people who qualify for
19 social adult day program with significant cognitive
20 and physical impairments should go to a social adult
21 daycare of a quality program, and really that's
22 addressed and—and equipped to meet the needs of the
23 constituents that they're serving. So, we're making
24 a concerted effort at the Department for the Aging to
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1
2 educate the market providers of social adult daycare,
3 and the market meaning MLTCs payers of social adult
4 daycare services, what exactly constitutes the
5 appropriate clientele, what they should expect, and
6 what they should be purchasing in terms of quality
7 care. So, many of these market entrepreneurs that
8 come and want to open social adult daycare centers,
9 they call up DFTA, and they come in and--and we meet
10 with them because we feel it's our responsibility, at
11 least to speak with them, see what their intentions
12 are. And I can tell you from our experience, many of
13 them have never even worked with a senior--

14 CHAIRPERSON CHIN: Yes.

15 COMMISSIONER CORRADO: --and to me that's
16 pretty deplorable, and we do everything we can to
17 discourage them from opening up something which they
18 have no competence. We don't--can't necessarily
19 control that, but we do our best, but the whole
20 education piece around working with the MLTCs
21 themselves and working with the social adult daycare
22 programs if they're amenable to speaking to us, we
23 would educate them. We do educate them, the first of
24 which--the biggest initiative is actually this
25 afternoon where we're bringing together all the state

1
2 and city agencies and we're educating them about what
3 they should expect when they purchase that service.

4 CHAIRPERSON CHIN: I'm glad to hear that,
5 and I hope that we can work with the State to really
6 strengthen the monitoring. They have to crack down
7 on some of these who are really abusing government
8 funding.

9 COMMISSIONER CORRADO: Uh-hm.

10 CHAIRPERSON CHIN: So, we want to make
11 sure that our seniors are getting the best care and
12 not taken advantage of. Just a follow-up question on
13 the--the model budget. We were very excited last year
14 that the Administration that they have baselined \$10
15 million to support our senior centers and when we
16 went around to the senior center, everyone was
17 excited about that, but we need to get that money out
18 the door. So, how many contracts have DFTA already
19 modified, approved in terms of the contract
20 amendments so that centers can get the money right
21 away?

22 COMMISSIONER CORRADO: Okay, so, that's a
23 very good point, and I have with me our Budget
24 Director Sasha Fishman, who's been working around the
25 clock for the last several weeks to actually notify

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2 all or our providers out of the 249 senior centers
3 all by 26 center will be getting an additional
4 infusion of money. So, we're in the process.
5 They've been notified of the funding amount and
6 there's some budgetary work and contractual work that
7 needs to get done. They've been notified. They have
8 a deadline I believe in another two weeks of which
9 that they have to return their proposals back to DFTA
10 and we'll be sitting down with every single one of
11 them and processing those amendments in a very timely
12 way. So, we're already in the process of-of getting
13 those amendments through, and we're committed to
14 actually spending the whole \$10 million in baseline
15 funding, and I'm going to stick my neck out here
16 because we may have to work a lot of overtime in
17 order to do that because it is late in the fiscal
18 year. We acknowledge that. So, we have a lot of
19 work to do, but we've already started.

20 CHAIRPERSON CHIN: Yeah, because for the
21 next year we wanted to baseline more than \$10
22 million.

23 COMMISSIONER CORRADO: Uh-hm.

24 CHAIRPERSON CHIN: We're going to be
25 pushing for \$15 million. So, you got of like work it

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2 out there so that you can get that money out the door
3 quicker, too. So, part of the--the baselined programs
4 that are included in the model budget, can you let us
5 know like what baseline programs are going to be
6 included in the--the model budget. For instance, what
7 type of program will--well, like a midsize center with
8 about \$40,000 of programming.

9 COMMISSIONER CORRADO: [interposing]

10 Okay, so what we've done is how we've looked at the
11 model senior center budget is we've looked at two
12 very important areas, and one of them is the staffing
13 component, which we call personnel, and then there's
14 the programming aspect of it. So, there's additional
15 monies. For example amidst--we've moved through the
16 model budget for example, and this is a little bit of
17 budget speak. The \$40,000 for programming will be--go
18 towards hiring consultants for example or hiring an
19 activities director that would actually provide the
20 programming, and much more robust programming that
21 they currently have, and it's important that--that
22 DFTA look at and approve what type of program because
23 we want more evidence based programming that are
24 actually going to provide the health outcomes that we
25 need them to provide, and also staffing. So, we

1 know, for example, in a large senior center you need
2 an executive director or a program manager whatever
3 the sponsoring agency should call it, but somebody
4 who's there full time overseeing the programs, and--
5 and as an administrator, you need a social worker,
6 you need somebody who's going to maintain the senior
7 center and--and do some housekeeping and--and you need
8 somebody who's over operations and over the
9 programming aspect of it. So, the model senior
10 center budget takes into account the two main things,
11 it's programming and staffing. So, we've established
12 what that floor looks like. So, you know, are we
13 going to say you have to pay your executive director
14 such and such? No, we're not going to do that, but if
15 you're underpaying--a senior center is grossly
16 underpaying their program manager, we're going to
17 look at their proposal and say we think that you
18 should be paying them more in order for you to retain
19 and--and attract qualified staff. So, we do--we are
20 setting the floor, which we hope will not become the
21 ceiling because we have much work to do. What the
22 senior centers budget, model budget does not look at,
23 and I think this is very important because it's not
24 that we omitted it on purpose or we are not thinking
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1
2 that it needs to be addressed because it does and it
3 will, and the next phase of the model senior center
4 is the whole food service component, and that's being
5 looked at as a separate exercise. So, you'll be
6 hearing more of that. We've—we contracted with our
7 consultants to look at the food service component.
8 We know that there's much more work to be done on
9 that front as well.

10 CHAIRPERSON CHIN: so, right now the
11 model budget does not take into consideration of food
12 costs and the rent?

13 COMMISSIONER CORRADO: Well, it does take
14 into consideration the rent. So, I think that
15 there's—it's—it's a little difficult to explain
16 without getting into the nitty gritty of the formula
17 that we use to come up with the model senior center,
18 but there is a mechanism currently in place to deal
19 with the rent escalations. So, that remains the same,
20 but when we looked at the model senior center, as I
21 said, we focused primarily on programming and
22 staffing, and the bottom line includes rent as it
23 always did. How we—we just didn't set an average
24 rent because you can't do that. That's variable in
25 all centers, and as you know, some centers don't pay

1
2 any rent because they're in church basements for
3 example, and they just pay utilities, and some pay
4 exorbitant rents. So, we have to take that out for
5 the exercise of coming up with what the adequate
6 staffing and programming should be for a senior
7 center. That's does not mean that net—that the—the
8 current rent for a particular center wasn't added
9 back in at the end, and if there is any escalations
10 around rent, OMB and DFTA currently has a system in
11 place and that will be ongoing.

12 CHAIRPERSON CHIN: Okay. We've also been
13 joined by Council Member Eugene. I am going to have
14 other Council Members ask some questions, and I can
15 come back. Council Member Vallone, you're next.

16 COUNCIL MEMBER VALLONE: Thank you, Madam
17 Chair or Mighty Margaret [laughter] because she
18 fights for our seniors. Good morning, Commissioner.

19 COMMISSIONER CORRADO: Good morning.

20 COUNCIL MEMBER VALLONE: Good morning
21 everyone out there, advocates and our seniors. You
22 know you're in the right committee when Council
23 Member Rose and I were looking for a light to read
24 the reports. [laughter] So, first I went for
25

1
2 glasses, now I'm looking for extra light. So, it's--
3 it's quickly approaching.

4 COMMISSIONER CORRADO: You need it.

5 COUNCIL MEMBER VALLONE: We do, we do.
6 So, you know, what I--I have--there's so many--there's
7 so many topics, and there's so much that DFTA is
8 responsible for. The Council Members and the Chair
9 we were kind of trying to break down the different
10 topics, but since you were just joking about the
11 senior center budgets why don't we just continue with
12 that.

13 COMMISSIONER CORRADO: Okay.

14 COUNCIL MEMBER VALLONE: So, you had said
15 there was--you broke down the senior centers budget
16 (1) staffing, (2) programming and there was \$40,000
17 allocated?

18 COMMISSIONER CORRADO: No, that--I didn't
19 say that. I guess that \$40,000 figure came from one
20 of our demonstrations of how we arrived at what the
21 proper staffing level is for a particular category of
22 senior center, and it was just--

23 COUNCIL MEMBER VALLONE: [interposing]
24 And that's an increase based on last year?
25

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2 COMMISSIONER CORRADO: It was
3 illustrative, for illustrative purposes only. That'-
4 that's now what we were saying, but what we are
5 saying is-is we did an extensive analysis, DFTA staff
6 along with OMB. It was a year-long process where we
7 actually looked at what is the adequate staffing
8 level that we can achieve the right outcomes? So we
9 wanted to know what is the-what is the baseline
10 funding of which we can say a senior center has
11 enough money to provide X number of-X amount of
12 programming so that we can get the proper health
13 outcomes. So I think that was just for illustrative
14 purposes. It may be different for a very small
15 center, and all of these model senior centers budget
16 numbers well, came-came about by the average daily
17 participants of the center. So, not necessarily the
18 number of people who come and actually eat lunch
19 because that's not necessarily how many people attend
20 a center each day and participate in activities, but
21 the average daily attendance. So, we have to have
22 some way to stratify the level of funding based on
23 some centers have 450 people some have 50. So--

24 COUNCIL MEMBER VALLONE: [interposing]
25 When was the last time a report like that was done?

COMMISSIONER CORRADO: A report like what?

COUNCIL MEMBER VALLONE: Well, you just stated about reviewing the socials about the senior centers and looking at the programming and the costs, and you said it was a very, very long time since the last time--

COMMISSIONER CORRADO: [interposing]
Right.

COUNCIL MEMBER VALLONE: --DFTA looked at the roll. (sic)

COMMISSIONER CORRADO: So, we just--we finished up that process about two weeks ago, and we--

COUNCIL MEMBER VALLONE: And prior to that, when was the last time you saw that? (sic)

COMMISSIONER CORRADO: Alright, it was--it was not in my lifetime. That I know of. I don't know.

COUNCIL MEMBER VALLONE: Well, I mean it's part of our--part of our--we're happy that it was done last week.

COMMISSIONER CORRADO: It was done. I really cannot say. I do not know. I don't know.

COUNCIL MEMBER VALLONE: Well, that's what I'd like to see the difference.

COMMISSIONER CORRADO: I mean I think it's a moot point because we're doing it now, and we're moving forward. We know.

COUNCIL MEMBER VALLONE: [interposing] So we have those results?

COMMISSIONER CORRADO: We know, and we know this anecdotally. We know this for a fact that there was a tremendous disparity in the level of funding, but yet our expectations for a center whether they were funded for \$200,000 or whether they were funded for a million dollars, we have the same expectations in terms of outcomes. So, to me and to everyone, that is a very unfair expectation. So, we're just trying to right that wrong and move forward. So, this is about equity and fairness. If we tell you we need you to run a senior center, and we don't fund you to do that, then—and we hold you accountable, well, that's pretty unfair, and everybody sort of recognizes that.

COUNCIL MEMBER VALLONE: Alright, so what's the next step in the process? Do we have the results on that?

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2 COMMISSIONER CORRADO: Yes, we do and we
3 have \$10 million in baselined funding, which we'll be
4 distributing. That funding was made available pre-
5 conclusion in Fiscal Year 18. So, we will be
6 distributing that \$10 million now. We have the level
7 of funding from every single center that's eligible
8 for his funding.

9 COUNCIL MEMBER VALLONE: [interposing]
10 How does that happen?

11 COMMISSIONER CORRADO: So, out of 249
12 centers, all by 26 centers will be getting additional
13 monies for programming and staffing, and it will be
14 phased in until 2021. So, we're in the process.
15 We've distributed those allocation amounts to every
16 single eligible center at this point in time, and
17 we're working with them to register those contracts
18 and to process those budgets. So, that's--that's--

19 COUNCIL MEMBER VALLONE: So, there's \$10
20 million that was allocated to do that?

21 COMMISSIONER CORRADO: Right.

22 COUNCIL MEMBER VALLONE: Is that
23 sufficient?

24 COMMISSIONER CORRADO: And \$10 million
25 allocated over this current fiscal year, next fiscal

1
2 year and then through 2021 we'll be phasing in all
3 \$20 million. So, we're in the process of doing that
4 right now.

5 COUNCIL MEMBER VALLONE: And have we
6 altered the formula for the different reimbursements,
7 because obviously some of the senior centers are
8 getting much more than, and how do we come to the
9 conclusion as to what's some of--

10 COMMISSIONER CORRADO: [interposing] So,
11 so we differentiated that based on five categories,
12 and as I said, it's based on average daily
13 attendance. So, how many senior centers and then we
14 have historical data to back that up. We looked
15 actuals, how many people actually attended the center
16 over the past couple of years. So we looked at that
17 and we took out whatever anomalies and may be
18 accounting for that as well because some centers for
19 example shut down for extensive renovations. So, we
20 didn't want to penalize any particular center for
21 some--some anomaly, and -and we base it on that. So,
22 it's stratified, but there's not a significant
23 difference between what it costs to run a center for
24 example for 100 people than it does for 400 other
25 than raw food and disposables because there are

1
2 certain fixed costs that--that the center needs to
3 expand regardless of the number of people that are
4 actually going to the program, but we did--we did--

5 COUNCIL MEMBER VALLONE: [interposing] Is
6 there a way for the centers to--to--based on that new
7 determination if they feel it's adequate, is there a
8 way for them to appeal or to apply for additional
9 funding?

10 COMMISSIONER CORRADO: I--I think that,
11 and then I would probably go to bat with this because
12 I was extensively involved as was the OMB staff and
13 very high level staff. We--we can--I feel--I have great
14 confidence in the formulas that we used and that it
15 was a fair and equitable process. So, you know,
16 appealing we will certainly go back and check our
17 formulas, and make sure didn't make a mistake, but I
18 have 100% confidence that we did everything that we
19 can to distribute these funds in the most fair and
20 equitable way, and I was personally involved with
21 that process so--

22 COUNCIL MEMBER VALLONE: The--the overhead
23 costs of running a center that's not included in
24 this.

25 COMMISSIONER CORRADO: It is included.

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COUNCIL MEMBER VALLONE: It is included.

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So is that--?

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COMMISSIONER CORRADO: [interposing] But not necessarily rent and utilities, but it is

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included in the fact that--that it was added back.

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So, it's a sort of a--a way--a way to account for those

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OTPS expenses, but the--the occupancy expenses were

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taken out for the purpose of examining what it costs

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to run a center in terms of adequate programming and

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adequate staffing. So, there is currently a process

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in place that looks at escalations in leases for

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example and occupancy costs. So, that has not

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changed. We've continued to do that.

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COUNCIL MEMBER VALLONE: So, the--DFTA

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seems to be--continuing being handled--more and more

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things to do from other agencies. So, we're always

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advocating to make sure you're at full staff. Are

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you comfortable about your staffing levels? Is it

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100% or you still have some vacancies?

21

COMMISSIONER CORRADO: So, we have a very

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low vacancy rate at Department for the Aging. So,

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we're--we're comfortable with that. We were able to

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get several staffing lines in our Procurement

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Division last year, which we've hired up, and we've

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2 seen a significant improvement in our procurement
3 processes, and the time that it takes for us to
4 process contracts. So, we thank you for you
5 advocacy. We've—we've staffed up in that regard, and
6 we're—we're doing a much better job as a result.

7 COUNCIL MEMBER VALLONE: Are we asking
8 for any new staff to be put into DFTA?

9 COMMISSIONER CORRADO: Not at this time.

10 COUNCIL MEMBER VALLONE: I think we
11 should. We're—we're always there to—to help. I
12 think just the reality of what is on you on you
13 plate, I think just as the Council is ramping up to
14 increase our staff, I think DFTA should be doing the
15 same. I would be happy to go to bat for you on that.
16 I think as one of the—and I'll end with this and turn
17 it over back to Council Members—with case management
18 it's always an annual battle as to what a particular
19 case manager can hold, handle and how many cases are
20 they handling per staffer. So, do we have the ratio
21 now of where our case management list is, what the
22 wait list is and how many are being handled per
23 staff.

24 COMMISSIONER CORRADO: So, we have
25 established what we think the correct staffing ratio

1 should be. So, we try to maintain a caseload of 65
2 cases per case manager, and the infusion of—of up to
3 now \$7.3 million to add additional case managers has
4 significantly reduced the—the—the caseload and
5 significantly reduced the waitlist for services, but
6 as you know, as you reduce waitlists more people come
7 on to the—to the roster. So, as the demographics
8 change, it's always a dynamic process. So, we've
9 added money in the—in the past several years to
10 attract staff. So those—those salaries were
11 increased, and we done a tremendous job, as I
12 mentioned in the testimony of retaining staff. So,
13 we're seeing the fruits of that labor right now.
14 Currently, we have a thousand people on the waitlist.
15 Actually, 1,100 but since we're still staffing up,
16 and once we—we're fully staffed, 100% staffed, we can
17 reduce that waitlist by another 100 or so. So, I
18 would say that there's a real waitlist of 1,000
19 people on—for—on the waitlist for case management.
20 We have a very small homecare waitlist of 200 people
21 at this current time, and I think that that may level
22 off and it's not so much a matter of not having the
23 hours to distribute. It's more of an indication of
24 our—of the home care agencies' inability to hire
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2 long-term care staff to actually do the work, and I
3 think that's a challenge. It's something that's--
4 that's not just New York City's problem. It's a--it's
5 a nationwide problem, and we're now working with the
6 State Office for the Aging, and our other
7 constituents in the home care arena to address those
8 issues. But that is going to involve some huge
9 policy changes in terms of the home care industry,
10 and the long-term care workforce that needs to be
11 addressed.

12 COUNCIL MEMBER VALLONE: And the
13 workforce having to deal with a borough and city as
14 large as ours. I know in the outer boroughs we've
15 had many complaints--

16 COMMISSIONER CORRADO: [interposing] Yes.

17 COUNCIL MEMBER VALLONE: --of staff
18 having difficult reaching the outer boroughs to get
19 there. So, that's a challenge. So, of the 1,100 on
20 the waitlist, what does that do with our ratio?

21 COMMISSIONER CORRADO: Well, actually
22 we've been--

23 COUNCIL MEMBER VALLONE: [interposing]
24 Have we kept the 65 to 1?
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2 COMMISSIONER CORRADO: We've been
3 maintaining the 65 to 1 for the most part, and that
4 really--that's how a waitlist is created, right? So,
5 if we can bring it--if we bring it up to 70 or 75 we
6 won't have any waitlist, but we prefer not to do
7 that. That doesn't mean people on the waitlist are
8 not being served. They're being served in--in other
9 ways, but they have not had a home assessment.
10 That's what that means when we have somebody on the
11 waitlist. So, if they need a home delivered meal,
12 they request it. We--we give that provisionally, and
13 if we can help them access other services vis-à-vis
14 the phone, we do that as well.

15 COUNCIL MEMBER VALLONE: And the amount
16 of time each person receives with their case manager,
17 has that stayed the same? So, if someone needs an
18 hour or two hours or three hours to go through the
19 file, is that--

20 COMMISSIONER CORRADO: [interposing] So
21 that's a--so that's variable, and it's all--it's all
22 about managing your case mix and the acuity of the
23 client and the level of care that they need. So,
24 that's really the responsibility of the case
25 management supervisory staff, and we've done I think

1
2 a much better job of working with our case management
3 programs to tell them what our expectation is, and
4 tell them what we expect of them, and how better they
5 can manage their caseloads, and how they can manage
6 their case loads—case mix, and we've also given them
7 some tools that they can automate some of their
8 monitoring processes. So, we work very closely with
9 our case management programs. Some of them know this
10 that they're excellent. So of them are newer at
11 geriatric case management, and they don't necessarily
12 have those processes in place. As you know, from the
13 disinvestment in case management prior to this
14 administration over many, many years, that level of
15 excellence really declined, and we're trying to get
16 back to a place where we provide excellent care in
17 our case management programs, that our staff are well
18 paid, they're well trained, and they're well
19 supported, and it's all about to me supervision,
20 supervision, supervision.

21 COUNCIL MEMBER VALLONE: And it sounds
22 like you said you're going to be revamping up and
23 getting some additional, which is good because
24 Council Member Chin and some of the Council Members
25 have interagency bills pending to make sure that

1
2 DFTA is aware. So many of the senior issues that
3 come up through subsequent committees that aren't
4 before you, are dealing with a senior, and they
5 always ask has DFTA been notified? Is there a case
6 open, and more often than not it's a no. So, we have
7 bills pending--

8 COMMISSIONER CORRADO: [interposing] So,
9 so, welcome--

10 COUNCIL MEMBER VALLONE: --to make sure
11 that you get notice of all of these files that are
12 being altered?

13 COMMISSIONER CORRADO: Okay.

14 COUNCIL MEMBER VALLONE: And with that,
15 I'd just to hand--

16 COMMISSIONER CORRADO: [interposing] So,
17 that-that-that is a big part of our Age-Friendly
18 Initiative, as I mentioned. So, part of that Age-
19 Friendly Initiative in the past year or two has been
20 around coordinating all of the city agency around
21 their-their aging initiatives. So, that's meeting
22 and-and Deputy Commissioner Karen Resnick coordinated
23 this on behalf of DFTA along with Jeannine Ventura
24 meeting with every single city agency, and-and
25 looking at how they're working with seniors and

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2 really bringing all of those efforts together and
3 coordinated so that everybody knows what everyone
4 else is doing, and out of that there were 90
5 initiatives that focused on seniors and we've—we've
6 actually have that manual and—and we've published
7 what those initiatives are, and we'll be happy to
8 share them with you and the Council.

9 COUNCIL MEMBER VALLONE: Thank you
10 Commissioner. Thank you, Madam Chair.

11 CHAIRPERSON CHIN: Council Member Rose
12 for questions.

13 COUNCIL MEMBER ROSE: Thank you, Madam
14 Chair and good morning everyone. When I—I was doing
15 a little research and I do mean just a little, I
16 found an interesting fact that Staten Island having—
17 is no surprise that it's Staten Island, right?

18 COMMISSIONER CORRADO: No.

19 COUNCIL MEMBER ROSE: But Staten Island
20 has the fastest growth of senior population in New
21 York City from the years 2000 to 2010 with 85-year-
22 olds plus being the fastest growing group in the
23 city. And so, that causes me great concern because I
24 believe that then exponentially increases the—the
25 need for caregiver services, and so, caregiver

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2 services as we know because of their age, they will
3 more than likely need in-place, you know, caregivers
4 working for them to help run errands, and helping
5 with legal and financial matters, and in November
6 2017, DFTA testified that they would amend ten
7 contracts that you had—caregiver contracts that you
8 have by January 2018. Have you been able to do that?
9 Have you been able to do that?

10 COMMISSIONER CORRADO: Yes. Thank you,
11 Council Member Rose for bringing up Staten Island,
12 and it's definitely a growing demographic.

13 COUNCIL MEMBER ROSE: [interposing] It
14 seems be a recurring theme with me.

15 COMMISSIONER CORRADO: But in our
16 administration, we—we have not forgotten Staten
17 Island, and I'm happy to say when I looked at the
18 distribution of the senior center model budget
19 funding, Staten Island I believe is getting the
20 highest proportion because they were the lowest—had
21 the lowest level of funding per center. So, that,
22 you know, that will go a long way in supporting the
23 senior centers network on Staten Island. Now, the
24 infusion of \$4 million the Administration has for
25 caregiver services, which is—will be spent

predominantly on support services and respite services--

COUNCIL MEMBER ROSE: Uh-hm.

COMMISSIONER CORRADO: --will be distributed and those contracts are in the process of being amended as we speak. So, that \$4 million will go a long way on Staten Island and the Caregiver Program on Staten Island will get a significant increase in funding.

COUNCIL MEMBER ROSE: Well, my concern isn't only Staten Island, Commissioner--

COMMISSIONER CORRADO: [interposing] So, for--

COUNCIL MEMBER ROSE: --could you tell me like--

COMMISSIONER CORRADO: Sure.

COUNCIL MEMBER ROSE: --you have some sort of breakdown and why it costs--it would cost \$4 million to serve a projected number of 300 people?

COMMISSIONER CORRADO: So, it's not--it's an additional \$4 million.

COUNCIL MEMBER ROSE: [interposing] It's an additional.

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2 COMMISSIONER CORRADO: So-so these
3 programs are already established caregiver programs.
4 This is an additional \$4 million to purchase
5 additional respite care, and support services. So,
6 the-the existing contracts for caregiver services
7 will e amended to the turn of \$4 million. So that's
8 on top of the-the funding that they're already
9 getting, and that's something that obviously there-
10 there are many things that came out of the-the survey
11 for unpaid caregivers, the biggest of which, the
12 biggest need was for respite services. So, in
13 recognition of that, \$4 million was added to the
14 budget this year so that we can expand respite
15 services, and also the need for education around--
16 these services are actually available for caregivers
17 if they self-identify as caregivers. So, we're in
18 the process of working with an advertising company to
19 do a huge public outreach campaign.

20 COUNCIL MEMBER ROSE: So, that's-that's
21 one--

22 COMMISSIONER CORRADO: Around one--

23 COUNCIL MEMBER ROSE: That was one of my
24 questions.

25 COMMISSIONER CORRADO: Uh-hm.

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2 COUNCIL MEMBER ROSE: How are we doing
3 outreach to seniors? I mean, you know, conventional
4 wisdom now is that we reach out on social media and
5 online and everything--

6 COMMISSIONER CORRADO: Right.

7 COUNCIL MEMBER ROSE: --and we still have
8 a large segment of this population that is still a
9 part of the digital divide. They are not computer
10 savvy. How are we reaching them to tell them about
11 these services that, you know, we've--we've brought
12 online?

13 COMMISSIONER CORRADO: So, we're--we're
14 going to be doing an extensive outreach campaign.
15 So, part of that is not only social media, but
16 through more traditional media meaning radio, and
17 television. One--one thing that we--we have come to
18 learn is that everybody has a television certainly
19 even caregivers they may not even have the time or
20 energy to go online and--and surf the Internet
21 necessarily especially if you're a caregiver and
22 you're also working and have other things going on in
23 your life. But most people do have a radio on, and
24 they do have a television. So, we're going to be
25 concentrating on that, and with the purpose of

1 actually helping a person identify that they are even
2 a caregiver. Yes, they may be a daughter. They may
3 be a son, they may be a daughter-in-law, but they're
4 also a caregiver in that senses. So, self-
5 identifying as a caregiver realizing that you need
6 help is a very big important piece of it, and once
7 you realize that, and then you know that there's
8 assistance out there, you will avail yourself of
9 those services.

11 COUNCIL MEMBER ROSE: Do we still engage
12 in old fashioned snail mail?

13 COMMISSIONER CORRADO: We engage in it
14 less and less. Number one it's very expensive and
15 number two, we do it. I mean we do that, but we're
16 having this debate at DFTA because the snail mail
17 thing I don't necessarily think is very effective. A
18 lot of the snail mail goes into the snail garbage
19 bins. [laughter]

20 COUNCIL MEMBER ROSE: Okay.

21 COMMISSIONER CORRADO: So, we're seeing
22 less and less of that and as you know, I mean I-I get
23 my snail mail everyday and a lot of junk mail, and
24 most of it I don't even open up. So, we're trying to
25 bombard people in every which way, and we find that

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2 with caregivers especially new caregivers that come
3 up with—you know, there's an acute situation. They
4 find themselves needing help. That's when they, you
5 know, the light bulb goes off in one's head and says,
6 oh, I need help. Let me find out what's available
7 out there, and it's at the point at which they're
8 actually in that situation. So, a lot of knowing
9 this proactively and before you actually need it.
10 People don't necessarily pay attention as much as
11 when they actually need this.

12 COUNCIL MEMBER ROSE: [interposing] I
13 just want to say yes for the most part most people
14 don't pay attention to their—the mail that they get
15 delivered to their home, but if I'm someone I might
16 not have time to watch TV. I miss it on the
17 commercial or the advertisement, and that if
18 something is mailed to my home and I might put it
19 aside for when I—I need it. I just think we
20 shouldn't eliminate it, you know, in it's—in it's
21 totality.

22 COMMISSIONER CORRADO: No, I agree. I
23 agree. It's—it's in our toolbox, but it's not the
24 primary method.
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2 COUNCIL MEMBER ROSE: Right, and could
3 you tell me how many people are actually served by
4 this--this number with the addition of the \$4 million,
5 how many people we're serving? [background comments
6 pause]

7 COMMISSIONER CORRADO: I'll get you that
8 number of what we've projected--

9 COUNCIL MEMBER ROSE: Okay.

10 COMMISSIONER CORRADO: --that we would
11 serve.

12 COUNCIL MEMBER ROSE: Well, you're all--
13 you're already serving a certain number of people.

14 COMMISSIONER CORRADO: [interposing] So,
15 we're already serving.

16 COUNCIL MEMBER ROSE: You are talking
17 about adding 300 people now. So, that--

18 COMMISSIONER CORRADO: Currently.

19 COUNCIL MEMBER ROSE: --number?

20 COMMISSIONER CORRADO: So, we're
21 currently serving 1,000 people.

22 COUNCIL MEMBER ROSE: So, um--

23 COMMISSIONER CORRADO: [interposing] I'm
24 sorry. 11,000 people.

25 COUNCIL MEMBER ROSE: Eleven.

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COMMISSIONER CORRADO: Currently?

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COUNCIL MEMBER ROSE: And--and that's--is that just for respite care or--?

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COMMISSIONER CORRADO: [interposing] That's without--that's without the \$4 million. So, in our ten programs we're currently serving 11,000 people and I will get you the number that we projected for the \$4 million. [background comments, pause]

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COUNCIL MEMBER ROSE: Okay. So, you are serving only 92 people with the--for respite care currently.

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COMMISSIONER CORRADO: Yes.

COUNCIL MEMBER ROSE: And so we'll and

that's--

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COMMISSIONER CORRADO: So, currently, so that \$4 million will significantly up that number as well. So, we did--we did a projection.

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COUNCIL MEMBER ROSE: [interposing] Why is it costing three--\$4 million to serve 300 people, yeah, 300 people? [background comments, pause]

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COMMISSIONER CORRADO: So, I don't--I don't know--[background comments, pause] Okay. So, could we discuss this offline because I'm not sure

where your numbers are coming from, but respite is a very expensive service as you know.

COUNCIL MEMBER ROSE: Give--give me a minute.

COMMISSIONER CORRADO: Okay.

CHAIRPERSON CHIN: Commissioner, what's in the--

COUNCIL MEMBER ROSE: [interposing] These are actually the numbers that were testified to in November. So, we're just giving them back to you.

COMMISSIONER CORRADO: Okay.

COUNCIL MEMBER ROSE: So, you need time to get back to us with that?

COMMISSIONER CORRADO: So they may--those numbers may have been revised. That's why I'm a little bit confused.

COUNCIL MEMBER ROSE: Okay. So, you will get back to--

COMMISSIONER CORRADO: [interposing] So, actually that--I'm being told the number went from 300 to 450.

COUNCIL MEMBER ROSE: For--

COMMISSIONER CORRADO: For residents into the--

COUNCIL MEMBER ROSE: --for the \$4 million now it was--

COMMISSIONER CORRADO: [interposing] No, no, that's prior. 450 people avail themselves of respite services for the traditional 10 programs of-- of like--it's with the Caregiver Program. So, this is an additional \$4 million, and then we projected how much or how many people would be served, and that's just a projection for the \$4 million. That's the number that I need to get to you.

COUNCIL MEMBER ROSE: It's--okay, alright, please do, and we're seeing an uptick in--in homeless seniors. Is there any plan to have senior, homeless shelters for senior, senior based homeless shelters?

COMMISSIONER CORRADO: So, I'm going to defer to Fran Winter, our Deputy Commission for Operations who was the former--former Deputy Commissioner, Department of Homeless Services. So, she's been in close contact with the Department of Homeless Services working around remedies for seniors that are homeless.

DEPUTY COMMISSIONER WINTER: We--we do have on occasion and it may be growing, senior centers that serve homeless seniors, and they're

1 welcome to come in as any senior is. I think the
2 question is: Is the staff prepared to—to work with
3 them, to meet any special needs they have? Can we
4 integrate them into the life of the senior center?
5 So, what we do is we reach out to DHS, Department of
6 Homeless Services, their outreach teams because
7 frequently for these homeless seniors they may be
8 coming in from the street, they may be coming in from
9 shelter, but we recognize they may have some special
10 needs, and we create a partnership really with the
11 senior center staff as well as the DHS staff or their
12 providers. So they can come in, help train the staff
13 on how to work with homeless seniors, what the
14 services are for homeless seniors. It really is
15 individual to each center how to—how to address the
16 situation with the goal really I think of integrating
17 those seniors into the life of the senior center, and
18 reaching them and getting them services and hopefully
19 helping them find a way back into the community.

21 COUNCIL MEMBER ROSE: And I—I think
22 that's—that's wonderful, but I'm talking about since
23 there are—the number is growing. Will there be—are
24 you talking about—are you projecting the need to have
25 shelter specifically from homeless seniors pretty

1 much as we have certain—there are certain populations
2 that we provide shelters for, shelter living for. Are
3 you looking in that direction in terms of the senior
4 population?
5

6 DEPUTY COMMISSIONER WINTER: That's
7 where—I mean that's part of the analysis that the
8 Department of Homeless Services has to do to see how
9 to serve all of their homeless people including the
10 numbers of seniors. Traditionally, the number of
11 homeless seniors is—is a fairly small amount in terms
12 of overall homeless, and whether they are targeting
13 them special population shelter, I'm just not sure at
14 this point. I know they have a very large plan to
15 address all of the homeless, and they have been, you
16 know, opening shelters to do so. Whether they've
17 created special population senior shelters I'm just
18 not sure. We'd have to check.

19 COUNCIL MEMBER ROSE: So, this would be a
20 conversation that you should have with DHS, and since
21 seniors are your portfolio that this is something
22 and—and unfortunately, we're seeing this trend.
23 We're seeing seniors who are losing their homes who
24 are no longer going to stay in their homes and, you
25 know, as—as this continues to happen, I think it's

1 something, it's a conversation that you should be
2 involved in with DHS.

3
4 DEPUTY COMMISSIONER WINTER: Yes, it
5 would be great.

6 COUNCIL MEMBER ROSE: Madam Chair, I have
7 taken a lot of time. Thank you.

8 CHAIRPERSON CHIN: Thank you for your
9 questions, Council Member Rose. We've also been
10 joined by Council Member Treyger from Brooklyn. Next
11 up on the questions Council Member Deutsch.

12 COUNCIL MEMBER DEUTSCH: Thank you, Chair.
13 Good morning, Commissioner.

14 COMMISSIONER CORRADO: Good morning.

15 COUNCIL MEMBER DEUTSCH: Thank you, Chair.
16 Good morning, Commissioner.

17 COMMISSIONER CORRADO: Good morning and
18 good morning to everyone in the panel.

19 COUNCIL MEMBER DEUTSCH: So, first-first-
20 my first question is what is the procedure for a
21 senior to apply for DFTA's Home Sharing Program?

22 COMMISSIONER CORRADO: So, there is
23 someone in the audience from New York Foundation for
24 Senior Citizens, which is the agency that currently
25 holds the contract for the Home Sharing Program that

1 we will be expanding. They've doing this for 30
2 years. So, a senior—either somebody that has space
3 to spare in their home or in their apartment, calls
4 up and—and—and they're—they go through an extensive
5 vetting process, and they try to match them with—with
6 someone who's requested that they enter into a home
7 sharing situation, and that person they call is—is a
8 guest. So there's the leaseholder or the homeowner,
9 and the—who is known as the host, and then there's a
10 guest. So, they—they go through this extensive
11 vetting process that's done by the sponsoring
12 organization and a social worker—worker actually does
13 matches and they have a whole formula and algorithm
14 that they use, and they actually meet with both
15 parties and they broker a situation and they—they do
16 the actual matching. So, it's an extensive process.
17 It's not something that—that they just call up and,
18 you know, the next day they get a referral. They're
19 integrally involved in that process, and that is we
20 feel one of the reasons why they've been so
21 successful at it. So, you know, knowing that they
22 have a 30-year history of making successful matches,
23 we decided that we would like to bring this program
24 to this scale.
25

1
2 COUNCIL MEMBER DEUTSCH: So, how does—how
3 does a senior get the phone number or is that—like
4 how does it work? I mean, I—I don't know about it.

5 COMMISSIONER CORRADO: They can avail it
6 if they call 311 because that's the easiest way call
7 either Department for the Aging or call 311, and ask
8 for Home Sharing and they'll direct you to the
9 agency.

10 COUNCIL MEMBER DEUTSCH: So, is it an
11 application? Once you make a phone call, is that an
12 application?

13 COMMISSIONER CORRADO: There's a whole
14 vetting process that—that's really been established
15 by the Home Sharing Program.

16 COUNCIL MEMBER DEUTSCH: So, does the
17 application process determine if—if a senior is a
18 veteran?

19 COMMISSIONER CORRADO: So, they—they do
20 give preference to veterans and they work with
21 veterans. So, it's a—as I said, you know, there's a—
22 and extensive vetting process, an application
23 process. They want to make sure that those—they
24 match the right host with the right guest. So, it's
25 based on many, many variables, and so there's an

1
2 extensive process. In order to get that—that process
3 started, they call 311 and they'll be referred to New
4 York Foundation for Senior Citizens.

5 COUNCIL MEMBER DEUTSCH: So, does—do you
6 also conduct and entitlement intake like when a
7 senior calls up to track if a senior is entitlement—
8 entitled to let's say SNAP.

9 COMMISSIONER CORRADO: So, New York
10 Foundation for Senior Citizens is also a case
11 management agency, and they're a geriatric provider
12 of very good reputation. So, I'm going to, you know,
13 take a leap here and say that they absolutely do
14 knowing that that is part of why they exist. So, I'm
15 going to say that yes they would also look at what
16 other services that the person can avail themselves.

17 COUNCIL MEMBER DEUTSCH: Because we do
18 have like 1.5 million seniors. So, from the 1.5
19 million seniors, I do believe that there are those
20 who are—may be entitled to SNAP who is not receiving
21 these services?

22 COMMISSIONER CORRADO: So, what, and it—
23 on a separate note, there are a number of seniors who
24 we believe are eligible for SNAP and may not be
25 receiving them, and those are separate initiatives

1 that we've done citywide to—to help people enroll in
2 SNAP and we've been involved in that for a number of
3 years. So, the number of people actually enrolled
4 through all of these efforts has increased over the
5 years, but yes, I'm sure there are a number of people
6 who are eligible and not currently receiving that,
7 and we've done extensive outreach and worked with the
8 third-party providers to actually do some targeted
9 outreach as well as work with HRA and community based
10 providers to increase the number of SNAP enrollees
11 over the years as a—as a separate initiative that has
12 really to do with Home Share.

14 COUNCIL MEMBER DEUTSCH: [interposing]

15 So, my-my=--Commissioner, my concern is that there
16 should be like a one-stop shopping that when a senior
17 calls up to let's say for a home sharing, right, so
18 we need to work from the bottom up, you know, first
19 to see if the senior is eligible for any city
20 resources to check if the senior is a veteran because
21 there are federal resources and more than half our
22 city's veterans, 210,000 veterans are senior citizens
23 who have federal resources that are available to
24 them, and then once we figure out and get them the
25 resources that they need since we do have many

1
2 seniors who are eligible for SNAP, and is not
3 receiving those benefits. So, those—those same
4 seniors could come in for let's say a home sharing,
5 and then it's overlooked to see what are the
6 resources missing for that individual, and then we're
7 spending money. We're putting in funding, and when
8 that person may be entitled to—to SNAP. So, I
9 commend the Mayor because we have now the Department
10 of Veterans Services. It's a one-stop shopping.
11 This—this new program Vet Connect, which is like a
12 one-stop shopping for veterans. So, we need to come
13 up with a program

14 COMMISSIONER CORRADO: [interposing] So
15 we—

16 COUNCIL MEMBER DEUTSCH: --for senior
17 citizens--

18 COMMISSIONER CORRADO: [interposing] So,
19 we have a program.

20 COUNCIL MEMBER DEUTSCH -so this way we
21 could see exactly how we could help them all around.

22 COMMISSIONER CORRADO: So, I—I couldn't
23 agree with you more.

24 COUNCIL MEMBER DEUTSCH: Because right
25 now it seems like piecemeal, you know.

COMMISSIONER CORRADO: It's not piecemeal. What we call it, it's—it's one-stop shop, but there's many doors you can come and enter, and you should always get--and every senior should always get an assessment about what benefits and entitlements that they may be eligible for. So, one of the efforts through our senior centers for example is that through the model budget, which we were talking about earlier, every center will have a social worker for example. If you don't have somebody to actually do the benefit screening, then it can't get done. So, now that we'll have the proper funding so that they can have the proper staffing, that should become an essential part of every senior that comes through the door of a senior center. At some point in time, at some point during the year, when they're either assessed or reassessed that they go through that benefit and entitlement screening. Whether they go to a senior center, whether they go through a case management program, which is part of the assessment process, a full benefit and entitlement screening. Whether they go to a senior fair, that that they can avail themselves of those services. Whether they call 311, whether they

1
2 call New York Connects, which is the No Wrong Door,
3 which is a whole-whole screening for-for long-term
4 care services and supports. There's many ways that
5 they can access a benefit and entitlement screening,
6 and there's, you know, one stop. There's every stop
7 as far as I'm concerned, and it becomes part of the
8 practice in any or our DFTA funded programs that a
9 person is assessed for whatever they might be
10 entitled to. So, I agree with you and, you know, the
11 more that we can impress upon our providers and our
12 non-DFTA community partners that are not in the DFTA
13 network necessarily, and we do extensive outreach
14 through our Outreach Department at DFTA to infiltrate
15 into the community and places where seniors are, but
16 they might not necessarily be a DFTA program to do
17 these types of entitlement and benefit screenings
18 and-and we-it's full court press all the time to do
19 it, and they should be able to access. If anybody
20 needs an entitlement screening, the best place to
21 call is 311, and we'll send them somewhere whether
22 it's a one-stop and do have one-stop centers just for
23 this purpose or for any senior they should be able to
24 be fully screened for any thing that they may be
25 available for. And they have computer programming,

1
2 several of them, different ones. There's Access New
3 York City. There's benefits. There's a program from
4 NCOA, and so many different aging members
5 organizations that have developed proper programing.
6 Live On New York does an entitlement and benefit
7 screening, enrolls people in SNAP, and we've been
8 very successful. Can we do better? Yes, of course,
9 but I agree with you that—that should be just part of
10 everyday practice.

11 COUNCIL MEMBER DEUTSCH: Yeah, okay. So,
12 it would just be more streamlined. I just want to
13 touch upon what my colleague mentioned, Council
14 Member Rose. [coughs] So, we do have 63,000 homeless
15 people in our city. So, we do keep track of, you
16 know, homeless youth, and we have Councilman Treyger,
17 our Education Chair, you have a little over 100,000
18 homeless youth. You have a little over 450 homeless
19 veterans. We have a number I believe to homeless
20 families, but is there a number for homeless seniors?
21 I know you mentioned that there's not that many, but
22 do we have a number?

23 COMMISSIONER CORRADO: Yes, CHS actually
24 has that number and they track that, the number of
25 homeless seniors. It's around—it—it generally hovers

1
2 around 2,000. So, they may be, you know, seniors.
3 That may not be their first category. They may be
4 overlapped with veterans. They may be seniors that
5 have some other identifier in addition to being a
6 senior, but yes that's tracked by DHS, not by DFTA.

7 COUNCIL MEMBER DEUTSCH: So, can you
8 explain what homeless senior is? Is it a homeless
9 senior who's in shelter? Is it a homeless senior
10 who's on the street?

11 COMMISSIONER CORRADO: So, I'm going to
12 defer to you. All of the above.

13 DEPUTY COMMISSIONER WINTER: Yeah, DHS
14 would have both. They have what they consider the
15 shelter population, which is the 63,000 number, and I
16 think they would have the information as to the age
17 of those 63,000 and they also have the information on
18 whose—who they're serving—who's living on the street,
19 and they would probably have ages for those as well.

20 COUNCIL MEMBER DEUTSCH: So—so would you—
21 from the 2,000 homeless, right. So what percentage
22 would seniors who maybe have a mental illness, who
23 just choose to live in the streets opposed to seniors
24 who just can't afford rent, and are living on the
25 street?

1
2 DEPUTY COMMISSIONER WINTER: DHS would
3 have that. They do have a client tracking database
4 where they have information about their clients. So,
5 I think we could—we could work with them to get you
6 the information you're looking for.

7 COUNCIL MEMBER DEUTSCH: So, so those
8 living on the streets that just can't afford rent,
9 like where are they? I mean who's keeping track of
10 those seniors.

11 DEPUTY COMMISSIONER WINTER: The mayor
12 has recently over the last couple of years increased
13 the street outreach effort.

14 COUNCIL MEMBER DEUTSCH: Are they living
15 like, you know, under some train trestle? Are they
16 under a boardwalk? I mean where are they?

17 DEPUTY COMMISSIONER WINTER: You'd—I
18 mean, you'd really have to ask DHS because they have
19 a very strong outreach team, set of teams that really
20 done through providers throughout all the five
21 boroughs, and they actually are in touch with those
22 people living the street, and they generally have
23 locations where those people tend to congregate.
24 They can move obviously, but they usually know where
25 they find their—at least the people that are

1
2 chronically out on the street, they're tracking them,
3 they're working with them to engage them to come in
4 off the streets. They have-

5 COUNCIL MEMBER DEUTSCH: [interposing]

6 So, I just—I just want to say that if you have a
7 homeless person who's living outside on the street
8 because of mental illness, right, no one would want
9 to take someone in who doesn't have the experience to
10 deal with someone like that. But if you tell me
11 there's a homeless senior who just couldn't afford to
12 pay rent out on the street, tell me now. I will take
13 someone in. So, I mean if you have let's say 2,000
14 homeless seniors, and we do a big push to—to 8.—the
15 population just went up 8.6 million New Yorkers, we
16 are New Yorkers. So, if you could tell us that there
17 are 2,000 senior citizens who just couldn't afford
18 rent that are living out on the street, those seniors
19 will be housed any time. I think that at New Yorkers
20 we would take them in. We would welcome them into
21 our homes. So, I think we need to get the—the handle
22 on how many homeless seniors that are out there who
23 just couldn't afford to pay the rent, and reach out
24 to New Yorkers and say listen, who can take--? You
25

1 know, you're talking about a home sharing right? So,
2 this is home sharing.

3
4 DEPUTY COMMISSIONER WINTER: Right.

5 COUNCIL MEMBER DEUTSCH: You tell me, I
6 would--

7 COMMISSIONER CORRADO: [interposing] So,
8 part of the--

9 COUNCIL MEMBER DEUTSCH: --my wife would
10 tell me in one second, let's take someone in.

11 COMMISSIONER CORRADO: So the part of the
12 Home Sharing Proposal is to work with DHS, and--and
13 serve exactly the constituents that you described.

14 COUNCIL MEMBER DEUTSCH: I mean I think
15 it's--

16 COMMISSIONER CORRADO: [interposing]
17 Homeless seniors if they need it, they can become
18 part of the Home Sharing Program, and they will be
19 placed, and that will be priority.

20 COUNCIL MEMBER DEUTSCH: [interposing]
21 But that's--that's--Commissioner, that's not good
22 enough because we're using seniors as a number, and
23 we can't do that. So, I think that we should
24 identify who they are--
25

COMMISSIONER CORRADO: [interposing] So,
I know--

COUNCIL MEMBER DEUTSCH: --where they are
and take care of them immediately. [background
comments]

COMMISSIONER CORRADO: So, DHS has an
entire effort around placing seniors that are
difficult to serve and--and homeless pop--and the
homeless population in general. If a senior wants to
be part of the Home Sharing Program, they can avail
themselves of Home Sharing. They could have always
availed themselves, and I just happened to know this
because in conversation with the Executive Director,
they've been working direction with DHS to place
homeless seniors, and that has not necessarily been
the preferential mode for the actual homeless senior.
So, we're going to work on as part of this new
expansion of the program, to make those matches work
and to do better outreach with the homeless. So,
that's part of their proposal. So, yes, they can
avail themselves of the Home Sharing Program and
they'll be a much more concerted effort to place
homeless seniors in a home sharing situation.

1 COMMITTEE ON AGING 73
2 COUNCIL MEMBER DEUTSCH: So, we have
3 what's called now Breaking Grounds, and they are
4 trained to go out there and offer assistance to the
5 homeless people.

6 COMMISSIONER CORRADO: Yes.

7 COUNCIL MEMBER DEUTSCH: So, I cannot
8 imagine that you have a senior who is out there in
9 the streets who is offered assistance by Breaking
10 Ground to say, Do you want a place to live?

11 COMMISSIONER CORRADO: So, I-I--

12 COUNCIL MEMBER DEUTSCH: [interposing]
13 That one of those seniors wouldn't yes. So, I mean
14 why is there 2,000 homeless seniors?

15 COMMISSIONER CORRADO: So, I'm going to
16 defer to Commissioner Banks who oversees the
17 Department of Homeless Services at the Department of
18 Social Services.

19 COUNCIL MEMBER DEUTSCH: [interposing] I
20 mean, I will just ask the chair if we could have
21 another hearing here with DHS and Breaking Ground and
22 we'll--

23 COMMISSIONER CORRADO: [interposing] No,
24 I agree, and--and having--having in the former life
25 worked very closely with that particular agency in

1
2 homeless prevention programs, they are—they do an
3 extensive amount of outreach to homeless people to
4 try to place them and, you know, in situations where
5 they do go into a supportive housing situation, which
6 is not what DFTA does, but when they do, they
7 generally are very successful, but it's a more
8 extensive program and it's—it's more with wraparound
9 services. So that helps homeless seniors and
10 mentally ill homeless seniors, people who have other
11 issues other than just being a senior, which is not
12 really an issues. It's just a—it's just a
13 demographic. They have other issues, and they work
14 successfully with them, but that's outside of the
15 DFTA network that—that they're all in. They have the
16 Supportive Housing Network, the Mental Health
17 Network, or the—or the Homeless Service Network.

18 COUNCIL MEMBER DEUTSCH: Thank you. I
19 just want to say for the record that any time there's
20 and HPD affordable housing project, and I have been
21 involved just over the last few weeks. So, when you
22 put aside let's say a certain percentage for homeless
23 people in the HPD project whether it's a rezoning,
24 any type of ULURP process. So first and foremost we
25 need to make sure that when there's a set-aside, it

1
2 should be a set-aside for senior citizens who are
3 homeless, and a set-aside for homeless veterans in
4 addition to your general population of homeless, and
5 I just want to say that for the record because this
6 is kind of embarrassing, and for the city of New
7 York, and for—it's not your fault, Commissioner.
8 This is something that it's—it's kind of aggravating
9 and I can't believe that we're sitting at a hearing
10 and we're talking about 2,000 homeless seniors out on
11 the street, and I have nothing more to say except
12 that we need to take action right away, and this is
13 really totally unacceptable. Thank you.

14 CHAIRPERSON CHIN: Thank you Council
15 Member Deutsch. I already introduced legislation
16 that have—to get the correct data of the number of
17 homeless seniors so that we will definitely be having
18 a hearing with DFTA and with DHS, and then we can
19 really work on this together. Thank you. Council
20 Member Treyger.

21 COUNCIL MEMBER TREYGER: Thank you very
22 much, Chair for your leadership, and welcome
23 Commissioner and your team. I just want to begin by
24 just acknowledging that yourself and your staff has—
25 have been incredibly responsive, and accessible to my

1
2 officer, and I truly do appreciate that. Having said
3 that, I-I-I', pretty sure that the Chair might have
4 touched on some of the questions I'm about to ask,
5 but I-I think these issues are very significant. Are
6 there any plans in the--in the budget process so far
7 to expand DFTA contracts to expand the number of
8 senior centers this year?

9 COMMISSIONER CORRADO: So, we've had--we
10 spent a significant amount, speaking--speaking about
11 the model senior center budget. So, we have a
12 significant infusion of baselined funding to expand
13 our Senior Center Portfolio, and as I mentioned
14 earlier, we will be RFP'ing for all of our senior
15 centers in Fiscal Year--for Fiscal Year 2021. So this
16 really infusion of \$20 million in baseline money by
17 Fiscal Year 2021 will allow us to make a significant
18 investment in our Senior Center Portfolio, and when
19 we RFP for it, we will be looking at the changing
20 demographics and we're currently in that process to
21 see how might redistribute those senior centers to--to
22 truly reflect the current demographics and--and the
23 constellation of senior centers in different
24 communities based on the number of seniors that are
25 actually living there at this point in time.

1 COMMITTEE ON AGING 77
2 COUNCIL MEMBER TREYGER: But-but I'm not
3 sure if I'm hearing anything for this year, for this
4 year's--this year to grow.

5 COMMISSIONER CORRADO: [interposing]
6 Well, this year we have \$10 million baselined funding
7 to support our current portfolio of senior centers.

8 COUNCIL MEMBER TREYGER: But we're not
9 expanding to new is that correct?

10 COMMISSIONER CORRADO: Not expanding the
11 number of senior centers per se.

12 COUNCIL MEMBER TREYGER: And are there
13 any--and are there any plans this year to expand
14 NORCs?

15 COMMISSIONER CORRADO: Not this year, no.

16 COUNCIL MEMBER TREYGER: So, you know, I
17 think we've had this discussion before, and I know
18 this is something that you personally are very
19 supportive of--

20 COMMISSIONER CORRADO: Uh-hm.

21 COUNCIL MEMBER TREYGER: --but I'm just
22 making this clear to the Administration that when I
23 hear leaders say that they support seniors, they
24 support immigrants, they support families that they
25 understand that we are--we have a significant aging

1
2 population. These are our loved ones, but we're not
3 aligning our budgets to that reality. I have a
4 problem with that, and our budget has grown
5 significantly in the last couple of years, and we
6 have an ambitious housing plan, which we again passed
7 the ZQA. I know the housing has started to in some
8 cases get built or in the process of being built in
9 my district as well. Councilman Deutsch will be
10 pleased to hear that in my district we're actually
11 building senior affordable housing, and housing for
12 homeless veterans. But my concern is that once these
13 buildings are up, are they going to have a center
14 that is—that has reliable sustainable funding in, you
15 know, attached to it, and I'm sure that the existing
16 providers--

17 COMMISSIONER CORRADO: Uh-hm.

18 COUNCIL MEMBER TREYGER: --are facing
19 whole sorts of challenges with regards to the fact
20 that a lot of their personnel, their staff don't have
21 the means and capacity to—to adequately meet the
22 needs of—of their seniors, and this is something
23 that, you know, we have to make sure that our pledges
24 and our words are aligned to the numbers in our
25 budgets.

COMMISSIONER CORRADO: So, exactly in that vein in all due respect there will be a significant increase in funding for senior centers in the Senior Center Portfolio. There will be an increase in \$20 million in funding to support programming and staffing in our senior centers, and I know having looked at where everything falls out at your particular centers in your particular district will be getting a significant infusion of dollars to support and baselined dollars to support staffing, and to support programming. And we look forward to working with you because it's going to take some time to build capacity at those centers. Then there's some of which are significantly underfunded historically. So, I think that's a good thing. Now, every senior building that goes up can we put in a new senior center? Well, we're trying to look at any new projects that are being built if there's an opportunity to move a senior center that currently exists into new-new space that's specifically designed for a senior centers we'll avail ourselves of those opportunities. So, as they go up, if you have a senior housing building, or any affordable housing built in your community, and you come to us

1 with a proposal, we'll seriously consider that, but
2 we're not necessarily considering opening up new
3 senior centers in every building that's going up in
4 the city because (a) the surrounding community may
5 not support that in terms of the demographics in the
6 community and that's just practically not feasible,
7 but certainly if there is one that's in an
8 unacceptable facility, and we have an opportunity to
9 move a center into a new facility we're—we're all
10 ears and we're very open to that.

12 COUNCIL MEMBER TREYGER: Yeah, I mean I
13 think my, you know, it's—I sound biased because it's
14 my district, but we are experiencing a significant
15 population boom. We are welcoming of immigrant
16 communities that are continuing to emerge and grow,
17 and we are ripe for additional support because a lot
18 of these organizations are doing this not with the
19 support of DFTA. They're doing this with
20 discretionary grants, which right now they might be
21 available, but with these—with the uncertainty of
22 Washington, which is every day and in state budgets,
23 we don't know how much longer we can carry this. So,
24 I—I think we need—this is a very serious issue. I
25 also want to just point out, and the Chair might have

1
2 raised this as well. I know that this is not
3 something that's not your--that's not your
4 responsibility the Lifeline Program. I'm not sure if
5 that's been discussed yet--yet at this point, but it's
6 very concern to many seniors in my district, and
7 obviously across the city of New York with regards to
8 the federal government's plans to eliminate this
9 critical support for seniors who use this program to
10 make appointments with their doctors, with--to get
11 medication. Have you--has your office been monitoring
12 this? Can you speak to that, and also are there
13 plans?

14 COMMISSIONER CORRADO: So, I don't know
15 specifically about the Lifeline Program, but I do
16 know that the current Omnibus Bill that the Congress
17 passed--

18 COUNCIL MEMBER TREYGER: Right.

19 COMMISSIONER CORRADO: --and it's on the--
20 the President's desk waiting for him to sign,
21 maintains and or increases the funding available for
22 senior services. So, I think that's good news and
23 it's something that--

COUNCIL MEMBER TREYGER: [interposing]
Except for his Tweet this morning that he—he is
considering vetoing the bill.

COMMISSIONER CORRADO: Well, I think--
Uh-hm. COUNCIL MEMBER TREYGER: So, I'm
not sure. So, that--

COMMISSIONER CORRADO: [interposing]
That's unfortunate—that's unfortunate and-and-but in
terms of Congress supporting all of these efforts and
acknowledging that there is a changing demographic
and expanding and increasing the funding available
for senior services I think says a lot about the
commitment of Congress. Now, we have to impose that
upon our president to sign that bill so that we can
maintain or expand that level of funding, and we're
involved in that as a department working with our
membership organizations at the federal level and
with the city Legislative Office working to advocate
on the federal level. So, we are going to
Washington. We'll be there this—in April and meeting
with our legislators to not—to support an expansion
of senior programs, and the-- I'm not particularly
familiar about the—the threats to that particular
program, but I'll be happy to look into it.

COUNCIL MEMBER TREYGER: Yes, this is a FCC program to provide assistance to--

COMMISSIONER CORRADO: Uh-hm.

COUNCIL MEMBER TREYGER: --seniors with very limited means to make phone calls, cell phone service, utility services, and they use that as a lifeline literally to call their doctor, to follow up with appointments, to get medication. This is not a luxury item for seniors.

COMMISSIONER CORRADO: And I know that.

COUNCIL MEMBER TREYGER: And--and so, but it speaks to a larger question--and this is my final question, Chair. Thank you for your--for your time--- to addressing the costs of utilities and the cost of these basic needs, which for seniors is--is a necessity. It--is--are there plans or discussions underway to--if federal government cuts back on Lifeline or in some cases in dealing with energy and other utility types of costs to provide some forms of assistance to seniors particularly those who have a very difficult time paying for prescriptions, paying for food. Are there any programs or services at the city level that we can assist our seniors with?

1
2 COMMISSIONER CORRADO: So, the--the city
3 makes a significant investment in supporting seniors
4 and the Department for the Aging Budget of \$344
5 million does a lot to do that. Now, are we making
6 significant contingency plans based on the
7 eventuality that our president will not sign an
8 omnibus bill and fund senior services at the current
9 level--and certainly there's threats. We're not
10 making contingency plans at the Department for the
11 Aging because we don't know how real those threats
12 are, but I mean I acknowledge that it is at the
13 federal level we're living in very scary times.

14 COUNCIL MEMBER TREYGER: Alright, no but
15 you do--

16 COMMISSIONER CORRADO: [interposing] But
17 we do--we do have--we do have a significant investment
18 in senior services, and we're very fortunate in New
19 York City that the city government does take their
20 responsibility to support seniors very seriously.
21 So, much of our funding at the Department for the
22 Aging is city tax levy monies as well that augment
23 federal funding. So, in--in all actuality I think
24 we'll be okay here in New York City.

25 COUNCIL MEMBER TREYGER: Just I want--

1
2 COMMISSIONER CORRADO: [interposing]
3 That's not to acknowledge that there are people who
4 depend on Lifeline for utility services, and as I
5 said, we'll look into it, and if we need to do more
6 advocacy around that specific program, we'll do that.

7 COUNCIL MEMBER TREYGER: Yeah, I'll just
8 close by saying, Chair, as you've seen in the issues
9 of public housing and the issue of education and
10 transportation where the federal government has not
11 given us adequate, sufficient resources, this is an
12 area that we—we can't ignore either. We—I understand
13 that the federal government has—has just abdicated
14 its responsibility in so many different areas of
15 life. It's—it's completely outrageous and it's—it's
16 just—it's—it's—I think it's a huge stain on—on their
17 inability to get things done, but we just can't put
18 our heads in the sand either. We have to make sure
19 that we have everything, you know, prepared in the
20 eventuality or if something happens that we can't
21 meet the basic needs and services, and I know that
22 you are committed Commissioner, and I thank you again
23 for your leadership, and Chair, thank you for your
24 time.

25 COMMISSIONER CORRADO: Thank you.

CHAIRPERSON CHIN: Thank you, Council Member Treyger. I just want to follow up with another question relating to the model Senior Center Budget. Can you maybe go into more detail because meal, the cost for meals have been left out of the model budget so at this phase. So, how far along has DFTA done its analysis in terms of meal costs and the discrepancy now among a lot of centers? Some, you know, and a lot of centers have historically complained to us that not enough reimbursement for meal costs. So, are we going to address that in the budget?

COMMISSIONER CORRADO: So we are re-engaging Price Waterhouse Coopers who was the consultant that we were working with to look at food service across the board, meal reimbursement and how we can modernize our food service system in New York City both congregate and home delivered meals. So, we're re-engaging that, and we know that we did not address that in the model senior center in terms of the food service component and the reimbursement for meals, and that would be Phase 2. So we are also in discussions with OMB about how best to look at the situation, analyze it and those conversations are

1 ongoing. So, and we're committed to doing that. I
2 mean this is, you know, a priority at the department.

3 CHAIRPERSON CHIN: So, are you--when
4 you're saying we're engaging, so you're assigning a
5 new contact with them?
6

7 COMMISSIONER CORRADO: No, we--we--

8 CHAIRPERSON CHIN: [interposing] Or
9 you're not?

10 COMMISSIONER CORRADO: We RFP'd but we--
11 but fortunately the consultants that we were working
12 with got the new RFP. They were awarded the
13 proposal. So, we're actually meeting with them next
14 week to reignite the process where left off.
15 Unfortunately, it has somewhat to do with funding and
16 procurement so that there was an interruption in that
17 process, but in the interim we dealt with the senior
18 center model budget situation, and dealt with
19 everything other than food service. So now that's a,
20 you know, we're doubling up on our commitment to
21 address the food service component and we--everybody
22 is on board with that. So, that work will be
23 starting again next week, and we're going to come up
24 with how we can better serve food in the city, how we
25 can be much more efficient, how we can capitalize on

1 new technology that exists to address some of the
2 issues even that you've spoke of earlier around
3 collecting contributions from seniors. No senior
4 should go into a senior center and feel as if they're
5 coerced into giving a contribution at this day and
6 age. That's not to say and, you know, I feel very
7 strongly about this that seniors generally want to
8 contribute towards the cost of their meal in general
9 and there may be a significant number of seniors that
10 absolutely cannot afford a meal, and they should be
11 able to find a way to put something in a contribution
12 box even if it's an empty envelope in a way that's
13 not coercive and maintains the dignity and the
14 confidentiality of the person. So, you know, you
15 brought that to my attention. We're going to do a
16 better job working with our Program Officers to
17 reinforce some common sense solutions on how they
18 should be collecting contributions, but in addition
19 to that, there are more modern ways that we can
20 change our—our practices and our policies to
21 eliminate that even, you know, the—to eliminate any
22 coercive tactics and even the possibility that that
23 could actually be a reality. And I know that
24 sometimes there is, you know, there is in a senior
25

center they have some bully that's sitting collecting contributions and making sure that somebody puts their money inside a shoe box slot. There's no reason for that. In this day and age we should have little envelopes. People put it in, and if they can't afford it, they don't put anything in. But we're required through the Older Americans' Act, it's codified in the Older Americans Act to collect contributions that goes towards the cost of the meal, and they're also able to collect contributions to go towards the cost of an activity. Anything collected gets reinvested back into the program, or to the meal if it's collected for a meal, and that is an essential, and we count on that and programs count on that contribution. So, we should find better ways to collect the contribution, and making sure that we maintain the dignity and the confidentiality. So, if that's an issue, we're going to, you know, double down on—on how we assess that, and if we need to change our practices we will.

CHAIRPERSON CHIN: Well, definitely with the meal costs. I mean like if providers are telling us that they need that contribution to supplement the meal, then it means that we're not paying enough,

1
2 putting enough money in the budget for the meal
3 program because there are discrepancy in terms of
4 some centers pay more for the meal, and some centers
5 pay less, and they get reimbursed at a lower amount.
6 Hopefully and so there's a budget, I-I would expect.

7 COMMISSIONER CORRADO: [interposing]
8 Yeah, there's--there's--there's room for improvement,
9 and there is something that we're going to prioritize
10 at the department to try to fix some of those
11 situations, and some of it about efficiencies, and
12 our inability to hold programs accountable in the way
13 that we'd like to. So, we definitely need to do
14 something about that, and we've already started to do
15 that.

16 CHAIRPERSON CHIN: Will, we see something
17 in the Executive Budget that reflects the--the meal
18 cost adjustments?

19 COMMISSIONER CORRADO: As I said, we're--
20 we've reengaged with that, and it's something that
21 we're working on. It's a work in progress. So, it
22 will be in the future.

23 CHAIRPERSON CHIN: Do you have a
24 timeline? How far in the future?

25 COMMISSIONER CORRADO: In my lifetime.

CHAIRPERSON CHIN: Oh, that's too far.
[laughs] Because you're going to live a long, long
time.

COMMISSIONER CORRADO: [interposing] In
my tenure as Commissioner.

CHAIRPERSON CHIN: Well, we definitely
because the providers are here. I mean we need to
get that problem solved.

COMMISSIONER CORRADO: [interposing] As I
said—as I've said, we've already engaged with—with
the Office of Management and Budget, and those
conversations are ongoing, and that is they, you
know, there is a commitment that this will be phase 2
of the model senior center budget. So, we will
address the food component in the future.

CHAIRPERSON CHIN: Okay, and we're going
to continue to make sure we push so that that future
is sooner rather than later. You know, we have a
time pressure here because 1:00 the Education
Committee is having their budget hearing, and we want
to hear from the providers, and so we will follow up
with the Commission and the Department for the Aging
with all the questions that we didn't get the answer
to, but I think that the issue with the model budget,

1 we really need to see a more comprehensive
2 presentation of it, and I think also the providers
3 and the public also want to see how do we get to—what
4 kind of formula did OMB and DFTA use to come up with
5 this model budget to make sure that it's, you know,
6 fair and equitable among all the senior centers. So,
7 we want to make sure that we get that information and
8 we can share it with the public.
9

10 COMMISSIONER CORRADO: Okay, thank you.

11 CHAIRPERSON CHIN: Okay, thank you for
12 being here, and we will continue the negotiations.

13 COMMISSIONER CORRADO: Thank you.

14 CHAIRPERSON CHIN: Thank you. [pause]
15 For the public that's testifying sorry that I have to
16 put you on a clock because we want to make sure
17 everyone get a chance to speak. So, there will be a
18 clock with two minutes. So, give us your important
19 points that we can follow-up with the Administration
20 and with DFTA. So, first up, we have Rachel
21 McCullough, Bobbie Sackman from the New York Caring
22 Majority Coalition; Marie Krokowski from JASA; Chris
23 Widelo from AARP; and Andrea Ciaffani (sp?) from Live
24 On New York. [background comments, pause, background
25 comments] Are you ready?

ANDREA CIAFFANI: We're read.

CHAIRPERSON CHIN: Yes, please begin.

ANDREA CIAFFANI: Thank you. Good almost afternoon. Thank you so much Council Chair Chin as we well as Council Member Deutsch, and the rest of the Aging Committee that was here earlier to—for this opportunity to testify today at this very important hearing. We also really would like to acknowledge the leadership of the Council last year and especially you, Chair Chin and the Year of the Senior, and all of the work to secure the very historic investment in senior services more than we've seen in decades. So, we're really happy to be here today to talk about that, and to talk about continuing to build upon that work. We also strongly recognize the important work through DFTA and the Commissioner Corrado as the Mayor and the entire City Council for their work and leadership. Live On New York represents 100 community based agencies serving over 300,000 older adults annually, and we know that these organizations are doing incredible work in every corner of the city to—to serve older adults, caregivers and their families. We also know that aging creates momentum. We are all part of that

1 today, and you can witness at every hearing you come
2 to in the Aging Committee where you see hundreds of
3 seniors here to listen and weigh on the important
4 services and what's going on in the city. So, we're
5 very proud to be here and be part of that. Aging, as
6 we know also creates challenges, which we, you know,
7 can put the whole system at risk. The lack of fair
8 funding that you've been very vocal about and we
9 appreciate that, the less than one percent of the
10 City Budget creates challenges for both older adults,
11 their families as well as the organizations that are
12 serving seniors. There's also issues of ageism and—
13 and you—we're working to combat that everyday, and
14 even with the historic gains, which we really
15 appreciate in the budget last year, there's still
16 exists waitlists and staff turnover, and there are
17 issues with the system that we need—that's why we're
18 here today to continue to work together to build
19 that. The good news for the future is that we have
20 an incredible network of senior services here in New
21 York City that working together with the Council and
22 the city are part of that solution, and can serve
23 seniors today and in the future. When we talk about
24 that future of aging services, we include every
25

1 person and every Council District because they're all
2 server whether it be today or for the future for
3 ourselves and our families. So, I know that I got
4 the bell, but I'm going to just quickly run through
5 our priorities, which are fully listed in our
6 testimony. Regarding the Model Senior Center Budget,
7 as we sit here centers are getting notifications
8 about the influx of the first \$10 million for
9 staffing and programming. We recognize that as a
10 very positive first step. We're very happy to see
11 that that is working, and we are encouraging that
12 second \$10 million that was referenced today be
13 expedited and put into those budgets by FY20. It's
14 really important to build up that system before the
15 projected RFP. We also want to bring attention to
16 the NYCHA Senior Centers. There's nearly 100 in the
17 portfolio that are also through NYCHA that need some
18 significant investment. So, we really highlight
19 those as well as needing for funding. We—one of the
20 main most important things about the model budget is
21 that it didn't include food costs, and so we have a
22 priority focused on raising the reimbursement rate
23 for \$1.00 for both home delivered and congregate
24 meals. We also draw attention to the waitlist that
25

1
2 still exists for both home care and case management
3 and we have asked for those as well, and a continue
4 investment and at thank you to Council for your
5 investment in all Schedule C senior services and a
6 restoration for that as well. So, thank you again
7 for letting me talk a little longer, and I know the-
8 the hearing will continue, and be-be wonderful. So
9 thank you for your support and we-we look forward to

10 MOLLY KRAKOWSKI: Hi. Good afternoon.

11 It's Molly Krakowski from JASA, and I want to thank
12 Council Member Chin for chairing today's hearing, and
13 Council Member Deutsch, and-and committee. I will
14 jump straight into our main ask while recognizing the
15 significant funding that you put in this past year,
16 and specifically your commitment to the human
17 services sector. The way we see it, you know, fully
18 funding city contracts, and the social service sector
19 is an inextricably-is inextricably related and linked
20 to our asks. So, salary equity. As the city
21 continues to right size budgets, JASA is looking for
22 a targeted fund focus on implementing increases in
23 salaries for all DFTA funded contracts. Some of this
24 will be resolved in the-the senior center model
25 budget, but that doesn't address NORC programs,

1
2 caregiver programs, and other DFTA contracts that
3 remain significantly underfunded. Culturally
4 appropriate home delivered and congregate meals, I'm
5 going to echo what Andrea just said, last year JASA
6 served 702,000 plus home delivered meals, 57% of
7 which were kosher meals, and as a result are
8 projecting a deficit of \$157,000 for providing those
9 contracted meals through the city. Their last real
10 increase was in FY15, and we need to see real
11 investment in funding for the congregate and the home
12 delivered meals. The Council Initiative began
13 echoing what Andrea just mentioned, which is that all
14 senior programs rely heavily on discretionary asks
15 through—to support our seniors, healthy aging, NORC
16 initiative, et cetera, and we just want to make sure
17 that that that funding remains or that there's more
18 funding put into contracts. You know, the money and
19 the discretionary ask is really making up for the
20 lack of funding in the contracts, and I just wanted
21 to—I won't—you have it in front of you, but I did
22 want to just piggyback on what Council Member Deutsch
23 asked earlier having to do with homeless services. I
24 just did a quick look online, but you know, there's
25 2% of the homeless population may be listed as

1
2 seniors, but the largest number of homeless in the—in
3 the system it's more than 30% or the 45 to 64-year-
4 olds. So, we all know who those people are, and
5 they're the older adults, and they're the older
6 adults of five years down the road. So, I just—I-I
7 think we need to—echoing what—what Council Member
8 Rose and Deutsch are talking about that this needs to
9 be a real focus. Thank you.

10 RACHEL MCCULLOUGH: Good morning. My
11 name is Rachel McCullough. I'm the Director of
12 Organizing at Jews for Racial and Economic Justice,
13 and I'm the Campaign Director of the New York Caring
14 Majority. The New York Caring Majority is a new
15 coalition of seniors, people with disabilities,
16 family caregivers, homecare workers and domestic
17 workers from all across the state. We're advocating
18 for a more sustainable and just caring economy to
19 help all New Yorkers who give and receive care to
20 live fuller and healthier lives. But we're here
21 today to really just reinforce and back up everything
22 that Andrea and Molly have already shared especially
23 regarding the urgent need to address the waiting list
24 for both case management and homecare. Our—we're a
25 statewide coalition, and so we're really leading

these efforts in Albany where we wish that there were the same level of commitment, and leadership that we see on behalf—from—from Council Member Chin, and from this committee. That's especially why when we do advocacy at the city level, we're especially pushing for even greater levels of boldness, creativity and innovation, and so I would applaud the Year of the Senior and the effort to make every year the year of the senior. Beyond that, our coalition was part of the creation of the new Division of Paid Care within the Office of Labor Policy and Standards, and in the year ahead, we very much hope that there can be greater levels of collaboration and—and cooperation between DFTA, and that new Division of Paid Care to lay the groundwork for the future of care and the future of care work in the city. Beyond that, I think we're very focused on the homecare workforce shortage that is affecting folks statewide and exists here in the city as well, and Albany is not leading on that, and I think there is a great deal that New York City could do [bell] to invest in this fast growing workforce that overwhelmingly made up of women and women of color. Thank you.

1
2 BOBBIE SACKMAN: Hi. I could say good
3 afternoon. Hi. My name is Bobbie Sackman, formerly
4 of Live On New York. I'm working with Rachel
5 McCullough at the New York Caring Majority Coalition.
6 I'm also involved with a group called the Radical Age
7 Movement, which I'll come back to in a moment. Again,
8 I'm—I'm here to also reinforce everything that Aging
9 Advocate's Coalition has asked for, and I was sitting
10 here thinking what a different to look at all this
11 money in the plans and we know government doesn't
12 move quickly or always well, but at least there's
13 something in the pipeline and more work to be done.
14 So, kudos to you Councilwoman and to the whole
15 sector. The reason I'm involved with the New York
16 Caring Majority Coalition is that they're talking
17 about ISEP issues. They're talking about all these
18 issues through the lens of racial and economic
19 justice, and I thin that that's something we could
20 all raise more. We know it's there, but I'm—I'm not
21 sure we've raised it enough, and—and it's critical.
22 The only other thing I wanted to mention is the
23 Radical Age Movement on May 15th is going to have the
24 first New York City and we think nationally Age
25 Justice Rally. It's going to be at Union Square at

1
2 5:00. We have a website, Radical Age Movement or
3 contact me, and one of the issues is a fair share of
4 the city budget, and how miserably overall we do for
5 the Department for the Aging. So, we will welcome
6 everybody to come and bring older adults with them,
7 and—and join with us. We'll be doing more outreach.
8 So, that's really all I wanted to add today. Thank
9 you.

10 CHAIRPERSON CHIN: Thank you. Oh, AARP.

11 [laughs] Chris.

12 CHRIS WIDEL0: Thank you, Chairwoman
13 Chin. My name is Chris Widelo. I'm the Associate
14 State Director for AARP here in New York. Thank you
15 for the opportunity to testify and hello to my AARP
16 members and friends in the audience. We're here on
17 behalf of the 800,000 AARP members that are her in
18 New York City, and I don't have to tell you that this
19 is a very rapidly aging population. As a matter of
20 fact, by the year 2040 people 50 and older will
21 comprise about 20% of the population of the city, and
22 of those 65 and older, it will make up 40%. So, this
23 is rapidly happening. It's come to a city near you
24 very soon and, you know, interestingly enough when
25 you look at multi-cultural communities that are

aging, you know, we have a very diverse community here and in New York City, and they account for 62% of New York City residents 50 and older and half of those 65+ living here in New York City were foreign born, which is I think a very interesting statistic. You know, when I think about the face of aging, you have our formal comments, and we want to echo the priorities around homecare case management, NORCs, congregate and home delivered meals, and expedited funding for the model senior center budget. You know, I have to look no further than the folks that I see on my right, our members who are incredibly independent. They're civically engaged, they're diverse and they're very part of the fabric of their communities, and when they think about aging, I'm sure that many of them want to stay here where they grew up, where they live now, where they spent a large portion of their life. If I ask them, do you— are you looking forward to eventually getting to a nursing home or some type of institutional care, I don't see many people raising their hand and waving this time around, right. So, it's important that we have a strong Department for the Aging to provide these services that keep people healthy and in their

1 home community, and also make sure that they—that the
2 Department for the Aging leads the way on other
3 initiatives across the state or city to show other
4 departments what they need to be doing to prepare for
5 this big demographic change. One of the other issues
6 that I just briefly want to talk about is AARP and
7 the Public Utility Law Project has been very
8 concerned about the 50+ population, and their ability
9 to afford utilities. Forty-one percent to New
10 Yorkers across the state have problems paying their
11 bills, and Con Edison continues to shut people off
12 from their utilities at record rates averaging over
13 5,000 people a month. That means people are without
14 power, and these are—those are accounts, right? So,
15 each account is about three to four people. So,
16 there are thousands of people that are being
17 impacted. We need leadership from the Council, from
18 the Administration, and I think maybe direction from
19 DFTA on how we can educate people on what their
20 rights are, their options and how they can avoid this
21 because there's no reason during especially cold
22 winter months that people are without power when they
23 have certain rights that they need to be aware of
24 because some of these shuts—shut-offs are not—
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1
2 shouldn't be happening during certain months. So
3 thank you for the opportunity to be here today.

4 CHAIRPERSON CHIN: Thank you. Thank you
5 for all your great work and bringing your members
6 here, Chris, and for all the advocates who are here.
7 Definitely we have a lot more to do. I mean, DFTA,
8 we've got to make sure that it has strong budget.
9 It's like one of the smallest agencies. Even DYCD,
10 the--the Department of Youth and Community Development
11 they have doubled their budget. So, we've still got
12 a long way to go, and I'm really looking forward to
13 continuing working with all of you to make that Year
14 of the senior every year. Okay. Thank you. The next
15 panel. Kevin Douglas and Liz Schwartzwald from--sorry
16 if I messed up your name--United Neighborhood Houses.
17 [background comments] Ahsia Badi from New York
18 Academy of Medicine; Rachel Sherrows from City-City
19 Meals on Wheels and Katie Foley, Self-Help Community
20 Services. [pause]

21 RACHEL SHERROWS: I'll be brief. My name
22 is Rachel Sherrows, Associate Director at City Meals
23 on Wheels.

24 CHAIRPERSON CHIN: Oh, you want to wait a
25 minute so--

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RACHEL SHERROWS: Oh, sure.

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CHAIRPERSON CHIN: Thank you again to all the seniors who came today. Have a wonderful lunch, and we'll see you at the rally because we've still got a lot of work to do to make sure we have a good budget this year for the Year of the Senior. Thank you.

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RACHEL SHERROWS: Thank you. You know who we are City Meals. You know what we do. I just want to emphasize that we stand with the other advocates and the Aging Coalition obviously to support a stronger DFTA. Evidence does support that fact that in-home services and programs like Meals on Wheels allow older adults to age in place. We do know that they don't want to be institutionalized. DFTA's budget for last Fiscal Year, Fiscal 17 actually reflected an increase of 25% since the Mayor did take over, but that brings us back to 2008 levels even with the wonderful increase that you were able to secure last year. We need to make sure that we have more money. During that time the population increased 9% and as we heard from everybody else, we know that it's rapidly increasing. We need to support all—everything that was said before me to

1
2 improve capacity by funding costs for operations
3 within aging services as well as aging NYCHA
4 facilities where many of our seniors go to socialize
5 and eat and get benefits and entitlements. We're
6 also asking for an increase in meals, reimbursement
7 costs for both home delivered and congregate. As we
8 know, that will not get them to fully funded
9 contracts, but at least it's a jumpstart. We haven't
10 had an increase in years, and obviously there have
11 been cost of living, food costs and the wage
12 increases that were mandated, which are wonderful for
13 staffing, but put a lot of pressure on the providers.
14 So, we're here to support you, whatever you need to
15 make sure that DFTA has more money.

16 AHSIA BADI: Thank you, Council Member
17 Chin. My name is Ahsia Badi. I'm a Senior Policy
18 Associate at the New York Academy of Medicine. The
19 Academy applauds the City Council's commitment to
20 support older adults through the Department for the
21 Aging. The Academy encourages the City Council to
22 provide sufficient support to the Commission and
23 Secretariat for Age Friendly NYC as the older adult
24 population in the city continues to grow in size and
25 diversity demands a strong network of public-private

partnership is more important than ever before to meet that—their growing needs. Age-Friendly NYC offers a point of connection, collaboration and oversight between public and private sector initiatives and advocates for age includes the policy and the amenities across all aspect of life. Age Friendly NYC is uniquely positioned in line for its effective collaborative work across the sectors, transportation, arts and culture, public spaces and housing, and its quest improves health and quality for all older New Yorkers. A critical focus of Age Friendly NYC is its work to prevent social isolation and increased inclusion of older adults throughout the city. Older people in New York City may be at greater risk for social isolation due to higher rates of living alone, poverty, mobility impairments and lack of English proficiency. Social connection is not only good for health, but also a priority for older people. According to a national survey, 40% stated—said—stated staying connected with friends and family was most important. Senior centers are an important part of the solution. However, a majority of older adults wish to participate in multi-generational environments and continue the activities

1 that they've done all their lives. Age Friendly NYC
2 supports inclusion of older adults by hearing from
3 older people and then working with local leaders and
4 stakeholders to eliminate their engagement, and
5 including businesses, arts and culture and parks and
6 libraries. There is a continued need to spread and
7 sustain the city's Age Friendly policies, and as the
8 Council considers how we should support all older
9 adults in New York City, the Academy respectfully
10 recommends baselining an adequate support of Age
11 Friendly NYC including the Secretariat and activities
12 of the commission. The Academy is pleased to serve
13 as a resource, and we look forward to working with
14 the Council to make all of our neighborhoods
15 healthier and age friendly for all New Yorkers.
16 Okay, thank you. [bell]

18 KATIE FOLEY: Hello. My name is Katie
19 Foley, and I'm the new Director of--

20 CHAIRPERSON CHIN: [interposing] Put the
21 mic closer to you, please.

22 KATIE FOLEY: Okay. How's that? My name
23 is Katie Foley, and I'm the new Director of Public
24 Affairs at Selfhelp Community Services. Thank you to
25 the Aging Committee Chair Margaret Chin and to the

1 members of the committee this morning for the
2 opportunity to testify today. As you know, Selfhelp
3 is committed to ensuring the independence and dignity
4 of older New Yorkers as they age through a range of
5 home and community based programs. We're grateful
6 for the Council's ongoing support for so many
7 important senior programs, and today I want to focus
8 on two of Selfhelp's priorities. The rest are in the
9 written testimony that we hope the Council will
10 highlight over the next few months, and in budget
11 negotiations. We commend the Department for the
12 Aging and the City Council for the ongoing commitment
13 to senior centers since the beginning of the model
14 budget process. We're grateful to receive the notice
15 about the Fiscal Year 18 and 19 allocations, and the
16 enhancements the city is providing to our centers.
17 We believe that this is the first step in the process
18 that will enhance one of the core programs that
19 supports older New Yorkers including many immigrant
20 seniors. We hope that additional investments in the
21 next few years will move us toward the goal of right
22 sizing staffing resources, rent and food costs, and
23 expanding programming to meet client needs. Our five
24 senior centers serve over 10,000 people and continue
25

1
2 to be understaffed given the significant need from
3 our community, and the high quality programming that
4 our centers offer. We are also urging the City
5 Council to renew the Holocaust Survivor Initiative
6 with continued support for Selfhelp and our Holocaust
7 Survivor Program. More than 50% of the survivors
8 served by Selfhelp are living at or below the poverty
9 line while 80% of survivors from the former Soviet
10 Union are living in poverty. As the largest provider
11 of comprehensive services to survivors, Selfhelp is
12 uniquely positioned to assist this last generation of
13 survivors especially as their needs grow more intense
14 and more costly. Thank you for the opportunity to
15 testify today. Additional information like I said
16 about Selfhelp's priorities and programs can be found
17 in my written testimony. In behalf—on behalf of the
18 20,000 clients we serve I am grateful for the
19 Council's support on so many important programs.

20 [bell]

21 LIZA SCHWARTZWALD: Thank you for
22 convening your hearing today. My name is Liza
23 Schwartzwald. I'm here with Kevin Douglas
24 representing United Neighborhood Houses. UNH is the
25 association of 39 settlement houses within the city.

1
2 There's over 650 sites collectively serving over
3 750,000 New Yorkers including 70,000 older adults in
4 programs like senior centers, NORCs, home delivered
5 meals and a multitude of other programs. We would
6 first like to thank the City Council and in
7 particular Chair Chin for all of the leadership
8 you've provided in the last few years especially last
9 year's Year of the Senior. We appreciate the
10 opportunity to revisit some of those priorities.
11 Today, I'll be talking about the senior center model
12 budget process, and you can also find some of our
13 other priorities, NYCHA based at the senior centers,
14 home delivered meals and the restoration or expansion
15 of several of the Council initiatives, NORCs,
16 Geriatric Mental Health, Support our Seniors and
17 Healthy Aging in our written testimony. So, again,
18 we'd like to thank the city for beginning to address
19 the chronic underfunding of senior centers by
20 investing \$10 million in the model budget process.
21 This was a great step in the right direction. We
22 would like to mention a few challenges we've had with
23 the process. First, the city hasn't been as
24 transparent in its development of the process as we
25 would have liked. As we are echoing others, the

1
2 Model Budget has covered the cost drivers such as
3 rent, food and OTPS costs, and the delay in getting
4 instructions to providers, which I believe were just
5 sent out this week for FY18 contracts may not get
6 time to access and spend that money. So, to that
7 end, we have a couple of recommendations. We would
8 like to recommend that first the city ensure that
9 DFTA has the infrastructure and mechanisms in place
10 to execute the \$10 million in contract amendments,
11 that the city invest \$4.5 million in FY19 to address
12 the congregate meals that aren't covered. That the
13 city include the second \$10 million promised for
14 DFTA's budget as soon as possible, but no later than
15 2020 and that DFTA more closely work with providers
16 and advocates on this budget going forward. So,
17 again, you can find our other priorities in our
18 written testimony. Thank you very much.

19 KEVIN DOUGLAS: Good-good afternoon,
20 Chair Chin. I just wanted to add a couple of items
21 that are sort of a little bit broader picture beyond
22 DFTA's Budget alone. We echo everything that
23 everyone has said here today, but we think it's
24 really important that the City Council recognize that
25 many of the flaws in the DFTA contracting process are

1
2 systemic to the whole city at large, and so we're
3 part of the broad continuum of social service
4 providers in the city who are really asking the City
5 Council to hold the Administration to account
6 unfairly funding contracts across the board. We're
7 recommending that the city adopt principles in all
8 contracting for Human Services that provide at least
9 a 15% indirect rate and a 37% fringe rate, which
10 would include an allowance for health insurance, and
11 then we're also recommending straight increases to
12 occupancy costs, casualty and liability insurance of
13 10% each. We estimate that this could cost in the
14 neighborhood of \$200 million, but we're really
15 looking for the city as the holder of all contract
16 information to work with the Council and advocates
17 understand what that true cost is, and to implement
18 it as soon as possible. We think it's important that
19 we under grade the system at large and not try to do
20 sort of one-offs here in order to try to fix parts of
21 contracts and parts of agencies. It will really take
22 us a second look to fixing the solution to the
23 problem. Thank you.

24 CHAIRPERSON CHIN: Thank you. You have
25 that in the testimony. So, we will follow up. Great.

1
2 Thank you for all your great work and thank you for
3 being here today. We're going to call up the next
4 panel. Pakhi Kane from the Stanley Isaac
5 Neighborhood Center; Tanya Krupat from the Osborne
6 Association; Barbara Brown, New York Road Runners;
7 and Zakia Haywood, also from New York Road Runners;
8 and Jeanette Espimal from FPWA. [pause]. You want to
9 begin? [pause]

10 ZAKIA HAYWOOD: Alright. Good afternoon,
11 Chair Chin. My name is Zakia Haywood, and I serve as
12 the Director of Community Services at New York Road
13 Runners. I've been with the organization for about
14 12 years, and thank you for this opportunity to
15 testify before the Committee on Aging for the Fiscal
16 year 2019 Preliminary Budget. I'm here to speak on
17 how New York Road Runners provides the motivation,
18 know how and opportunity for people of all ages and
19 abilities to truly run for life. For us, every year
20 is the Year of the Senior. While New York Road
21 Runners is best known for producing the TCS New York
22 City Marathon, and our free youth programs in
23 schools, our organization is a dedicated provider of
24 senior health and fitness programs throughout New
25 York City. Maintaining and increasing access to

1 health and fitness services is imperative for the
2 wellbeing of our city's older adults. The U.S.
3 Department of Health and Human Services recognizes
4 physical activity and physical education as critical
5 for both preventing and treating many chronic
6 conditions. Additionally, walking programs such
7 Striders Program and walkable communities are good
8 for social connectivity, good for business, good for
9 the environment, and most importantly an easy way to
10 help seniors enjoy a better quality of life and live
11 longer independently. With that said, New York Road
12 Runners respectfully aske the New York City Council
13 to consider our request to support our Striders
14 Program through the Healthy Aging Initiative.
15 Currently, the Striders Program, which started in
16 2011 in a response to the New York City Department of
17 Health Community Needs Assessment for Health Equity
18 Programming for older adults operates in 49 New York
19 City Council districts. We received generous support
20 from the Council during the past two budget years
21 under the Healthy Aging Initiative, and with the 2019
22 request we are hoping to (1) continue to provide the
23 organized program via a healthy [bell] Neighborhood
24 HUB Model for 3,000 seniors to continue to work with
25

1
2 the New York City Department for the Aging on Walking
3 101 Workshops and technical assistance in senior
4 centers and to also expand our Discovery Walk Series
5 through the Mayor's Building Healthy Communities
6 initiative in East Harlem and other communities. We
7 look forward to continuing our commitment within New
8 York City's aging population [bell] and growing
9 relationship with the New York City Council. Thank
10 you for allowing us to testify today.

11 BARBARA BROWN: Good afternoon, Chair
12 Chin. My name is Barbara Brown. I am a New York Road
13 Runner Strider, a senior—a senior citizen from
14 Brooklyn, New York and a proud runner. Thank you for
15 this opportunity to testify today. Whoever said you
16 cannot teach an old dog new tricks is incorrect. I
17 am a prime example of old-old with support at any age
18 you can do anything you set your mind and heart to
19 do. I am 65-years old and proud, and I try to live
20 life to the fullest potential everyday. However, one
21 day I went—I went—I was recently retired, and I went
22 to the doctor, and I was surprised when he gave me a
23 list of chronic illnesses I suffered from, and even
24 longer list of medications. I needed to take--some--
25 some of which he told me I would have to take for the

entire--my entire life, and that moment-- At that moment, I knew I will have to make a change in my life if I was going to be proud--if I was going to be around for my children and grandchildren and see them see them experience a special milestone in their life. I joined a local New York City Park Recreation Center and learned how to swim. This was my--I'm sorry about that. Then I joined a local senior center. With a fixed income I needed three activities to be social and get out of the house. The already neighborhood senior centers in Crown Heights, Brooklyn provided a number of opportunities to chat and be creative, but at the same time did not offer physical activity. That changed--that changed when Coach Maria from the New York Road Runners Striders Program came to our senior center and didn't want to hear excuse--she said I didn't want to hear excuses. She told me we were on at least and whoever--and whenever we are we must get up and walk. [bell] I became an elite runner. I purchase a fitness and beat most weekly challenges. I loved the challenge. I participated in another community program from the Roadrunner called Open Run at Canarsie. The Strider Program from New York Road

1 Runners changed my life for the better. My health
2 was improved greatly in three years I've been
3 participating. And-and I know and I know that it has
4 added years to my life. Ms. Chair Chin, I humbly ask
5 you to support the work of New York Road Runners so
6 that most seniors across New York City just like me
7 can be touched by their free health programs. Thank
8 you for-for allowing me to testify today.

10 CHAIRPERSON CHIN: [off mic] Well, you're
11 healthy.

12 BARBARA BROWN: Yeah, I try to be.
13 [laughs] Yes. [pause]

14 TANYA KRUPAT: It's a hard act to follow.
15 Thank you so much. Thank you for the opportunity to
16 speak with you today. My name is Tanya Krupat. I'm
17 from the Osborne Association. The Osborne Association
18 provides a wide range of diverse-of diversion and
19 reentry programs at sites in the Bronx, Brooklyn,
20 Harlem and Newburgh, New York as well as services at
21 27 New York State prisons and seven New York City
22 jails. My testimony focuses on older adults
23 returning from incarceration. Today, there are more
24 than 10,337 people over age 50 in New York State
25 prisons. Each year more than 1,000 men and women age

50 and over leave state prison and return to New York City. We want to thank the City Council for your leadership and particularly Council Member Dromm for recently passing the Care Act, which establishes a temporary interagency taskforce examining the needs of older adults post-incarceration. This is an exciting and important step forward and we hope the task force will begin to meet soon. My written testimony provides greater detail about the program we're seeking City Council funding for in the amount of \$150,000. The program the Elder Reentry Initiative provides case management and support for returning elders in New York City, but I want to tell you a true story that illustrates the challenges reentering elders face. Larry, spent much of the last 40 years since age 17 in and out of prisons and jails. Elder Reentry staff picked him up on his release date last November, and he has been involved in Osborne ever since. He's a daily fixture in our classes and substance abuse treatment program, and he's working on getting an apartment. Larry had no friends or family when he left prison at almost age 60 so his housing options were limited. He wanted long-term sustainable housing and he want to get

1
2 there by sleeping at a shelter long enough to be
3 granted a housing voucher, which he used to rent a
4 room while he worked and saved enough money to get
5 his own apartment. With Osborne's help he had been
6 navigating the bureaucracy, but just as he was ready
7 to sign a lease on a room with his hard earned
8 voucher, a housing specialist made an error and put
9 the wrong room number on the lease. This careless
10 error cascaded into a potentially cataclysmic couple
11 of hours for Larry. He believed he'd have to start
12 over, a process that had taken several months
13 already. [bell] I'm almost done. The night before
14 police had raided the shelter, which caused him to be
15 very scared. Instead of spiraling out of control he
16 met with his care manager for hours and he said,
17 You've always got my back. I've never had that. We
18 are happy to report that five days later, Larry moved
19 into his own room and is working on the next step of
20 his plan, saving for an apartment. Thank you for
21 your consideration in support of those like Larry.

22 PAKHI KANE: Thank you, Council Member
23 Chin, and members of the Committee on Aging. My name
24 is Pakhi Kane. I am part of the Stanley Isaac's
25 Neighborhood Center. As the Deputy Executive Director

1 it is a pleasure and a privilege to be on this side
2 of table. You know our organization well so I won't
3 go through all of it, but we are part of a NORC. Our
4 senior center offers congregate meals, a multitude of
5 wellness activities, media and technology classes,
6 arts and cultural and entertainment. We also have a
7 comprehensive case management program that provides
8 seniors with supports and services they need to
9 comfortably and safely age in place. I want to thank
10 the members of the committee as well as Commissioner
11 Corrado for their much needed attention to budgets of
12 the senior centers. As we know, the Middle Budget
13 process has added \$10 million. I won't repeat some
14 of the things that others have said here, but I will--
15 I would like to highlight that that \$10 million is
16 across the entire system, specifically for our
17 organization it--it translated to approximately
18 \$36,000 for Fiscal 17 and Fiscal 18. I'm sorry.
19 Fiscal 18 and Fiscal 19, and it's important to note
20 that the allocation is restricted to personnel costs
21 and programming. So, that means instructors and
22 consultants. So, other than personnel costs like
23 rent, utilities, supplies and even meal costs are not
24 included as discussed at this hearing. We appreciate
25

1 the Commissioner's commitment to negotiate additional
2 allocations for organizations such as our on a case-
3 by-case basis, but as we know, the expanding needs of
4 the rapidly growing aging population in NYC requires
5 substantial commitment. Council Member Chin, your
6 work with the Speaker and the Council's Budget
7 Negotiating Team to ensure continued critical funding
8 for NORCs, and also other citywide initiatives that
9 you have been a leader in supporting such as Support
10 our seniors and senior centers programs, and
11 enhancements it critical to our work. These
12 investments allow the Isaac Center to provide
13 hundreds of older adults per year with access to
14 services that provide financial security, support
15 their health and wellness, and ensure the stability
16 of their housing. These efforts provided by
17 interdisciplinary teams [bell] of social workers,
18 nurses, psychotherapists and program specialists
19 maximize their potential to age in place safety and
20 comfortably. I want to thank you for the opportunity
21 to testify today.

23 JEANETTE ESTIMA: Hello, my name is
24 Jeanette Estima and I'm a Senior Policy Analyst at
25 FPWA an anti-poverty policy and advocacy organization

with a membership network of 170 community and faith based members. Thank you Chairperson Chin and members of the Committee for the opportunity to speak here today. Last year thanks to your leadership, the Administration started to turn the tide on decades of chronic underfunding for aging services. We're so grateful tot the City Council and the Administration for such a clear demonstration of their commitment to older New Yorkers with nearly \$23 million in baselined funding. That was a critical first step in rebuilding the safety net for older New Yorkers. We now ask that the Council fight to further stabilize funding not only to meet current needs, but also to shore up the city's safety net infrastructure for older adults, which is threatened by proposed federal cuts. According to our analysis, Trump's Budget Proposal cuts DFTA's federal funding by nearly \$27 million or 7.2%. These cuts are in addition to the decimation of direct federal assistance such as housing, food assistance and healthcare. Especially now under this threat of continued city led investment and a long-term plan to build the service infrastructure is the right forward. In FY19 we encouraged the Council to seek an investment of \$22.1

1 million for services that helped keep older New
2 Yorkers in their communities. Of particular
3 importance, this year's funding for both congregate
4 and home delivered meals neither of which have
5 received an increase in several years. Current
6 reimbursement rates are below the national average.
7 Therefore, we request that permeable reimbursements
8 be increased by a dollar at a total cost of \$12.1
9 million in FY19. Also, there are nearly 100 DFTA
10 funded senior centers located within NYCHA
11 developments. While these centers will receive some
12 funding for staff and programming through the model
13 budget process, these centers have unique needs as a
14 result of budget short falls at NYCHA. In order to
15 make these centers safe inviting spaces, we request
16 \$10 million over two years. [bell] There are still
17 older New Yorkers on waitlists for case management
18 and homecare as you know. So, we're requesting \$2
19 million for case management and \$1 million for
20 homecare to ensure these services keep pace with the
21 ever increasing demand, and finally we just wanted to
22 echo the other advocates in asking that the—that you
23 ensure that DFTA has the capacity necessary to
24 process all of the amendments as they roll out the
25

1
2 model budget for \$20 million. We really want to see
3 these be expedited as well, and we're hoping that
4 it's fully implemented by FY20, not FY21. Thank you
5 very much.

6 CHAIRPERSON CHIN: Thank you. Thank you
7 for being here today. We're on the same page. We
8 want to make sure that that money gets out to the
9 providers. Thank you. We're going to call up the
10 next panel. Jo-Ann Yoo from the Asian-American
11 Federation; Dr. Cynthia Morro from Visiting
12 Neighbors. [background comments, pause] Larchmont
13 from India Home. You've got to pronounce your name
14 for me again, and John Reed from Staten Island AARP,
15 Vickie Owen from the 12th District of Council Member
16 Andy King, and Bonnie Lumagui from Education
17 Alliance. I know Bonnie. We just-hi. [laughter]
18 Come on up. [pause] Please begin.

19 JO-ANN YOO: Sorry. Good afternoon.
20 Thank you, Councilwoman Chin for this opportunity.
21 My name is Jo-Ann Yoo, and the Executive Director of
22 the Asiana-American Federation. We represent an
23 organization of almost 70 non-profits that serve the
24 Asian-American community. We're here to offer our
25 support for programs that serve our senior

1
2 population. As you know, Asian-American seniors are
3 the fastest growing in New York City, and they are
4 not just living in enclaves, but they are living in
5 all boroughs and all neighborhoods and certainly we
6 know from the reports that we have submitted to this
7 Council and to you specifically how much of the
8 support they are not getting. So, just as a
9 highlight, I just want to mention that one in four
10 Asian seniors live in poverty with poverty rates
11 reaching as high as 35% for Bangladeshi seniors and
12 30% for Chinese seniors. Language barriers remain
13 high for Asian-American seniors. For example, more
14 than 90% of Chinese and Korean speaking-Korean
15 seniors have limited English proficiency and among
16 Bangladeshi speakers 88% were limited in each
17 profession. As you know, seniors tend to want to go
18 to services where their language is—their language is
19 spoken, and their culture is practices and regularly
20 accepted, and so, I—my recommendations I have a
21 detailed report, and I brought some senior reports
22 that we produced last year, but I want to offer our
23 recommendations that we need to increase funding to
24 expand senior services for Asian-American seniors.
25 Certainly, I think while the City Council has—DFTA

has done a remarkable job getting the funds out. We still have a huge need. Granted that we come from a point of deficit. I'd like to ask the City Council to ensure that DFTA receives the funding they need to fully implement the new citywide Language Access Law the Local Law 30, and to also talk about mental health, and to be able to support that [bell]. As you know, in New York City Asian seniors are the only population where suicide is within the top 10%--top ten causes of death, the leading cause of death, and so this is a huge issue for us, and there's such a stigma about talking about depression and suicide in our community and social isolation. So, we really do need to address this issue. Additionally, I know time is up. Additionally, we need to talk about homebound meals. I know that we--everybody has talked about that here, and I see our member agencies here. I see Pauline and Lachman here, but we don't have a Meals on Wheels Program on our own. We're always subcontracting, and so I think it's high time that get one. There isn't any reason that one of our larger Asian-American non-profits can manage one for the city and, you know, they are at the whims of the big agencies. There is no way to compete [bell] but

1
2 we really do need to figure out how to disaggregate
3 some of the funding that comes to our community. And
4 finally, we need to start to think about the Census.
5 I know that this is the—something that we have been
6 worried about, but we know that seniors are
7 particularly vulnerable to that information, and
8 there is so much fear in community that we'd like to
9 put his on the radar for this committee and for you
10 as well so that that way we can all figure out how do
11 we start to inform our seniors about the importance
12 of census and participation. Thank you.

13 LACHMAN KALASURI: Thank you Chair Chin
14 for giving me the opioid to testify. My name is
15 Lachman Kalasuri. I'm from India Home, and you are
16 familiar with India Home [laughs] and you have been
17 telling us to come and testify, and that's what we've
18 been doing, and we're happy--

19 CHAIRPERSON CHIN: [interposing] And
20 you've also been getting support from the City
21 Council, right.

22 LACHMAN KALASURI: Yes, of course.

23 CHAIRPERSON CHIN: So, testifying helps.

24 LACHMAN KALASURI: And we're happy to see
25 the increase in the DFTA Budget for FY 2018 and we're

happy that all our partner agencies such as Queens Community House and 75 community services have received that increase, but we must note that despite our continued advocacy, grassroots community led organizations such as India Home and others in this room have not received the benefits of the increased baselined budget. We serve a critical gap in serving multiple-in multiple vulnerable population who are immigrants, LEP and low-income, and we're laying the foundations for services that will only be increasing in demand in the coming years. In fact, just yesterday, despite there being a foot of snow on the ground, we've got 50 seniors at our day senior center, and we are trying to be creative on how that's going to meet their needs. We started in 2008, and our most large-largest senior center based in the center with over 100 seniors will start in 2014. But DFTA recently proposed that the next senior centers contract will start July 1st in 2021. We cannot wait three more years. We cannot. Our communities cannot be short changed, and all we're asking for is equity in resource allocation, and distribution. Until 2021, there have to be provisions in the increased baselined budget for

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2 programs such as ours that were—who are not in the
3 RFP system, and I'm asking you to, you know, get
4 creative about it, and I'm DFTA to get creative about
5 it, because we're trying to get as creative as we can
6 and yeah, we thank you for your leadership, and we
7 are heavily relying on your Council Initiatives
8 [bell] to fund our programs but, you know, the
9 support only runs so far. So thank you.

10 SUZANNE HOWELL: Hi, I'm Suzanne Howell
11 (sic) with Visiting Neighbors. We are here to talk
12 about a population that often isn't included and that
13 is the population not going to the senior centers.
14 The seniors that can't get out or don't want to or
15 honestly are looking to make a connection with
16 someone who is youthful and engaged in going-ongoing
17 activities. We're also targeting the seniors that are
18 the oldest adults. In this city, we right now
19 currently are serving a thousand for our little
20 group. I really do think of us like the engine that
21 could. We've done a lot with very little, but we
22 still need something, and we're very thankful for
23 discretionary funds. If it wasn't for discretionary
24 funds, we couldn't do the work that we do. What do
25 we do? We are volunteers who are on the front lines

1 who are serving our seniors by taking them to
2 doctors, being an arm to hold safely across the
3 street. I had a discussion with some volunteers the
4 other day, young students to say look around on the
5 street. Notice how many people are on their cell
6 phones who don't get off their cell phones who bump
7 into you, and one student came back in, 17, and said,
8 You know, there was at least seven people in a very
9 short few feet all on the phone. So, a lot of times
10 seniors are knocked over. There are hazards,
11 potholes, getting around, being an advocate when
12 someone goes into a hospital. Just having somebody
13 let the staff know that there's somebody watching can
14 make the difference of being more and more careful,
15 and just letting them know that they're not alone.
16 We're having--celebrating a 100th birthday. We have
17 12 seniors this year who are going to turn 100, and
18 these people are at home, and they want to stay in
19 their own homes because you would, too, and if we're
20 lucky we'll all become a healthy senior someday, but
21 not without programs like Visiting Neighbors in
22 place. Volunteer programs like ours are cost-
23 effective. They make sense. They help a lot of
24 people and the cost of a nursing home, four seniors
25

1
2 in a nursing home would pay for our entire program
3 keeping a thousand people okay. There are all kinds
4 of fraud issues out there. We're trying to keep
5 people safe, keep them aware of what's going on so
6 that they don't fall victim and prey. We need
7 support, and we need to let people know that seniors
8 that are going to senior centers are great. Those
9 are fun programs, but there's also importance with,
10 you know, a place for being valued in our society
11 when people can't get there, and we just want to tell
12 you thank you for getting it. We need you to help
13 more people get it so that they understand that we
14 need to be able to keep our people [bell] home and
15 safe. Thank you.

16 BONNIE LUMAGUI: My name is Bonnie
17 Lumagui, and I'm the Director of Cooperative Village
18 NORC at the Educational Alliance, and I'm here to
19 talk about NORCs because apparently it's not that—it
20 doesn't seem to be that on the forefront of the DFTA
21 budget to see the need to increase the funding for
22 NORC programs, and there are significant reasons to
23 do that because as my—this—what a lady here pointe
24 out, not all seniors go to senior centers. Senior
25 centers are extremely important and valued, and

1
2 valuable, but it doesn't stop there. There's a lot
3 of seniors that need to be serviced in their homes,
4 and that is what the NORCs do, and continue to do and
5 many without DFTA funding, and use discretionary
6 funding, and we're really being put to the brink here
7 with the increased numbers because we are seeing more
8 and more people age—living longer, living longer with
9 needs. So, I strongly this committee to really,
10 really look at what they're not increasing the
11 funding for NORC programs because that's a—and-and
12 the fact that the budget is so small for a very, very
13 fast growing population. A couple of points that I
14 just want to point out regarding NORCs, we're finding
15 in recent years like many have said already that
16 there's a rise in—in seniors living longer, and we
17 have many seniors that are over the age of 100, and
18 coming in June and now August at Right View (sic) we
19 have over 30 people a year that we're honoring that
20 are over the age of 95. So, and—and those are the
21 ones that that are just coming out. So there's
22 definitely a strong increase of seniors living
23 longer, and we need—need to expend and diversify our
24 program accordingly, which is causing budgetary
25 strain because we're also working with people as

1 young as 60, and a person at 60 doesn't necessarily
2 have the needs or wants of a person at 100. Our
3 health partners, this is a huge issue. The nursing
4 [bell] component is to meet the deliverables that New
5 York City Department of Aging requires. They can no
6 longer provide the services without reimbursement.
7 We need additional funds to continue to provide the
8 vital nursing services we presently offer. Services
9 enable faster identification of medical issues before
10 it becomes critical and hospitalization is required.
11 Further funding: We need the funding that the City
12 council provided in FY16 baselined in the budget. We
13 also are being asked to collect data more and more,
14 but the there-but DFTA is not providing adequate
15 support to manage this function, and we're working on
16 very old computers, obsolete computers, and the
17 mandate is just getting more and more, and we're-and
18 most-and a lot of times our social workers are
19 spending more time on a computer than working with a
20 client. We're struggling to maintain qualified
21 staff. Yes, it's wonderful that-that Case Management
22 got the increase for MSWs. When is that increase
23 going to hit NORCs and other programs? [bell]
24 \$45,000 start for an MSW is laughable and no one is
25

1
2 going to take it. One year I lost three social
3 workers because I can't—I can't do it. I keep
4 talking about it, but nothing keeps happening, and
5 it's really unfortunate because we need adequate
6 staff to help the growing need. The need isn't
7 getting less. The need is getting more. Again, I
8 thank you for having us here today. I applaud this
9 committee. You do so much with such little, and we
10 appreciated it, but obviously more need to be done.
11 Thank you.

12 CHAIRPERSON CHIN: Thank you for being
13 here. We know that and that's why we've got to make
14 sure that this year's budget also gets increased.
15 But thank you for being here, and our last panel.
16 [background comments, pause] Miranda Hoffner from
17 Lincoln Center; Ariel Sarvansky from UJA Federation;
18 Allen [background comments from Brightwood Tower
19 Tenant Association; and Sari Tekman from Surret's
20 Center; and Mohammed Razi from Cobo Senior Center.
21 Anybody else that wanted to testify that didn't sign
22 up? Okay. Please begin.

23 MIRANDA HOFFNER: Thank you, Council
24 Member Chin and members of the Aging Committee. My
25 name is Miranda Hoffner. I'm the Assistant Director

1 of the Accessibility at Lincoln Center for the
2 Performing Arts, and we're also a member of the
3 Cultural Institutions Group. On behalf of Lincoln
4 Center and the CIG we want to express our continued
5 gratitude to the Council's longstanding leadership
6 and support. In FY18, Lincoln Center was fortunate
7 enough to received a \$51,500 grant from the Council's
8 Geriatric Mental Health Initiative. We're here to
9 request that the Council continue funding this in
10 FY19 and also to support CIG's request that you
11 baseline the \$10 million received in FY18 and an
12 additional \$20 million allocated for all cultural
13 institutions providing a means for implementing the
14 city's Cultural Plan. One particularly vulnerable-
15 vulnerable and isolated group within the senior
16 population in New York City is individuals with
17 dementia. It's estimated that over five million
18 Americans are living with dementia, and that number
19 is expected to triple by 2015. At Lincoln Center we
20 seek to combat the isolation and caregiver stress of
21 the disease through Lincoln Center Moments and Arts
22 Program that focuses on community and self-
23 expression. In FY18 we'll welcome 900 New Yorkers to
24 performance based programs followed by music movement
25

and art making workshops bringing that outstanding talent Lincoln Center's stages to an intimate and supportive setting, individuals with dementia and their caregivers can access world class performances and workshops that foster discussion, self-expression and socialization. For many participants, the arts are a central reason why they make New York their home and this program aims to return that vital part to their lives. In the words of some of our participants, my mom does have Alzheimer's, but when she comes to Lincoln Center she comes alive. I greatly enjoy the experience as well, and the strength of the program cultivates the patient's imagination and helps them socially interact with others. This program has a unique cross-disciplinary approach blending arts and social services or partnering with Caring Kind, the former Alzheimer's Association's New York Chapter to train our staff consultants supporting individuals and caregivers and reaching out to underserved New Yorkers and community centers. Through a study conducted by the [bell] Louis Armstrong Center for Music and Medicine last spring, the program has proven to have significant positive impacts on our participants in terms of

1
2 elevated mood and connection to loved ones. New York
3 Center is—Lincoln Center is grateful to the Council
4 for generously granting the Council's Geriatric
5 Mental Health Initiative last year, and we request
6 continued support in FY19. On behalf of Lincoln
7 Center and the CIG, thank you so much for your
8 support and consideration.

9 CHAIRPERSON CHIN: Next, please.

10 ALLEN POTHAS: [off mic] Allen Pothas
11 (sp?) the Brightwood Tower Tenant Association.

12 CHAIRPERSON CHIN: Can you press the
13 button please, Allen.

14 ALLEN POTHAS: Okay, I thought we could
15 do without it. (sic) Okay. Anyway, Allen Pothas
16 from the Brightwood Tower Tenant Association. I'm a
17 retired attorney. I thank Councilwoman Chin, and I
18 want to remark I'm not asking for any money. I just
19 want to give an observation of what Councilman
20 Deutsch said about 2,000 homeless seniors. A lot of
21 the reason seniors are homeless is because they live
22 in rent stabilized apartments, and rent controlled
23 apartments that are valuable. Landlords have done—
24 started eviction proceedings against them for base,
25 just that it's their apartments, and I realize it's

1
2 somewhere in the budget, but not adequate. It
3 doesn't really stretch far. How much money in the
4 budget to protect these seniors. I'm a senior myself
5 and I see this both as an attorney and as an
6 individual and also process servers serve papers that
7 are not valid, and the judges do not observe this.
8 How much oversight does is the City Council doing in
9 this matter. Thank you.

10 ARIEL SARVANSKY: Good afternoon. My
11 name is Ariel Sarvansky. I'm an Advocacy and Policy
12 Advisor at UJA Federation of New York. On behalf of
13 UJA, our network of non-profit partners and those we
14 serve, thank you for the opportunity to testify
15 today. UJA applauds the Council's continued interest
16 and support of New York City's seniors and the
17 programs and services on which they rely. That's one
18 of the benefits of being on the last panel of the day
19 is that most of what I've written in my testimony has
20 already been mentioned so I'm just going to echo a
21 few of my colleagues' asks. First, I'd like to echo
22 my colleagues' and ask for the release of the
23 remaining \$10 million proposed through the model
24 budget process be expedited and fully allocated by
25 FY20 as opposed to the proposed 3-year rollout.

Next, I'd like to echo colleagues' request to increase the reimbursement rates for home delivered and congregate meals. UJA's network of non-profit partners provides vital food services and support to all New Yorkers throughout the five boroughs. It is also through our partners that UJA is the largest provider of kosher food in New York City. However, the high cost of a kosher meal presents a unique challenge for many of our agencies in their work with clients suits their biggest dietary laws. As was pointed out, there was an increased investment in FY15, which alleviated some of this burden, but providers of kosher meals continue to feel strained. We also just heard about NORCs on the last panel. So, I will just echo my recommendation that the City Council increase the investment in NORCs for the valuable services that they provide to seniors, and the last thing I want to bring up that was also brought up previously is the--is the Holocaust Survivor Initiative. UJS applauds the leadership of the City Council and its continued investment in New York City's Holocaust Survivors. Many of our non-profit partners have received initiative grants to provide specialized programming and comprehensive

1
2 services for holocaust survivors. As we continue to
3 care for this last generation of survivors, we ask
4 that the City Council continue its compassionate
5 support of this vulnerable population, [bell] and
6 increased investment to \$3.5 million for the
7 Holocaust Initiative. Thank you for the opportunity
8 to testify.

9 MOHAMMAD RAZVI: Good afternoon and thank
10 you. So, if you have my testimony in front of you it
11 says Making History. There's a reason for that. My
12 name is Mohammad Razvi. I'm the Executive Director
13 and CEO of Council of People's Organization, and we
14 run the first and possibly the only Halal Senior
15 Center in New York City. I'm just cutting my
16 presentation a little bit shorter. We service over
17 15,000 people in our office, and we are—I can't even
18 explain it to you—at the forefront of providing
19 multiple services for the community, whether it's
20 from Pre-K classes to health insurance to English
21 classes to voter registration and the senior center.
22 COPO has been servicing the seniors for many years,
23 and it's come time to time when people come to us and
24 they phone us, and I thought it was, you know all
25 good that I'm able to help these seniors, but now

1 we're receiving phone calls that seniors who are
2 homebound and need the services. What do I do? I
3 had no idea what to do. So, I called my friend
4 Joanne Yoo, and I called DFTA, the team of DFTA that
5 we were working with, and Commissioner Corrado. We
6 had a meeting, and I want to be the first one to let
7 you know. I know you've never heard of this. You've
8 heard of Kosher Meals on Wheels, Catholic Charities
9 Meals on Wheels, but this time [pause]. So, it's
10 going to be the first Halal Meals on Wheels program,
11 and this is only possible because, and I'll say it
12 again, because the advocacy that we did, the
13 community members because of you, Ms. Chin. Thank
14 you so much, Margaret, and also because of the
15 Commissioner. There are over one million Muslims in
16 New York City and growing. Many of them are seniors
17 also. They've done their share. They've worked
18 hard. They've raised their families [bell]. They've
19 done everything that all other seniors have done.
20 All I request is that resources be allocated to
21 accordingly. Let me and other groups like me serve
22 my community. The Jewish community, the Christian
23 community yes they do wonderful work, and they are
24 servicing their communities. Where is their

resources for our communities, the Asian community the Korean community? Let us have our own contracts. Thank you.

CHAIRPERSON CHIN: Well, I wanted to thank you all for your great work and—and coming to testify today. This is once again, you know, we're going to be working hard to make sure DFTA, Department for the Aging get its fair share of the budget because our seniors need to be a priority, and every year needs to be the year of senior. Allen, I thank you for coming. We're doing a lot in senior council—in the City Council to protect seniors to make sure they can stay in their homes. So, if a senior is facing landlord harassment, they should call their Council Member and they can call 311. We have legal services. We have support services for them because we want to make sure they can age in the home, in the community that they helped to build.

ALLEN POTHAS: [off mic]

CHAIRPERSON CHIN: Yes, we all know that. That's why we're fighting for more, and thank you all for being here today for the Committee on Aging. Council Member Deutsch, do you want to say something?

COUNCIL MEMBER DEUTSCH: Yeah, sure.
First of all I'd like to recognize Allen Pothas.
He's a constituent of mine.

CHAIRPERSON CHIN: [off mic] Oh, well,
that's where he is. (sic)

COUNCIL MEMBER DEUTSCH: Yes, and so is
Bobbie Sackman, and I just want to answer you
question the--the last--I don't know your name, but you
just spoke on the panel, and I agree with you, and in
my district I have what's called Atma Center (sic)
which is a Muslim group that were able to form a
center for the Muslim community, and you're
absolutely right, and this is the first year they'll
be getting city funding and we really, you know, no
community should be disenfranchised from any city
services, and as well as our seniors. So, we brought
a lot of resources into my district, into the--into
the Muslim community, and I fully agree with what you
have said, and also we--we also need to fight in the
budget to have in the 1.1 for the 1.1 million school
children in the city to have Halal and Kosher
options. So, this way all school children get the
free lunches that they deserve. So, thank you.

MOHAMMED RAZVI: So, let me know when can I testify for that. I will be there.

COUNCIL MEMBER DEUTSCH: Thank you.

MOHAMMED RAZVI: [laughs] It's going to be me. (sic)

CHAIRPERSON CHIN: Well, the next committee hearing is education. That's why we have to-we have to wrap up, and thank you all for coming to testify to day. The Budget Hear for FY19 for the Committee of Aging is now adjourned. [gavel]

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 April 23, 2018