

DFTA Terms and Conditions Report January 2022

Case Management Clients

DFTA works with our providers to ensure there is as little delay in access to essential services as possible. At the time of referral, case management clients have an initial intake to identify time sensitive needs. Those with urgent needs move to the full assessment. When appropriate, Home Delivered Meals (HDM) can also be authorized during the initial intake. This intake takes place quickly and prevents any waitlist for an initial round of services.

During the intake, clients are assessed to clarify presenting problem, current services being received, unmet needs concerning self-care and household chores, informal and formal supports, high need issues such as elder abuse, housing and safety issues and Home Delivered Meal (HDM) eligibility. Clients awaiting a fuller assessment are engaged no less than every two months to assess any changes in needs or circumstances.

Program	Waitlist*
Home Delivered Meals	220
Home Care	346
Case Management	N/A**

**This represents a snapshot of time based on data on 11/18/21*

***As described above, intake into Case Management results in immediate linkage to services and follow up.*

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Case Management Agency Staffing

Case Management Agencies	Client to Case Manager Ratio*	Case Managers to Supervisor Ratio*
Neighborhood SHOPP	48	4.4
RAIN Multiservices for Seniors	64	4.5
JASA Bronx	53	4.7
Heights and Hills	58	4.7
Special Services	65	4.6
JASA Storefront	61	4.9
Catholic Charities Neighborhood Services- <i>Benson Ridge</i>	55	3.9
JASA South Brooklyn	60	5
JASA Sheepshead Bay	65	5.3
RiseBoro Community Partnership	63	4.2
New York Foundation for Senior Citizens	65	4.1
Selfhelp Project Pilot	62	4.2
Lenox Hill	58	5
Upper Manhattan Partnership for Senior Independence Metropolitan Jewish Health System	54	4
Sunnyside	60	4.8
Queens Community House	65	4.1
Selfhelp Queens	63	4.8
Catholic Charities Neighborhood Services- <i>Queens</i>	48	4
SNAP	60	4.5
JASA Rockaway	55	3.3
Community Agency for Senior Citizens	56	5.1

**This represents a snapshot of time based on data on 11/18/21*