

NYC Aging Terms and Conditions Report

December 2022

Case Management Clients

NYC AGING works with our providers to ensure there is as little delay as possible in access to essential services. 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	61
Home Care	277
Case Management	1,742

** These point-in-time data pulled on 12/1/22.*

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Case Management Agency Staffing

Case Management Agencies	Client to Case Manager Ratio*	Case Manager to Supervisor Ratio
Neighborhood SHOPP	56	4.4
RAIN Multiservices for Seniors	71	4.5
JASA Bronx	56	4.7
Heights & Hills	64	4.7
Special Services	65	4.6
JASA Storefront	63	4.9
Catholic Charities Neighborhood Services Benson Ridge	57	3.9
JASA South Brooklyn	61	5
JASA Sheepshead Bay	70	5.3
RiseBoro Community Partnership	65	4.2
New York Foundation	67	4.1
SelfHelp Project Pilot	57	4.2
Lenox Hill	55	5
Upper Manhattan Partnership for Senior Independence Metropolitan Jewish Health System	63	4
Sunnyside	56	4.8
Queens Community House	70	4.1
SelfHelp Queens North	57	4.8
Catholic Charities Neighborhood Services- Southwest Queens	51	4
SNAP	58	4.5
JASA Rockaway	59	3.3
Community Agency for Senior Citizens	61	5.1

* These point-in-time data pulled on 12 /1/22.