

## NYC Aging Terms and Conditions Report July 1-December 31, 2023

### 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.

It is important to note that waitlist numbers reflect the need or demand of a particular service and will constantly fluctuate—often daily. Our providers will work to prioritize anyone waiting for services and address any urgent needs during the intake process. We are committed to reducing waitlist numbers for key services, like Home Care, which is crucial to addressing the health needs of older adults. Often waitlists represent a revolving door of individuals who are being onboarded for services and are immediately replaced by another individual recently determined eligible for services. Additionally, higher waitlists are also an indication of increased demand potentially due to effective outreach and post-COVID engagement. Our needs often outpace resources, and while those resource have remained unchanged, this may impact waitlists.

| <b>Program</b>       | <b>Wait List *</b> |
|----------------------|--------------------|
| Home Delivered Meals | 0                  |
| Home Care            | 322                |
| Case Management      | 774                |

*\* These represent an average of data compiled monthly for the reporting period.*

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**Case Management Agency Staffing**

| <b>Case Management Agencies</b>   | <b>Client to Case Manager Ratio*</b> | <b>Case Manager to Supervisor Ratio</b> |
|---|--------------------------------------|---|
| Neighborhood SHOPP  | 56                                   | 4.6                                     |
| RAIN Multiservices for Seniors  | 57                                   | 5.0                                     |
| JASA Bronx  | 58                                   | 6.0                                     |
| Heights & Hills   | 62                                   | 5.4                                     |
| Special Services  | 66                                   | 4.6                                     |
| JASA Storefront   | 58                                   | 4.8                                     |
| Catholic Charities Neighborhood Services Benson Ridge                                 | 56                                   | 4.0                                     |
| JASA South Brooklyn   | 56                                   | 4.8                                     |
| JASA Sheepshead Bay   | 64                                   | 5.3                                     |
| RiseBoro Community Partnership  | 67                                   | 3.7                                     |
| New York Foundation   | 72                                   | 7.7                                     |
| SelfHelp Project Pilot  | 54                                   | 5.3                                     |
| Lenox Hill  | 58                                   | 4.9                                     |
| Upper Manhattan Partnership for Senior Independence Metropolitan Jewish Health System | 58                                   | 4.0                                     |
| Sunnyside   | 55                                   | 5.0                                     |
| Queens Community House  | 68                                   | 2.9                                     |
| SelfHelp Queens North   | 62                                   | 4.8                                     |
| Catholic Charities Neighborhood Services- Southwest Queens                            | 54                                   | 3.8                                     |
| SNAP  | 57                                   | 5.0                                     |
| JASA Rockaway   | 70                                   | 4.5                                     |
| Community Agency for Senior Citizens  | 61                                   | 4.3                                     |

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