

**NYC Aging Terms and Conditions Report
January 1-June 30, 2024**

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.

Program	Wait List *
Home Delivered Meals	0
Home Care	210
Case Management	523

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

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Case Management Agency Staffing

Case Management Agencies	Client to Case Manager Ratio*	Case Manager to Supervisor Ratio
Neighborhood SHOPP	57	4.6
RAIN Multiservices for Seniors	56	5.0
JASA Bronx	51	6.0
Heights & Hills	62	5.4
Special Services	65	4.6
JASA Storefront	54	4.8
Catholic Charities Neighborhood Services Benson Ridge	54	4.0
JASA South Brooklyn	53	4.8
JASA Sheepshead Bay	64	5.3
RiseBoro Community Partnership	67	4.2
New York Foundation	69	3.7
SelfHelp Project Pilot	49	5.3
Lenox Hill	55	4.9
Upper Manhattan Partnership for Senior Independence Metropolitan Jewish Health System	55	4.0
Sunnyside	55	5.0
Queens Community House	65	2.9
SelfHelp Queens North	62	4.8
Catholic Charities Neighborhood Services- Southwest Queens	52	3.8
SNAP	57	5.0
JASA Rockaway	56	4.5
Community Agency for Senior Citizens	62	4.3

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