

NYC Aging Terms and Conditions Report
Jan 1 - June 30, 2025

Case Management Clients

Case Management Agencies provide the initial assessment for the services listed in this report; Home Delivered Meals, Homecare, and Case Management, which serve eligible homebound older New Yorkers in their homes and should be first evaluated by a social worker who is able to identify a range of issues that an older adult may be experiencing. The New York City Department for the Aging (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	356
Case Management	303

** 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	4.3
RAIN Multiservices for Seniors	63	4.0
Presbyterian Senior Services	69	3.0
Heights & Hills, Inc	63	5.0
Recreation Rooms and Settlement Inc/ Special Services	68	5.0
Catholic Charities Neighborhood Services Benson Ridge	63	5.0
JASA Brooklyn	60	5.0
Riseboro Community Partnership INC	62	5.0
Council Of Peoples Organization INC	56	4.0
OHEL Children's Home and Family Services	52	5.0
New York Foundation for Senior Citizens	56	4.0
Upper Manhattan Partnership for Senior Independence Metropolitan Jewish Health System	65	5.0
Carter Burden Network	56	5.0
University Settlement Society of New York	64	5.0
Encore Community Services	60	4.0
Sunnyside Community Services	58	5.0
Queens Community House	71	3.0
Selfhelp Community Services	66	5.0
Catholic Charities Neighborhood Services Southwest Queens	61	4.0
Services Now for Adult Persons, Inc	62	3.5
Community Agency for Senior Citizens	69	4.0

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