

NYC Aging Terms and Conditions Report
July 1 – December 31, 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	Waitlist *
Home Delivered Meals	0
Home Care	303
Case Management	455

** 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 - 1M9	58	4.3
RAIN - 1MA	65	4.0
PSS- 1MD	69	3.0
Heights & Hills - 2ME	66	5.0
Special Services - 2MF	69	5.0
CCNS Benson Ridge - 2MH	66	5.0
JASA Brooklyn - 2MK	63	5.0
Riseboro - 2MP	61	5.0
COPO - 2MQ	60	4.0
OHEL - 2MS	54	5.0
NYF - 3M8	61	4.0
UMPSI - 3MB	68	5.0
Carter Burden Network- 3MF	57	5.0
University Settlement - 3MJ	65	5.0
Encore - 3MQ	63	4.0
Sunnyside - 4MB	59	5.0
Queens Comm. House - 4MD	75	3.0
Selfhelp Queens North - 4ME	66	5.0
CCNS Southwest Queens - 4MF	72	4.0
SNAP - 4MG	65	3.5
CASC - 5M4	74	4.0

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