



**Council of Senior Centers & Services of NYC, Inc.**

49 West 45<sup>th</sup> Street, Seventh Floor, New York, NY 10036 (212) 398-6565 <http://www.cscs-ny.org>

# **“MORE WITH LESS IS IMPOSSIBLE”**

## **NO NEW MONEY = LESS CAPACITY TO SERVE SENIORS**

**JANUARY 14, 2005**

- **AN INFRASTRUCTURE SURVEY OF 175 SENIOR CENTERS, NORCS, ADULT DAY SERVICE AND CASE MANAGEMENT PROGRAMS**
- **NO NEW MONEY FROM THE DEPARTMENT FOR THE AGING SINCE 1999 – FUNDING NOT KEEPING PACE WITH INFLATION**
- **“MORE WITH LESS IS IMPOSSIBLE” – DESPITE ALL THE COST-CUTTING, MOVING FUNDS AROUND AND FUNDRAISING, AGING SERVICES AGENCIES STILL LACK SUFFICIENT DOLLARS TO MEET THE NEEDS OF SENIORS**

For further information, please contact: 212-398-6565

**Bobbie Sackman**, Director of Public Policy, ext. 226

**Kathleen Zvarych**, Legal Advocate, ext. 229

## **CSCS Board of Directors**

**Wanda Wooten  
President**

**Elinor Guggenheimer  
Founding President**

**Rev. Robert V. Lott\*  
Honorary President**

**Emilie Roy Corey  
Immediate Past President**

**William J. Dionne  
Dr. Linda Leest  
Vice Presidents**

**Thomas A. O'Brien  
Secretary**

**Robert M. Freedman, Esq.  
Treasurer**

**Igal Jellinek  
Executive Director**

**Robert M. Bender Jr.  
Mark E. Brossman, Esq.  
Marjorie H. Cantor  
Gabriel P. Caprio  
Donna Corrado  
Suleika Cabrera Drinane  
Jeanne Dutton-Sinrich, Esq.  
Aileen Gitelson  
O. Lewis Harris  
Sydelle Knepper  
John M. Leonard  
Michael I. Markowitz  
Nancy D. Miller  
Steven Newman  
James C. O'Neal  
Jeanette Puryear  
Janet S. Sainer  
Marvin Tolkin  
Lorraine B. Tsavaris  
Judy Willig  
Judy Zangwill**



## **HIGHLIGHTS OF SURVEY FINDINGS:**

Recognizing the erosion in the infrastructure of senior service programs, Council of Senior Centers and Services (CSCS) embarked on an infrastructure survey. On November 2, 2004, CSCS sent the survey out to its member agencies. The surveys were collected through December 8, 2004. Responses from 175 programs citywide were received including senior centers, case management agencies, adult day service programs and NORCs.

- **The high level of response, 175 programs, identified increased costs across the board.**
- **39% of agencies reported cutting staff due to increased costs.**
- **Increased costs impact the services programs provide – 44% of those responding cut educational, cultural or recreational programs to meet increased costs. There are a growing number of seniors who go to the senior centers for the programs, not just the meal. (see list – page 11 – “30 Ways Seniors Benefit from Senior Centers”)**
- **A majority of the respondents, 55%, met increased costs by cutting funds from another part of the budget such as staff and programs.**

Not surprisingly, the results of the CSCS infrastructure survey indicate that funds for core operating costs are insufficient. The results show that programs are experiencing an erosion of infrastructure that is impacting the capacity to provide senior services. DFTA funded agencies have not received funding to meet inflationary cost increases, “new needs” funds, since 1999. (“New needs” is a budgetary term and is a misnomer for inflationary costs.) The consumer price index for inflation has been 15% since then, a \$50,000 reduction in purchasing power on a \$350,000 contract. As the number of seniors and those over 75 and 85 grow, these demographics are compelling for the city to plan how to fund senior service programs appropriately.



# **SUMMARY OF SURVEY FINDINGS:**

## **I. INCREASED COSTS ACROSS THE BOARD**

Agencies have experienced cost increases in all aspects of services. The five most frequently checked areas of need are as follows. No increased funding since 1999 has resulted in:

- **78% of agencies reported a cost increase in food.**
- **87% of agencies reported a cost increase in office supplies.**
- **77% of agencies reported a cost increase in paper goods.**
- **68% of agencies reported a cost increase in consultants to teach classes.**
- **67% of agencies reported a cost increase in personnel.**

## **II. INCREASED STAFFING NEEDS**

Agencies have experienced cost increases in staffing needs. There has been no salary increases since April, 1999. The five most frequently checked areas of need are as follows:

- **93% of the agencies responding reported a need to increase basic salary levels of staff.**
- **82% saw a need for salary increases on top of the basic salary.**
- **39% of the agencies responding reported a need for bilingual staff.**
- **34% saw a need for trained staff with MSW or other advanced degrees.**
- **34% of the agencies responding reported a need for health insurance.**

## **III. INCREASED RENOVATION NEEDS**

Agencies have unmet needs for basic renovations that have gone unfunded:

- **37% of agencies reported a need for painting.**
- **35% or over one third of the programs responding need bathroom repairs and/or kitchen repairs.**
- **15% of agencies need handicapped accessibility**
- **14% lacked proper lighting.**
- **13% or nearly 25 programs were experiencing sewage backup problems.**

A poor physical plant is a deterrent for seniors to attend senior centers and can be a health and safety hazard.



## **NO NEW MONEY EQUALS LESS CAPACITY TO SERVE SENIORS: AGENCIES MET INCREASED COSTS WITH AN IMPACT TO SERVICES**

**Since 1999, agencies have needed to meet increased costs in infrastructure without new money:**

- **39% of agencies reported cutting staff (see graph on page 8.)**
- **44%, or over 75 programs, were forced to cut educational, cultural and recreational programs.**
- **73% took funds from another part of the budget to meet increased costs.**
- **66% of agencies raised private funds to attempt to cover increased infrastructure costs.**
- **69% of agencies reported to attempt to meet increased costs through the use of City Council, Borough President or other discretionary funds.**

## **“MORE WITH LESS IS IMPOSSIBLE”**

### **IV. NEEDS REPORTED BY INDIVIDUAL AGENCIES**

“Total bathroom renovation; parking lot paving” **(Bronx)**

“Need automatic doors because doors are very heavy and handicapped seniors with wheelchairs always have to feel bad and wait for someone to help them. They are very dependent on others! Very sad!” **(Brooklyn)**

“Floor tile and ceiling tiles replacements; installation of window screens” **(Manhattan)**

“Need renovation of bathrooms, main dining room has not been updated since 1981” **(Queens)**

“New roof is needed to prevent leaks which occur” **(Staten Island)**

“Bathrooms need major renovation” **(Bronx)**

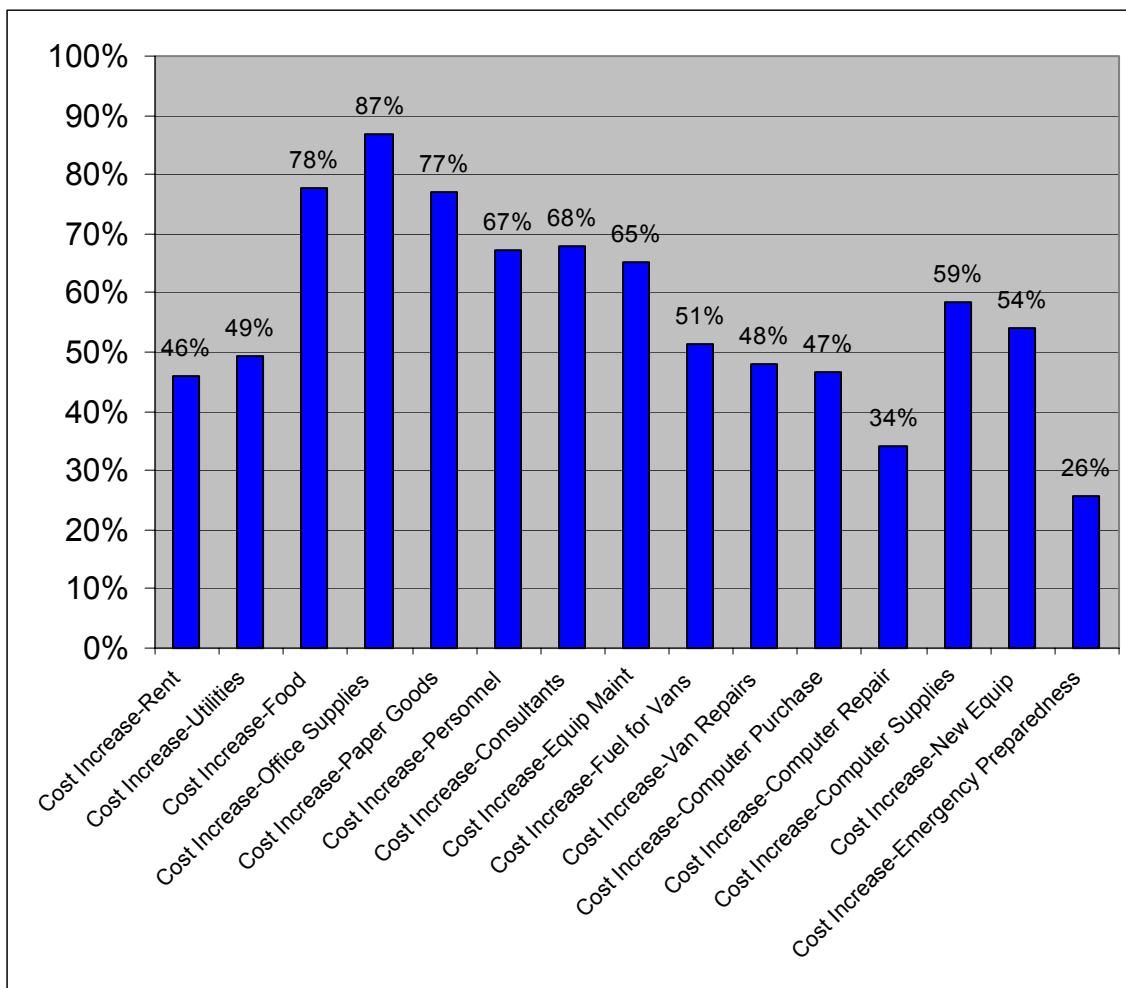
“Replacing broken or damaged ceiling tiles. Retiling old, dull floor tiles” **(Brooklyn)**

“We are on the third floor of a building - we rent the entire floor. There is an elevator, but it is not handicapped accessible (too small) and our bathroom is not accessible.” **(Brooklyn)**



**1. Please check off all appropriate items where costs have increased since 1999:**

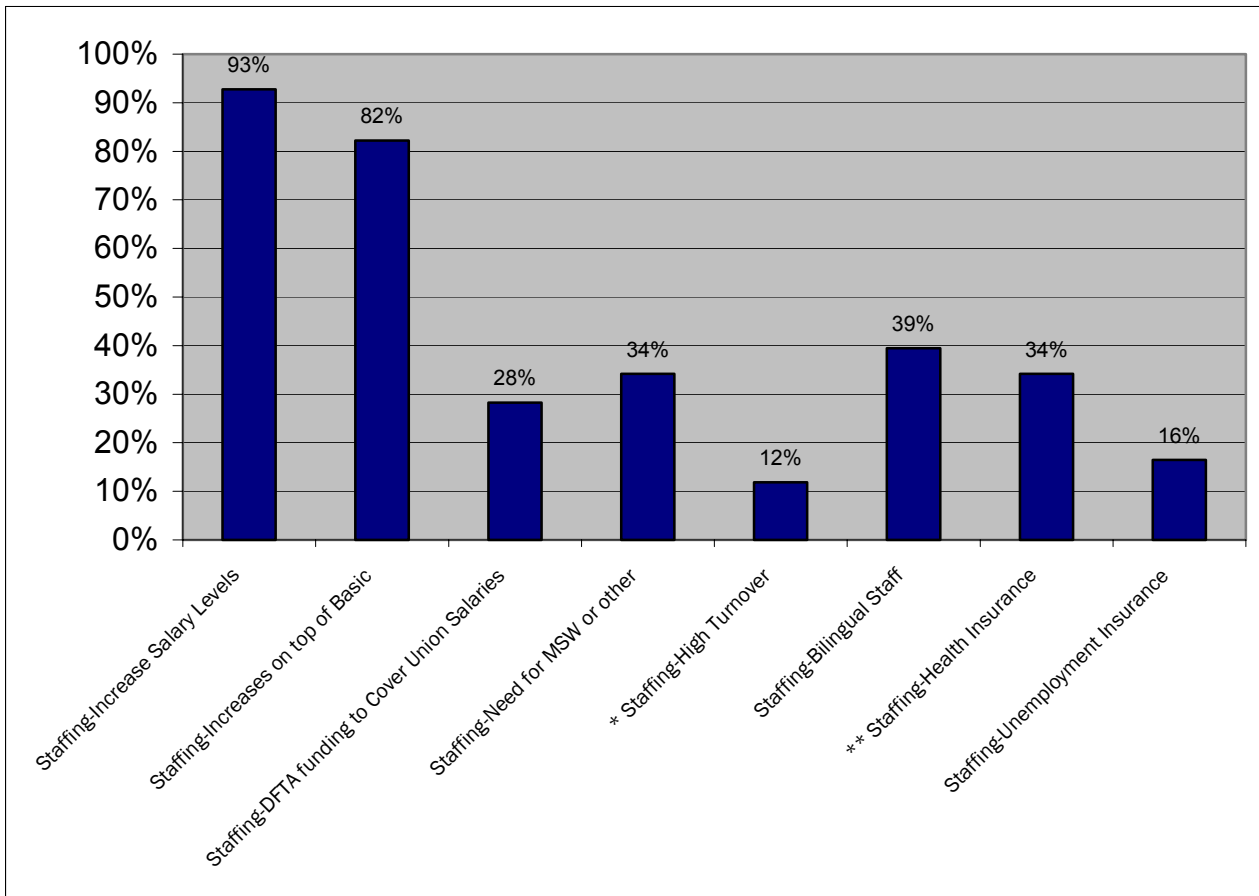
- |   |   |
|---|---|
| <input type="checkbox"/> rent                                   | <input type="checkbox"/> fuel for vans                    |
| <input type="checkbox"/> utilities                              | <input type="checkbox"/> van insurance                    |
| <input type="checkbox"/> food                                   | <input type="checkbox"/> van repairs                      |
| <input type="checkbox"/> office supplies                        | <input type="checkbox"/> computers – purchase of new ones |
| <input type="checkbox"/> paper goods                            | <input type="checkbox"/> computer repair                  |
| <input type="checkbox"/> personnel                              | <input type="checkbox"/> computer supplies                |
| <input type="checkbox"/> consultants for programs               | <input type="checkbox"/> purchase new equipment           |
| <input type="checkbox"/> equipment maintenance (a/c,            | <input type="checkbox"/> emergency preparedness           |
| <input type="checkbox"/> refrigerators, freezers, stoves, etc.) | <input type="checkbox"/> other (please specify)           |



**Please note that this graph shows the percentage of respondents' indicating where costs have increased, not the percentage that costs have increased.**

## 2. Human infrastructure: staffing needs – check all that apply

- need to increase basic salary levels of staff
- need for salary increases on top of the basic salary
- DFTA funding to cover union mandated salary increases
- need for trained staff with MSW or other advanced degrees
- high turnover rate
- need for bilingual staff
- health insurance
- unemployment insurance
- other (please specify) \_\_\_\_\_

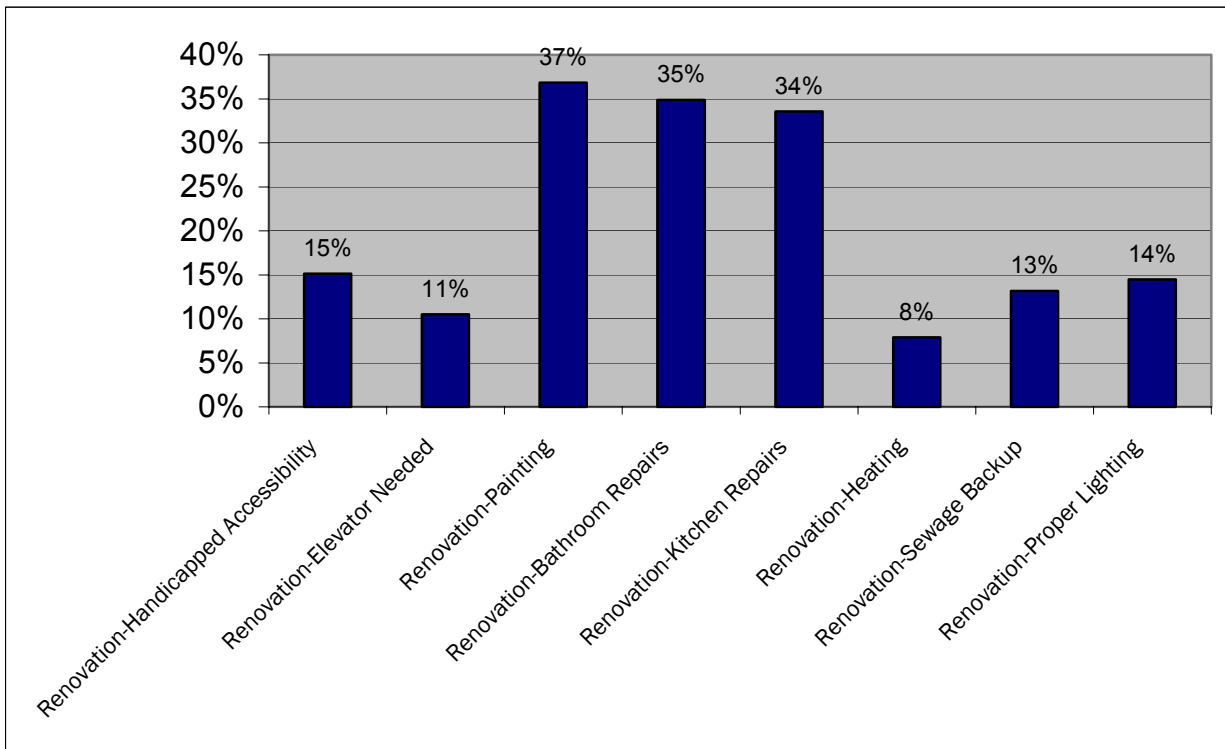


**\* Turnover rate is about 1/3 of staff every year. This is a major issue for aging services citywide.**

**\*\* About 1/3 of the aging services system has its own insurance coverage and is struggling to meet increased costs. The rest of the agencies utilize the city's central insurance program so cost increases do not impact their budget.**

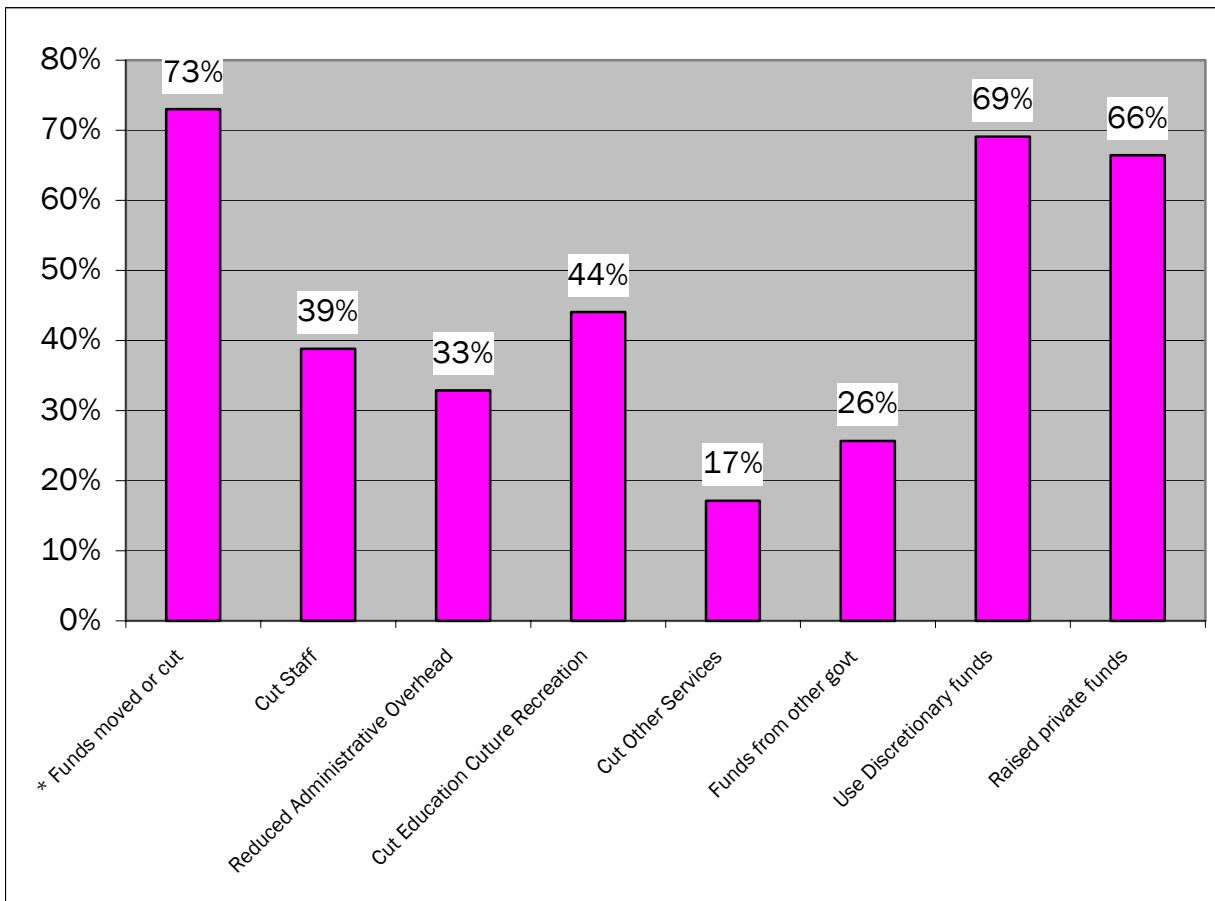
**3. Renovation needs - check all that apply**

- handicapped accessibility
- elevator needed
- painting
- bathroom repairs
- kitchen repairs
- heating
- sewage backup
- proper lighting
- major renovations of site - please specify \_\_\_\_\_
- other (please specify) \_\_\_\_\_



**4. Please check off all that apply for how you have met increased costs :**

- \* took funds from another part of the budget
- \* cut another part of the budget (please specify) \_\_\_\_\_
- cut staff
- reduced administrative overhead funds
- cut or eliminated educational, cultural and recreational programs
- cut or eliminated other services (please specify) \_\_\_\_\_
- use funds from other government agencies
- use city council, borough president or other discretionary funds
- raised private funds (grants, donations, fundraisers, etc.)
- other (please specify) \_\_\_\_\_



\* Graph combines moving and cutting dollars from other parts of the budget.

**“MORE WITH LESS IS IMPOSSIBLE”**

**Despite all the cost-cutting, moving funds around and fundraising, aging services agencies still lack sufficient dollars to meet the needs of seniors.**



**Council of Senior Centers & Services of NYC, Inc.**

49 West 45<sup>th</sup> Street, Seventh Floor, New York, NY 10036 (212) 398-6565 <http://www.cscs-ny.org>

**REMINDER – PLEASE SEND SURVEY BACK**  
**INFRASTRUCTURE SURVEY**  
**NOVEMBER 2, 2004**

Contact name \_\_\_\_\_  
Agency \_\_\_\_\_  
Phone # \_\_\_\_\_  
email \_\_\_\_\_

DFTA funded agencies have not received funding to meet inflationary cost increases, “new needs” funds, since 1999. The consumer price index for inflation has been 14% since then, a \$50,000 reduction in purchasing power on a \$350,000 contract. In order to advocate for additional funds, CSCS needs your input. **Please fax this survey by DECEMBER 3, 2004 to Kathleen Zvarych, Legal Advocate, 212-398-8398. If you have questions, call Bobbie Sackman, 212-398-6565, x226 or Kathleen at ext. 229. Thanks for your cooperation.**

**Please check off the appropriate program you are responding to this survey for. We need to track the type of agency you are. (Please do not list all the services you provide. We’re trying to see the impact of inflation on different types of agencies.) If it is more than one type, check as many as apply:**

- senior center
- case management
- NORC
- adult day services
- other (please specify) \_\_\_\_\_

How many program sites does this survey cover? \_\_\_\_\_

**1. Please check off all appropriate items where costs have increased since 1999 -**

- |   |   |
|---|---|
| <input type="checkbox"/> rent                                   | <input type="checkbox"/> fuel for vans                    |
| <input type="checkbox"/> utilities                              | <input type="checkbox"/> van insurance                    |
| <input type="checkbox"/> food                                   | <input type="checkbox"/> van repairs                      |
| <input type="checkbox"/> office supplies                        | <input type="checkbox"/> computers – purchase of new ones |
| <input type="checkbox"/> paper goods                            | <input type="checkbox"/> computer repair                  |
| <input type="checkbox"/> personnel                              | <input type="checkbox"/> computer supplies                |
| <input type="checkbox"/> consultants for programs               | <input type="checkbox"/> purchase new equipment           |
| <input type="checkbox"/> equipment maintenance (a/c,            | <input type="checkbox"/> emergency preparedness           |
| <input type="checkbox"/> refrigerators, freezers, stoves, etc.) | <input type="checkbox"/> other (please specify)           |

**-see next page-**



**2. Human infrastructure: staffing needs – check all that apply**

- need to increase basic salary levels of staff
- need for salary increases on top of the basic salary
- DFTA funding to cover union mandated salary increases
- need for trained staff with MSW or other advanced degrees
- high turnover rate
- need for bilingual staff
- health insurance
- unemployment insurance
- other (please specify) \_\_\_\_\_

**3. Renovation needs - check all that apply**

- handicapped accessibility
- elevator needed
- painting
- bathroom repairs
- kitchen repairs
- heating
- sewage backup
- proper lighting
- major renovations of site – please specify \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- other (please specify) \_\_\_\_\_

**4. Please check off all that apply for how you have met increased costs -**

- took funds from another part of the budget
- cut staff
- reduced administrative overhead funds
- cut or eliminated educational, cultural and recreational programs
- cut or eliminated other services (please specify) \_\_\_\_\_
- cut another part of the budget (please specify) \_\_\_\_\_
- use funds from other government agencies
- use city council, borough president or other discretionary funds
- raised private funds (grants, donations, fundraisers, etc.)
- other (please specify) \_\_\_\_\_



**Council of Senior Centers & Services of NYC, Inc.**

49 West 45<sup>th</sup> Street, Seventh Floor, New York, NY 10036 (212) 398-6565 <http://www.cscs-ny.org>

## **30 WAYS SENIORS BENEFIT FROM SENIOR CENTERS**

Ed/Rec – educational, recreational and cultural activities  
Music/art/crafts classes and discussions  
Congregate meals  
Home-delivered meals  
Case assistance/social services  
Information and referral for entitlements, benefits, and services  
Socialization/reduce isolation  
Civic involvement  
Validates an individual's worth via participation in committees and activities  
Legal services  
Housing services  
Committees – Advisory Board, etc.  
Trips  
Health – health screenings, health education, nutritional education  
Transportation  
Escort service  
Counseling  
Support groups  
Volunteer opportunities  
Telephone reassurance  
ESL/citizenship classes  
Assistance to become a citizen  
Assistance for immigrants  
Food pantry  
Exercise classes  
Computer classes  
Intergenerational programs  
Parties  
Celebrate holidays  
College level courses

