



Council of Senior Centers & Services of NYC, Inc.

49 West 45th 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**

April 2010

- **AN INFRASTRUCTURE SURVEY OF 155 SENIOR CENTERS, NORCS, ADULT DAY SERVICE, HOMECARE, CAREGIVER, CASE MANAGEMENT, MEALS-ON-WHEELS, AND TRANSPORTATION PROGRAMS**
- **BUDGET CUTS AND INSUFFICIENT FUNDS FROM THE DEPARTMENT FOR THE AGING SINCE 2005 – FUNDING NOT KEEPING PACE WITH INFLATION OR NEED**
- **“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:

Bobbie Sackman, Director of Public Policy, 212-398-6565 ext. 226, bsackman@cscs-ny.org

Study Coordinator: **Wanjing Wang**,

BOARD OF DIRECTORS 2010

Rev. Michael A. Baston, J.D
LaGuardia Community College

Robert M. Bender, Jr.
CSCS Treasurer
Management Consultant

Mark E. Brossman, Esq.
Schulte Roth & Zabel LLP

Gabriel P. Caprio
WME Yachts Ltd.

Isabel Ching
Hamilton Madison House

Donna Corrado
Catholic Neighborhood Services

William J. Dionne
CSCS President
The Carter Burden Center
for the Aging

Elinor C. Guggenheimer
Founding President
In Memoriam

Suleika Cabrera Drinane
Institute for the Puerto Rican/
Hispanic Elderly

Jeanne Dutton-Sinrich, Esq.

O. Lewis Harris
CSCS Vice President

Dr. Linda Leest
Services Now for Adult Persons

Nancy D. Miller
VISIONS

Steven Newman
Public Health Solutions

James C. O'Neal
Visiting Nurse Service of New
York – VNS Choice

David V. Pomeranz
The Hebrew Home For The Aged
at Riverdale

Jeanette Puryear
Mid-Bronx Senior Citizens
Council

Joan L. Ryan
Presbyterian Senior Services

Marvin Tolkin

Loraine B. Tsavaris
Rockefeller & Co. Inc.

John W. White
EmblemHealth

Judy Willig
CSCS Secretary
Heights & Hills

Wanda Wooten
CSCS Immediate Past President
Stanley Isaacs Neighborhood Center

Judy Zangwill
Sunnyside Community Services

Emilie Roy Corey
Past President

The Reverend Robert V. Lott
Honorary President
In Memoriam

EXECUTIVE DIRECTOR
Igal Jellinek

HIGHLIGHTS OF SURVEY FINDINGS:

Recognizing the continued erosion in the infrastructure of senior service programs, Council of Senior Centers and Services of New York City, Inc (CSCS) embarked on an infrastructure survey, which was updated from the CSCS Infrastructure Survey 2005. On November 23, 2009, CSCS sent this survey out to its member agencies to update the findings. Responses from 155 programs citywide were received including senior centers, NORCs, adult day services, case management, meals-on-wheels, homecare, transportation, and caregiver support programs.

- **A high response level among service agencies, 155 programs, identified increased costs across the board.**
- **41%, or 64 programs of agencies, reported cutting staff hours or eliminating staff due to increased costs.**
- **63%, or 98 programs, reported that they lost private funding and had to cut or eliminate services.**
- **60%, or 93 programs, indicated that they had a waiting list for services that include case management, homecare, meals-on-wheels, adult day services, transportation, and caregiver support.**
- **Increased costs impact the services programs provide – 51% of those responding cut educational, health and wellness, cultural or recreational programs to meet increased costs.**
- **73%, or almost 3/4 of the respondents, met increased costs by cutting funds from another part of the budget such as staff and programs.**

The results of the CSCS 2010 updated Infrastructure Survey indicates that funds for core operating costs are insufficient. The results show that programs are experiencing an erosion of infrastructure that is impacting their service provision. DFTA funded agencies have not received funding to meet inflationary cost increases since 2005. The Consumer Price Index for inflation has increased 16.60 % since then, a \$58,100 reduction in purchasing power on a \$350,000 contract -- the average senior center budget. As the number of seniors and those over 75 and 85 grows quickly, these demographics tell a compelling story for the city to plan how to fund senior service programs appropriately. Clearly, the horse is going in the wrong direction.

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:

- **92.5% of agencies reported a cost increase in office supplies**
- **85.7% of agencies reported a cost increase in food**
- **85.7% of agencies reported a cost increase in computer supplies**
- **83.9% of agencies reported a cost increase in paper goods**
- **76.8% of agencies reported a cost increase in equipment maintenance**

II. INCREASED STAFFING NEEDS

Agencies have experienced cost increases in staffing needs. The five most frequently checked areas of need are as follows:

- **89.1% reported a need to increase basic salary levels for staff.**
- **78.2% saw a need for salary increases on top of an increase in the basic salary.**
- **60% of the agencies reported a need for bilingual staff**
- **54.5% of the responding agencies reported a need for health insurance**
- **49.1% of the agencies reported a need for trained staff with an MSW or other advanced degree**

III. INCREASED RENOVATION NEEDS

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

- **71% of agencies reported a need for painting**
- **60% of agencies need kitchen repairs**
- **48.9% of agencies need bathroom repairs**
- **46.7% of agencies lacked proper lighting**
- **31.1% of agencies, or nearly 50 programs, were experiencing sewage backup problems**

NO NEW MONEY EQUALS LESS CAPACITY TO SERVE SENIORS: AGENCIES MET INCREASED COSTS WITH MANY DIFFICULTIES

Since 2005, agencies have needed to meet increased costs in infrastructure with LESS money:

- 44% of agencies used funds from other government agencies, and only 25% of agencies reported that in the previous survey.
- 70% of agencies took funds from another part of the budget to meet increased costs.
- 69% of agencies reported an attempt to meet increased costs through the use of City Council, Borough President or other discretionary funds.
- 41% of agencies reported cutting staff hours or eliminating staff.
- Close to 2/3 of agencies had lost private/foundation funding during last two years.

“MORE WITH LESS IS IMPOSSIBLE”

IV. NEEDS REPORTED BY INDIVIDUAL AGENCIES

“Due to necessary relocation we have changed from cooked on site meals to catered meals resulting in an unfunded increase in meal cost. Utilities are not included in the rent as they were at our former site. We are currently facing a \$35,000 budget shortage as a result of the move.”

(Bronx)

“Remaining staff -- director, cook, assist director-- have been putting in additional hours (without pay) to compensate for cutting staff hours or eliminating staff.”(Bronx)

“My favorite words –Need money. No money, no program. Money must meet growing need of seniors.” (Manhattan)

“If program funding is cut further, it is likely that staff members may be eliminated or their hours limited. Vital services such as nursing services, subsidized personal emergency response systems, subsidized medical transportation which clients used to get to medical appointments will also suffer. These changes will be devastating to the program and the seniors it serves.”(Queens)

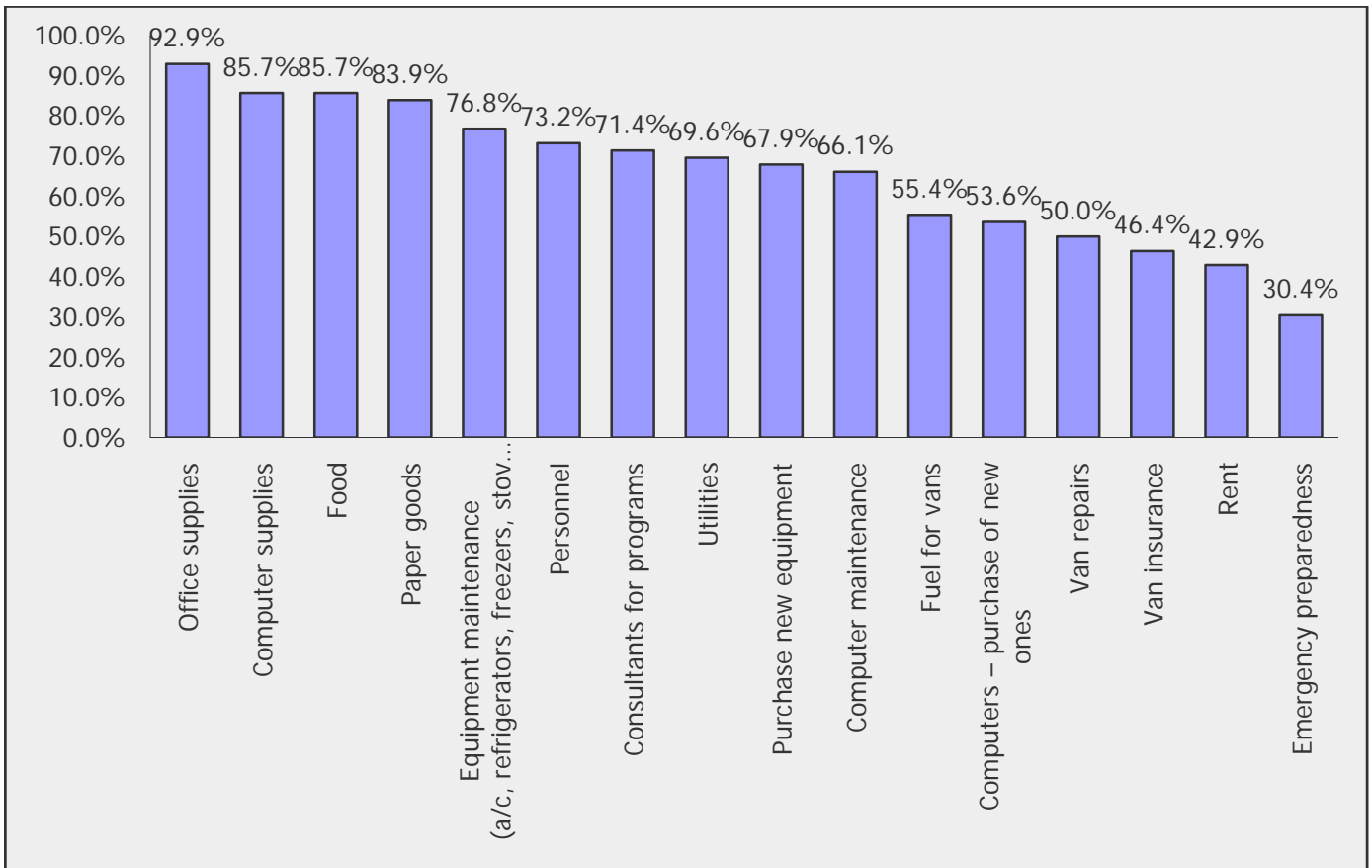
“Because of budget cuts, we have no funding for transportation to accommodate clients with needs (majority). It is difficult to accept new clients into the program because there is limited seating on the DFTA-funded buses that are used here for the senior department program. Present pay scale is insufficient to attract and retain professional workers. As a result, there is a high rate of turnover which impedes program efficiency.”(Staten Island)

“Without Borough President funds, our adult day services program for people with Alzheimer will close.” (Queens)

“Without BP funds, our senior center serving Korean could close.”(Queens)

1. Please check off all appropriate items where costs have increased since 1999 (or later date if your program is newer):

- Food
- Computer supplies
- Fuel for vans
- Rent
- Computer maintenance
- Purchase new equipment
- Utilities
- Computers – purchase of new ones
- Emergency preparedness
- Personnel
- Consultants for programs
- Van insurance
- Office supplies
- Paper goods
- Van repairs
- Equipment maintenance (a/c, refrigerators, freezers, stoves, etc.)
- Other (please specify) _____



*Computer maintenance and supplies are reported more frequently than in 2005.

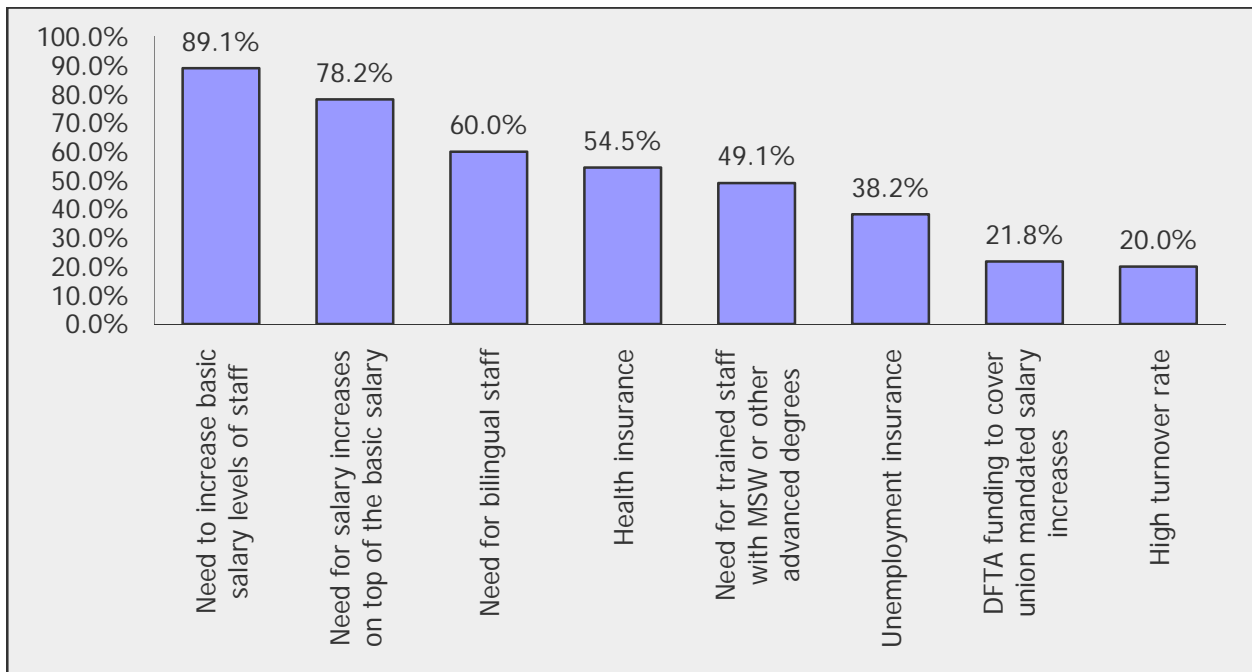
*Over 2/3 of the agencies reported increased cost in utility.

*Since 1994, due to inflation, a \$350,000 contract would need to be \$522,000 in today’s dollars.

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: increased costs for 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) _____

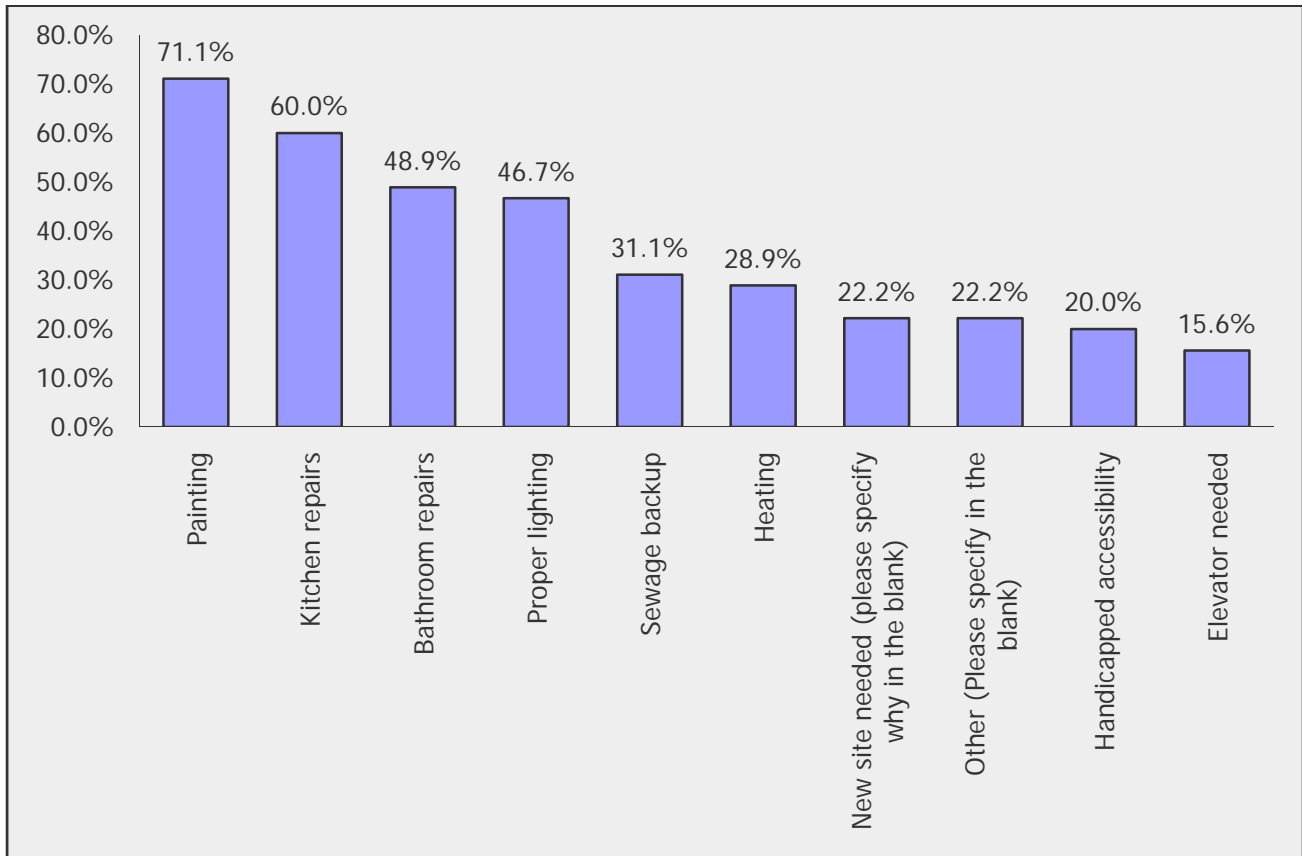


*Over 1/3 of the agencies reported needs in unemployment insurance; only 16% reported that in 2005.

*The need for bilingual staff and health insurance increased dramatically as well since 2005.

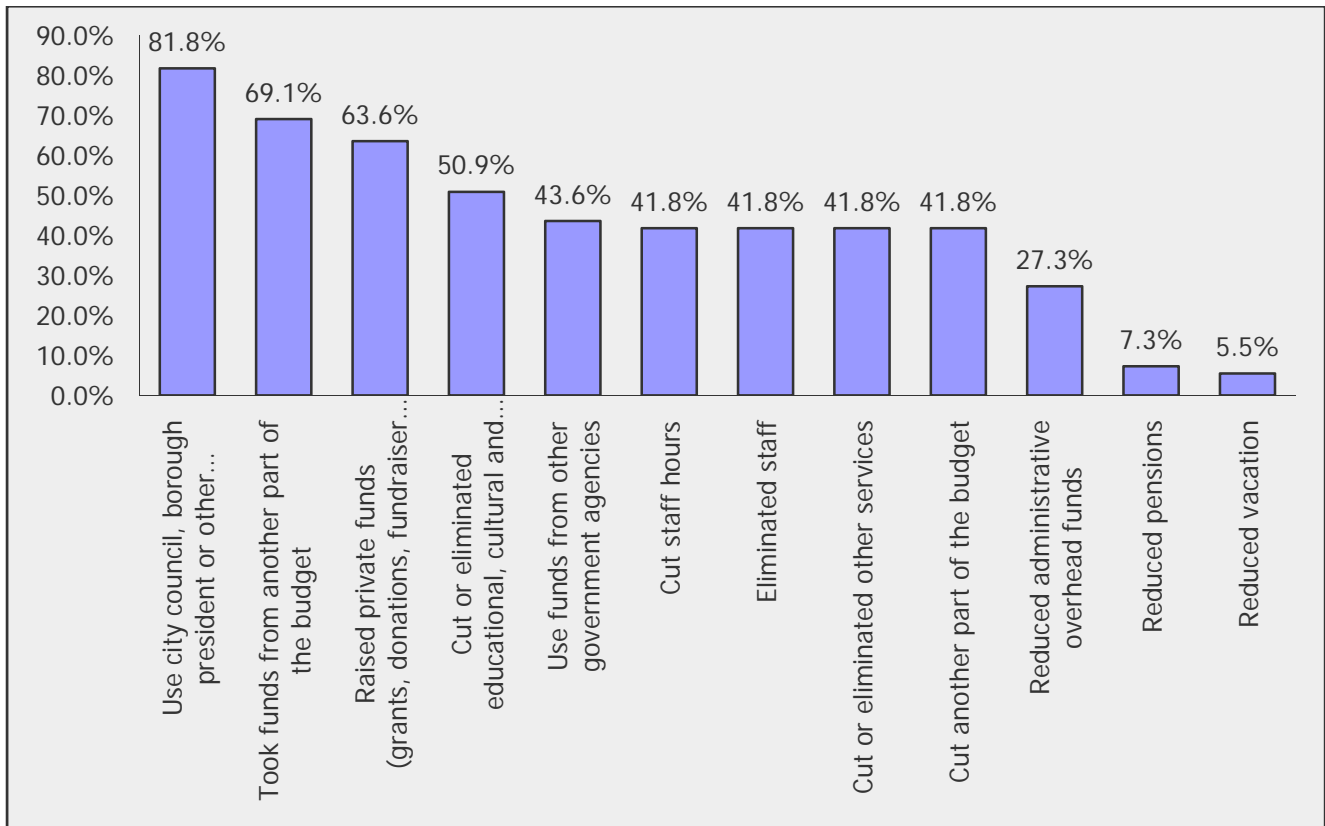
3. Renovation needs - check all that apply:

- Handicapped accessibility
- Painting
- Kitchen repairs
- Sewage backup
- New site needed (please specify why) _____
- Major renovations of site – please specify _____
- Other (please specify) _____
- Elevator needed
- Bathroom repairs
- Heating
- Proper lighting



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

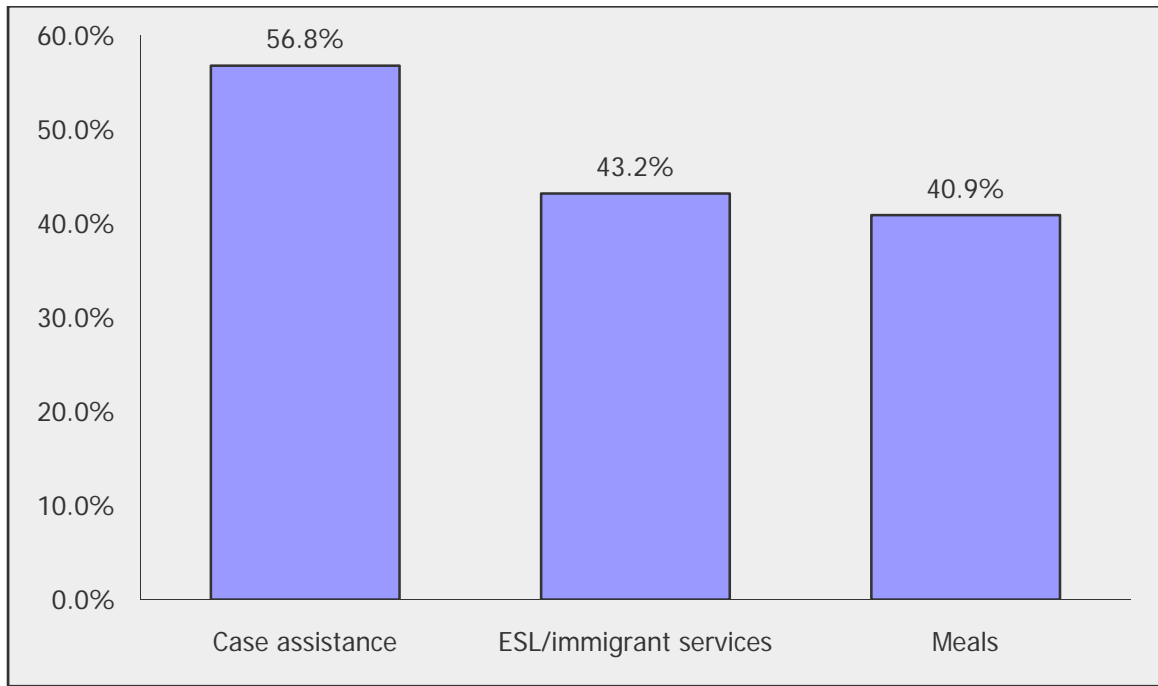
- Took funds from another part of the budget
- Cut staff hours
- Eliminated staff
- Reduced administrative overhead funds
- Reduced pensions
- Reduced vacation
- Cut or eliminated educational, cultural and recreational programs
- Cut or eliminated other services
- Cut another part of the budget
- Use funds from other government agencies
- Use city council, borough president or other discretionary funds
- Raised private funds (grants, donations, fundraisers, etc.)
- Other (please specify) _____



*Almost 2/3 of the agencies have lost private/foundation funding over the past two years, raised private funds becomes more difficult for them; in addition, even with cutting cost, and moving funds around, aging services agencies still lack sufficient dollars to meet the needs of seniors.

6. Unmet or growing needs of seniors – please check if applied:

- Meals
- Case assistance
- ESL/immigrant services
- Mental health services
- Other (specify) _____



*More needs with fewer funds that makes it impossible for those senior services agencies to efficiently provide services.



Council of Senior Centers & Services of NYC, Inc.

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

Reminder—Please Send Survey Back

**“MORE WITH LESS IS IMPOSSIBLE” – 2010 UPDATE
INFRASTRUCTURE SURVEY
NOVEMBER 23, 2009**

Contact name _____

Agency _____

Phone # _____

Email _____

Councilmember _____

State Assemblymember _____

State Senator _____

It is time to update the CSCS “More with Less is Impossible” report. CSCS’ first report was published in January, 2005, documenting 175 responses from senior centers, NORCs, adult day and case management agencies. The report can be found on the CSCS website - http://cscs-ny.org/advocacy/files/infrastructuresurveyreport_final.pdf or www.cscs-ny.org, under advocacy library, surveys.

The “More with Less Report” helped us win some successes in additional funding through City Council for core infrastructure costs such as food, transportation and rent/equipment. While this funding is very helpful, it is only one year funding which must be won back each year. DFTA funded agencies have not received funding to meet inflationary cost increases for services from any mayoral administration since at least 1999. Inflationary cost increases for fixed OTPS operating costs including utilities, phone, fuel, rent, etc. have not been given in decades. Aging services has absorbed numerous waves of budget cuts with more being proposed as the city and state’s economy is in a fiscal crisis. Of course, the needs of older New Yorkers grow despite the state of the economy and an adequately funded agency infrastructure is key to the capacity of your agency to provide services.

Inflation and inadequate funding erodes budgets of senior services agencies. For example, as of May, 2009, adjusted for inflation using the NY metropolitan Consumer Price Index, \$350,000 (average DFTA senior center grant) in 1994 would be \$522,069 in today’s dollars. This is an enormous funding gap as need grows.

Please fax or email this survey to Wanjing Wang, Social Work Intern, 212-398-8398. You can also fill this out online or download PDF hard-copy at the CSCS website:

<http://www.cscs-ny.org>

If you have questions, contact Bobbie Sackman, 212-398-6565, x226, bsackman@cscs-ny.org or Wanjing Wang at ext. 237, wwang@cscs-ny.org. Thanks for your cooperation.

Please print if you are giving specific answers.



Council of Senior Centers & Services of NYC, Inc.

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

**CSCS SURVEY – “MORE WITH LESS IS IMPOSSIBLE”, 2010 UPDATE
NOVEMBER 23, 2009**

Overall information:

_____ How many program sites does this survey cover? (If your agency has multiple sites around the city – e.g. – 5 senior centers and a NORC would be 6 sites) We are reporting aggregate information to show the lack of capacity in the network.

Are the services funded by – check all that apply (survey counts only these two agencies):

- NYC Department for the Aging
- NY State Office for the Aging
- A mixture of both

Please check off the appropriate program you are responding for. If there is more than one type of service provided, check as many as apply:

Services: **Number of seniors served *per day*:**

Senior center	_____
Case management	_____
Meals-on-wheels	_____
Home Care	_____
NORC	_____
Adult day services	_____
Transportation	_____
Caregiver support	_____
Other (please specify)	_____

1. Please check off all appropriate items where costs have increased since 1999 (or later date if your program is newer):

- Food
- Computer supplies
- Fuel for vans
- Rent
- Computer maintenance
- Purchase new equipment
- Utilities
- Computers – purchase of new ones
- Emergency preparedness
- Personnel
- Consultants for programs
- Van insurance
- Office supplies
- Paper goods
- Van repairs
- Equipment maintenance (a/c, refrigerators, freezers, stoves, etc.)
- Other (please specify) _____

2. Human infrastructure: increased costs for 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
- New site needed (please specify why) _____
- 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 hours
- Eliminated staff
- Reduced administrative overhead funds
- Reduced pensions
- Reduced vacation
- Cut or eliminated educational, cultural and recreational programs
- Cut or eliminated other services
- Cut another part of the budget
- 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) _____

5. Waiting lists for services – write number of people on waiting list:

- Case management _____
- Home care _____
- Meals-on-wheels (either those waiting or how many cannot get meals due to gridlock with case management assessments– usually about 80% of those on case management waiting list) _____
- Transportation _____
- Adult day services _____
- Caregiver supports _____
- Other (please specify) _____

If you cannot give a number on a waiting list, please fill in a number or approximate range of number of clients who actually contact your agency and their needs go unmet each month. For example, if a caregiver needs respite care and cannot receive it because of lack of funds, how many people would need the service that have to be turned away? The purpose of this is to show the loss of services due to budget cuts or inadequate funding.

6. Unmet or growing needs of seniors – please check if applied:

- Meals
- Case assistance
- ESL/immigrant services
- Mental health services
- Other (specify) _____



**Council of Senior Centers & Services
of New York City, Inc.**

49 West 45th Street, Seventh Floor

New York, NY 10036

Tel (212) 398-6565 Fax 212-398-8398

Website: <http://www.cscs-ny.org>