

NDA: Senior Program

SENIOR PROGRAM OVERVIEW

Program Eligibility

- At least 80% of participants must reside in the Neighborhood Development Area (NDA)
 - Link to NDA Maps
<http://www1.nyc.gov/site/dycd/involved/boards-and-councils/nab-nda-maps.page>
- Participant's household income must be at or below 125% of the federal poverty guidelines for all NDA participants served
 - The income of participants that are roommates or boarders should be considered on an individual basis and not part of the household.
 - Waiver for loss of income-Program enters a note into Capricorn explaining the loss of income, documentation to substantiate the participant's income status may be requested.



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Program Services

CORE ACTIVITY: (leads to the outcome)

- Access Services for Seniors-assistance to individuals in obtaining social services either directly from provider or via referral.

AND/OR

- Senior Social, Cultural and Recreational Services-social, cultural and recreational activities to participants either directly from provider or via referral.

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Performance Measures

- **Enrollment-** number of participants who have registered for program services who meet the income and NDA residency requirement.
 - All programs should maintain a signed copy of the CSBG Intake form (found in Capricorn) in the participant's file, per fiscal year if participant is being re-enrolled.
- **Benchmark-** Enrolled participants take action accessing services and benefits
 - Example: participants completes application, registration form, etc.

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Indicator for Access Services for Seniors Outcome

- Participants complete and file applications or follow through on referrals and receive identified services

Indicators for Senior Social, Cultural and Recreational Services Outcomes

- Participants attend at least 70 percent of the scheduled time of program activities for which they are registered throughout program year.
- Participants keep at least 75 percent of all health appointments throughout program year.
- If participants are homebound: Participants engage in biweekly visits in their homes with program staff throughout program year.

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Performance Measures

- **Outcomes**-Participants obtain needed benefits and services **and/or** Participants demonstrate positive, physical, psychological and social well-being **and** program have secured validating documents to confirm receipt of services/benefits.
 - Only one required outcome per fiscal year can be claimed per participant.
 - Approval letters for benefits received, signed attendance sheets for activities attended, etc.
 - Agency is to make every attempt to obtain the validating documentation. If a validating document cannot be obtained, an affidavit/letter from participants stating receipt of services. This substitution should be used at a minimum. All validating documentation is subject to DYCD approval.
 - If providing services via referral the provider must follow up to ensure participant received the service.
 - All client cases in which multiple issues have been identified in the initial assessment but have not been resolved, must remain open until the end of the FY. Only at that point, the outcome can be claimed for the resolved issues (not to exceed one (1) required outcome per participant).
 - If a participant does not receive the identified service and benefit, it will not be counted towards programs outcome achievement rate.
 - Other outcomes can be reported but will not be counted towards the outcome achievement rate. However, other outcomes allows DYCD to track all services provided to participants.
 - DYCD expects program to meet 100% of projected enrollment, benchmarks, and outcomes.

Duplication of services

As you are aware, under your NDA Seniors contract with DYCD, Access Services for Seniors also offers benefits and entitlement assistance, which is equivalent to DFTA's case assistance and homebound case management services. Additionally, Senior Social, Cultural and Recreational Services is equivalent to DFTA's Recreational and educational activities.

In consideration of this information, DFTA and DYCD agreed that providers currently receiving funding from both agencies should take the necessary steps ensure that there is no duplication of services as follows:

1. Providers must ensure that participants enrolled under DFTA's contract to receive case assistance/management services and Recreational and Educational activities are *not also* enrolled under DYCD's NDA Seniors contract, *either for* Access Services for Seniors or Senior Social, Cultural and Recreational activities.
 - For example: a participant comes to an NDA Senior program to access food stamps and is approved, achieved an outcome and later needs assistance with SCRIE or DRIE, the participant cannot be referred to DFTA's case assistance service; or a participant enrolled in the arts and craft activity or any recreational activities under the NDA Senior program cannot be enrolled under DFTA for the recreational activities during the same fiscal year.
 - If a participants receives Access Services under the DYCD program, they *can* be referred to DFTA for another set of services such as recreational and educational activities.
2. Providers must determine, upon meeting with a participant, which funded program would best suit the participant's needs. The eligibility requirements for DFTA's and DYCDs' programs should be considered when making the determination
3. Providers must maintain separate attendance logs for NDA Seniors participants.

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Capricorn Database

- Program is responsible for entering accurate data into Capricorn on a timely and consistent basis.
- Follow-up either in person, phone, or email should be documented in the progress notes in Capricorn. Follow-up is contextual and based on the participant's need, the expectation is case manager would make contact participants on a bi-weekly basis or as needed.
- Capricorn cases should remain open and not be exited until the end of the fiscal year in case the participant has additional needs to address. A progress note indicating the status of the case should be entered into Capricorn before exiting the participant.
- Track your agency's performance periodically via reports
 - Program Summary Report (displays projections vs. actual enrollment, benchmark, and outcome numbers)
 - Participant Registration Report (PDF and Excel)
 - Basic Computer and Excel skills needed
- New Capricorn feature is the ability to scan validating documents and it is highly recommended that programs use this feature.

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Attendance

- Programs are required to maintain attendance records and enter into Capricorn in a timely manner.
- Sign-in sheets are required for every day of programming; but participants do not have to sign-in for each activity they attend on any given day. A roster with check marks representing each activity attended by the participant can be used for attendance and the participant can sign once for that day. The sign-in sheet should display agency name, contract number, program activities, date, as well as printed name and signature. Sign-in sheets must be neat and legible.
- If a participant visits the site for a one-on-one meeting, no attendance sheet is required. However, that participant's attendance for that meeting must be entered in Capricorn.

SENIOR PROGRAM OVERVIEW

Evaluation and Monitoring System (EMS)

- 5 types of evaluation reports from EMS
 - Contract Review: (contract development)
 - 1st Round Site Visit: (program site visit during fiscal year September–December)
 - 2nd Round Site Visit: (program site visit during fiscal year January-June)
 - Annual: (annual administrative review during fiscal year)
 - Closeout: (program desk review of fiscal year during July-August)
- More visits may be conducted based on need
- For announced visits/desk review, agency will receive notification prior to site visit indicating documents to prepare, and time period to be validated for enrollment and outcomes, etc.
- For unannounced visits./desk review, program manager will visit program during operating hours and/or review program data in Capricorn without notification to agency
- Pre-site visit/desk review preparation include reviewing data entered in Capricorn, please ensure the system is updated prior to the site visit/desk review

*****Check out DYCD Connect EMS Guide for more information on the system*****

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Program Monitoring

Site Visit- visit to the program and may include any or all of the following but not limited to:

- Program/activity observation
- participant/ staff interview
- administrative review
- facility review
- case management review
- Enrollment, benchmark and outcome validation

Desk Review –in-office review and may include any or all of the following but not limited to:

- administrative review
- Enrollment, benchmark outcome validation via Capricorn or email
- case management review

SENIOR PROGRAM OVERVIEW

OTHER KEY REMINDERS

- **Budget Modifications**

- Modifications can be submitted up to 3 times per fiscal year, deadline will be sent to by your program manager.
- Modifications should be submitted with clear justifications to program manager
- Trainings and more information is available on the DYCD Website
- Those receiving CSBG funding cannot allocate any CSBG funds to anyone making over \$183,300, programs can use alternate funds to pay the individual's salary but not CSBG funding. For more information, visit <http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/>
- For MWBE eligible budget lines, Program is required to submit MWBE Form D, Utilization Form or Proof of Good Faith Effort. Any questions, contact Ezzat Saad (646) 343-6428

- **PERS-Program Expenses Report Summary**

- Oversee financial transactions of funded agencies and issues payments
 - Trainings and more information is available on the DYCD Website.
 - For Fiscal Questions- contact Cafdhhelp@dycd.nyc.gov or 646-343-6960
 - COLA PERS should be submitted separately under Budget Code 9810
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- Programmatic issues and concerns- contact your program manager
 - Capricorn database issues and concerns, contact the Outcome Specialist (Seniors) –Ruben Mina: rmina@dycd.nyc.gov (646) 343-6425



**Department of
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DISCOVER

Opportunities and
Services Near You



Looking for an DYCD funded program in your neighborhood? Need information on improving reading skills or finding the nearest community center? The web application discoverDYCD allows you to search in multiple languages for DYCD-funded programs. You can search by borough, neighborhood or zip code, and discoverDYCD provides contact information, activities offered, and a mapping feature with navigation.

Categories of services include: Afterschool Programs, Family Support, Literacy Services, Youth Services and so much more! We hope you find <http://www.dycdportal.nyc/discoverdycd/home> useful as you take advantage of the diverse resources and opportunities that New York City has to offer.



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