



Lorraine Cortés-Vázquez  
Commissioner

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May 20, 2024

Joseph Gillooly  
Audit Manager  
State of New York  
Office of the State Comptroller  
110 State Street  
Albany, NY 12236

Re: Oversight of the Home Delivered Meals Program 2023-F-25

Dear Joseph Gillooly:

We are responding to your April 10<sup>th</sup>, 2024, report on the status of the implementation of the 12 recommended findings. Listed below are the areas that we would like you to consider as implemented.

Recommendation 5:

A primary role of Aging Connects contact center is to receive, refer, and track complaints. As part of this process, Aging Connect offers guidance to program staff on how to update/enter complaint resolution in our Compliant Tracking System (CTS) which contains how complaints were resolved by the provider.

Presently, CTS does not have a reporting system that allows NYC Aging to tailor reports. Thus, the HDM audit done by the NYS Comptroller's Office required Aging Connect staff to generate a report, export to excel, and omit/add specific columns as requested. We generated separate reports which had all different indicators and pulled data from each report to reflect auditor's request. In creating the report, 29 tickets were inadvertently marked as "2023" instead of "2022". As a result, the Comptroller found 30 complaints that took one year or more to resolve.

Please note, there was one additional complaint (81191) that had a resolution date over one year. Although the ticket was officially closed more than 1 year after the ticket was created, we have supporting documentation that proves the issue was resolved on the same day the complaint was received.

Given this new information we were compliant with this issue, and we kindly request the finding be withdrawn. Going forward Aging Connect has since requested from Office of Information and Technology the ability to create a



flexible complaint report that would allow us to modify indicators as needed, effectively addressing the human error issue described above. Please attached spreadsheet.

**State Comptroller's Comment** – This spreadsheet is not reproduced here and instead has been retained on file at the Office of the New York State Comptroller.

Recommendation 11:

NYC Aging considers vendor's past performance in two ways; one in the context of experience question of the RFP and the Performance and Evaluation records in PassPort that are used to evaluate a provider's previous history.

Recommendation 12:

NYC Aging does not financial penalize providers for poor performance, however we do implement corrective action plans and do not renew/terminate contracts for poor performance.

If you have any questions on the above, feel free to contact me at (212) 602-4471 or by email at [jmercado@aging.nyc.gov](mailto:jmercado@aging.nyc.gov).

Sincerely,

A handwritten signature in black ink that reads "Jose Mercado". The signature is written in a cursive, flowing style.

Jose Mercado  
Chief Financial Officer