



# **DEPARTMENT OF AGING AND COMMUNITY LIVING**

## **FY 2023 PERFORMANCE ACCOUNTABILITY REPORT**

**JANUARY 16, 2024**

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# 1 DEPARTMENT OF AGING AND COMMUNITY LIVING

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*Mission:* The mission of the Department of Aging and Community Living is to advocate, plan, implement, and monitor programs in health, education, and social services for the elderly; to promote longevity, independence, dignity, and choice for aged District residents, District residents with disabilities regardless of age, and caregivers; to ensure the rights of older adults and their families, and prevent their abuse, neglect, and exploitation; to uphold the core values of service excellence, respect, compassion, integrity, and accountability; and to lead efforts to strengthen service delivery and capacity by engaging community stakeholders and partners to leverage resources.

*Services:* DACL provides information, assistance, and outreach to District seniors, adults living with disabilities, and their caregivers in order to increase awareness and access to services and supports that will enable them to maintain their independence and quality of life in the community. The agency also offers adult day care, advocacy and legal services, caregiver respite and support, case management, education, fitness, health and wellness promotion, in-home support, long-term care counseling and support, nutrition counseling, recreation, and essential medical transportation that allow older District residents to age in place. Additionally, the agency management gives administrative support and the required tools to achieve operations and programmatic results, which is standard for all agencies using performance-based budgeting.

## 2 2023 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
2024 - 2027 State Plan on Aging	By prioritizing community engagement, accessibility, and innovative solutions, we are solidifying our position as a crucial support system within the community. Through the successful implementation of the plan, DACL has enhanced its reputation as a pioneering advocate for the welfare and independence of older adults and adults with disabilities. The plan's emphasis on efficiency and innovation has further reinforced our commitment to providing comprehensive and effective services, enabling the agency to continue serving as a beacon of support and reliability for DC residents.	The successful completion of the 2024-2027 State Plan on Aging will enhance the lives of DC residents, particularly older adults and adults with disabilities. By fostering increased community engagement, improving the accessibility of crucial services, and emphasizing education and connection, the plan will empower residents to lead more fulfilling and independent lives. The plan's focus on addressing evolving community needs will result in a more efficient and effective support system, providing DC residents with a stronger sense of security and well-being within their communities.
FY24 Lead Agency Grant Initiative	In FY 24 DACL takes the responsibility of serving as the Lead Agency for Ward 1 in the District of Columbia in partnership with East River Family Strengthening Collaborative. DACL has three staff that are working as a part of the Ward 1 Lead Agency providing data entry, intake, information, and assistance services for Ward 1 seniors.	The FY 24 Lead Agency Grant will permit residents of DC to see an improvement in services at the DACL dining sites operated by our Lead Agencies. The FY 24 Lead Agency grants require DACL sites to have additional staff support to provide additional programs for seniors including improved health promotion and recreation/socialization activities for our seniors. As DACL continues in our efforts to address senior social isolation, the FY 24 Lead Agency Grants are designed to provide outreach in each ward to identify lonely and isolated seniors who may need DACL services.

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Accomplishment	Impact on Agency	Impact on Residents
Aging & Disability Resource Center SNAP Enrollment Initiative	This initiative impacts our agency because it ensures that those who interact with DACL understand that decreasing food insecurity and connecting more clients to SNAP is one of top priorities.	To assist with decreasing the underutilization of SNAP amongst DC seniors and people living with disabilities, the Information and Referral Assistance team proactively asks callers about SNAP and food insecurity no matter the purpose of their call. The Medicaid Enrollment team proactively asks clients applying for EPD Waiver about SNAP and food insecurity to ensure that the integrated application is used more frequently.
The Lab at DC Project: “How do we decrease food insecurity among DC’s seniors”	This accomplishment impacted DACL by helping us understand the gap between seniors experiencing food insecurity and our services. It will help drive our decision-making as we continuously strive to expand our reach and ensure residents of the District of Columbia know what support and services are available to them. It also helped us understand that there is adequate food assistance programming; however, we need multi-agency support as we endeavor to invest more heavily in those programs as well as restructure where appropriate.	This project completion impacted the residents of DC by giving them a voice. The timeline of this project included a listening tour in which seniors and various community organizations engaged with DACL and The Lab and shared their thoughts about developing a coordinated entry system for food programs. These conversations, workshops, and systems mapping exercises helped the team reach conclusions about DC’s food insecurity and food assistance programs. The findings of this research project are as follows: A coordinated entry system would be helpful. Alone, it will not drive down senior food insecurity; The District is not lacking in food assistance programs. We need to invest in the ones that are working.

(continued)

Accomplishment	Impact on Agency	Impact on Residents
AgeWell	This accomplishment helped our agency better understand that addressing food insecurity means caring for all the needs of a person. Seniors have complex medical, social, and economic issues that they face and DACL wants to better understand those and be able to address them with our programming and the resources that we make available.	AgeWell completed in 2023 and it served as a means for DACL to explore the social ecological model in its senior wellness centers and dining sites. The social-ecological model understands health is influenced by intra- and inter-personal, social and cultural factors and the environment, with reciprocal interactions among factors and the individual. The framework focuses on integrating approaches to change the physical and social environments rather than modifying only individual health behaviors. Residents of DC benefitted from this by experiencing health care professionals in their dining site environment, available to them to hear about how food impacts their disease processes (i.e., how food can rise or lower your blood pressure), answer questions for them, and provide one-on-support for whatever their needs were.

### 3 2023 OBJECTIVES

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#### Strategic Objective

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Customer Information, Assistance and Outreach: Provide information, assistance and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to services and supports offered in the District.

Home and Community-Based Supports: Provide direct services and supports in the community, including nutrition services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promote living well in the District.

Create and maintain a highly efficient, transparent, and responsive District government.

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## 4 2023 OPERATIONS

Operation Title	Operation Description
<b>Customer Information, Assistance and Outreach: Provide information, assistance and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to services and supports offered in the District.</b>	
Advocacy/Elder Rights: Daily Service	Provide legal and advocacy support and protective services for District residents age 60 or older in need of assistance with long-term care planning, quality of care disputes, estate and financial planning, and civil disputes.
Community Outreach and Special Events: Daily Service	Provide engaging socialization opportunities and community service and support awareness campaigns for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that combat social isolation, improve access to services, address the needs of LGBT seniors, and project a positive image of aging and people with disabilities.
Adult Protective Services: Daily Service	Adult Protective Services (APS) receives and investigates reports of alleged cases of abuse, neglect, and exploitation and self-neglect of vulnerable adults 18 years of age or older. APS conducts assessments and provides linkages to supports and provides services to mitigate against abuse, neglect, self-neglect, and exploitation.
Assistance and Referral, and Community Transition Services: Daily Service	Provide information on, connection to, and assistance with accessing home and community-based services, long-term care options, and public benefits for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers. Provide Community Transition Service.
Customer Information, Assistance and Outreach: Daily Service	Provide information, assistance and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to services and supports offered in the District.
<b>Home and Community-Based Supports: Provide direct services and supports in the community, including nutrition services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promote living well in the District.</b>	
Nutrition Program: Daily Service	Provide prepared meals, fresh foods, and nutrition assistance to District residents age 60 or older that maintains or improves health and the ability to remain independent in the community.
Transportation: Daily Service	Provide transportation services to essential non-emergency medical appointments and social/recreational group trips.
In-home Services: Daily Service	Provide in-home adaptations, homemaker services and caregiver support for District residents age 60 or older to help manage activities of daily living, keep the home safe and prevent caregiver burnout.
Case Management and Nursing Home Transition Services: Daily Service	Provide core services and supports, such as case management and counseling services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers.
Senior Wellness Center/Fitness & Kingdom Care Village: Daily Service	Provide socialization, physical fitness, and wellness programs for District residents age 60 or older that promote healthy behaviors.
<b>Create and maintain a highly efficient, transparent, and responsive District government.</b>	
Create and maintain a highly efficient, transparent, and responsive District government: Key Project	Create and maintain a highly efficient, transparent, and responsive District government



## 5 2023 STRATEGIC INITIATIVES

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In FY 2023, Department of Aging and Community Living had 2 Strategic Initiatives and completed 100%.

Title	Description	Update
Develop the 2023 - 2026 State Plan on Aging	DACL was provided an extension for the development of 2023 - 2026 State Plan on Aging. In FY 23, DACL will continue the work of engaging residents from all eight wards, community stakeholders, and the Commission on Aging by holding a series of interactive workshops to gather feedback that will be used to develop actionable goals for the State Plan.	Completed to date: Complete DACL has completed developing the 2023-2026 state Plan on Aging.
Combat Senior social isolation through digital programming	In FY23, DACL will provide homebound, home delivered meal clients with iPads, in-home wifi connection, tech support, and the opportunity to participate in a virtual dining site and wellness center that will feature virtual programming specifically designed for older adults with limited mobility.	Completed to date: Complete The virtual dining site programs have started. Seniors are participating in regular virtual programming to help them remain active and engaged. Additionally through our SAH 2.0 program DACL has began to provide virtual evidence based fall prevention classes for seniors who are at risk of falls.

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## 6 2023 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
<b>Customer Information, Assistance and Outreach: Provide information, assistance and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to services and supports offered in the District.</b>											
Percent of residents working with D.C. Long-Term Care Ombudsman Program that self-report a satisfactory resolution to a complaint, concern, or problem	Up is Better	84%	87%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	83%	85%	Nearly Met	With the national complaint resolution rate being 80%, this puts the Office of the District of Columbia Long-Term Care Ombudsman above the national case resolution rate succeeding at its target program goal.
Percent of callers looking for information and assistance that heard about DACL services through the agency's outreach efforts	Up is Better	35%	26%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	25%	25%	Met	
<b>Home and Community-Based Supports: Provide direct services and supports in the community, including nutrition services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promote living well in the District.</b>											
Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care	Up is Better	96%	97%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	90%	Met	
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	Up is Better	81%	89%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	90%	80%	Met	
Percent of Emergencies Responded to Within 24 Hours by Adult Protective Services	Up is Better	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	100%	Met	
Percent of referrals in non-emergency cases where initial client contact and investigation takes place within ten working days by Adult Protective Services	Up is Better	100%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	85%	85%	Met	

Workload Measures

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
<b>Adult Protective Services</b>							
Number of court Appointed Guardians/Conservators	42	50	Annual Measure	Annual Measure	Annual Measure	Annual Measure	42
Number of referrals received in Adult Protective Services	1,764	1,922	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2168
Number of cases investigated in Adult Protective Services	1,071	1,121	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1292
<b>Advocacy/Elder Rights</b>							
Number of hours of advocacy and legal support provided to residents	9,369.3	12,384.5	Annual Measure	Annual Measure	Annual Measure	Annual Measure	13,146.7
Number of hours of Long-Term Care Ombudsman services provided to residents	1,339.6	1,633.6	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1666.5
<b>Assistance and Referral, and Community Transition Services</b>							
Number of clients assisted under the State Health Insurance Program	3,417	3,485	1,299	1,466	1,355	1,222	5342
Number of residents served by DACL's Medicaid Enrollment Staff	2,106	1,902	358	349	392	415	1514
Average days to transition from Nursing Facilities (for clients who have housing to return to)	126.5	116	195	155	137	276	190.8
Average days to transition from Nursing Facilities (for clients without housing to return to)	297.5	259.3	337	287	264	243	282.8
Number of family/resident council meetings attended at nursing facilities (to include virtual events during the PHE)	9	276	64	86	80	47	277
Number of referrals from Nursing Facilities	270	315	77	73	76	24	250
Number of community transition team cases closed	141	139	24	29	32	36	121
Number of calls received for information, referral, and assistance through the Aging and Disability Resource Center	31,628	32,386	8,307	9,221	8,752	8,626	34,906
<b>Community Outreach and Special Events</b>							

Workload Measures (continued)

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
Number of community outreach events held by the External Affairs and Communications Team, to include virtual programming during the public health emergency (PHE)	168	209	63	55	42	43	203
Number of State Health Insurance Program-specific events, to include virtual events during the PHE	6	19	4	4	3	0	11
<b>Case Management and Nursing Home Transition Services</b>							
Number of residents receiving case management	2,020	886	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1136
Number of residents receiving options counseling	2,506	3,161	615	816	1,075	623	3129
Number of residents transitioned from an institutional setting to the community	79	133	27	25	41	25	118
<b>In-home Services</b>							
Number of residents receiving homemaker services	241	254	Annual Measure	Annual Measure	Annual Measure	Annual Measure	234
Number of residents receiving home adaptations	958	942	270	312	297	148	1027
<b>Nutrition Program</b>							
Number of residents participating in Eat Well, Live Better program	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1049
Number of residents receiving home-delivered meals	8,357	5,530	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3855
Number of residents attending community dining sites	1,826	3,537	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4084
<b>Senior Wellness Center/Fitness &amp; Kingdom Care Village</b>							
Number of residents participating in Kingdom Care Village	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	60
Number of residents participating in Senior Wellness Center programs (not unduplicated)	1,589	2,178	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1997
<b>Transportation</b>							
Number of residents provided transportation to social and recreational activities	0	1,270	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1799
Number of residents participating in Connector Card Program	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2512

Workload Measures *(continued)*

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
Number of residents provided transportation to medical appointments	1,264	1,272	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1312