DEPARTMENT OF AGING AND COMMUNITY LIVING

FY 2024 PERFORMANCE PLAN

DECEMBER 6, 2023

CONTENTS

1 DEPARTMENT OF AGING AND COMMUNITY LIVING

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 2024 OBJECTIVES

Strategic Objective
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.

3   2024 OPERATIONS

Operation Title	Operation Description	Type of Operation

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.

Operation Title	Operation Description	Type of Operation
Advocacy/Elder Rights	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.	Daily Service
Community Outreach and Special Events	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.	Daily Service
Adult Protective Services	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.	Daily Service
Assistance and Referral, and Community Transition Services	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.	Daily Service
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.	Daily Service

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.

Operation Title	Operation Description	Type of Operation
Nutrition Program	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.	Daily Service
Transportation	Provide transportation services to essential non-emergency medical appointments and social/recreational group trips.	Daily Service

Operation Title	Operation Description	Type of Operation
In-home Services	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.	Daily Service
Case Management and Nursing Home Transition Services	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.	Daily Service
Senior Wellness Center/Fitness & Kingdom Care Village	Provide socialization, physical fitness, and wellness programs for District residents age 60 or older that promote healthy behaviors.	Daily Service

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

Create and maintain a highly efficient, transparent, and responsive District government	Create and maintain a highly efficient, transparent, and responsive District government	Key Project

4 2024 STRATEGIC INITIATIVES

Title	Description	Proposed Completion Date
Implement a new Lead Agency service delivery model for DACL community dining sites.	In FY 24 DACL will develop and implement more robust programming and services at all of our community dining sites with the goal of identifying isolated seniors and connecting them to services and resources. We will work to increase daily participation at our dining sites by 10%.	9/30/2024
Combat Senior Isolation through digital programming	In FY24, DACL will provide homebound, home delivered meal clients with iPads, in-home wifi connection, tech support, and the opportunity to participate in a virtual dinning site and wellness center that will feature virtual programming specifically designed for older adults with limited mobility.	9/30/2024

5   2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
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.					
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%	83%	85%
Percent of callers looking for information and assistance that heard about DACL services through the agency's outreach efforts	Up is Better	35%	26%	25%	25%
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.					
Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care	Up is Better	96%	97%	100%	90%
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	Up is Better	81%	89%	90%	80%
Percent of Emergencies Responded to Within 24 Hours by Adult Protective Services	Up is Better	100%	100%	100%	100%
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%	85%	85%

Measure	FY 2021	FY 2022	FY 2023
Adult Protective Services			
Number of court Appointed Guardians/Conservators	42	50	42
Number of referrals received in Adult Protective Services	1,764	1,922	2,167
Number of cases investigated in Adult Protective Services	1,071	1,121	1,292
Advocacy/Elder Rights			
Number of hours of advocacy and legal support provided to residents	9,369.3	12,384.5	13,146.7
Number of hours of Long-Term Care Ombudsman services provided to residents	1,339.6	1,633.6	1,666.5
Assistance and Referral, and Community Transition Services			
Number of clients assisted under the State Health Insurance Program	3,417	3,485	5,342
Number of residents served by DACL's Medicaid Enrollment Staff	2,106	1,902	1,514
Number of family/resident council meetings attended at nursing facilities (to include virtual events during the PHE)	9	276	277
Number of referrals from Nursing Facilities	270	315	250
Number of community transition team cases closed	141	139	121
Average days to transition from Nursing Facilities (for clients who have housing to return to)	126.5	116	190.8
Average days to transition from Nursing Facilities (for clients without housing to return to)	297.5	259.3	282.8
Number of calls received for information, referral, and assistance through the Aging and Disability Resource Center	31,628	32,386	34,906
Community Outreach and Special Events			
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	203
Number of State Health Insurance Program-specific events, to include virtual events during the PHE	6	19	11
Case Management and Nursing Home Transition Services			

Measure	FY 2021	FY 2022	FY 2023
Number of residents receiving case management	2,020	886	1,136
Number of residents transitioned from an institutional setting to the community	79	133	118
Number of residents receiving options counseling	2,506	3,161	3,129
In-home Services			
Number of residents receiving homemaker services	241	254	234
Number of residents receiving home adaptations	958	942	1,027
Nutrition Program			
Number of residents attending community dining sites	1,826	3,537	4,084
Number of residents receiving home-delivered meals	8,357	5,530	3,855
Number of residents participating in Eat Well, Live Better program	New in 2023	New in 2023	1,049
Senior Wellness Center/Fitness & Kingdom Care Village			
Number of residents participating in Senior Wellness Center programs (not unduplicated)	1,589	2,178	1,997
Number of residents participating in Kingdom Care Village	New in 2023	New in 2023	60
Transportation			
Number of residents provided transportation to medical appointments	1,264	1,272	1,312
Number of residents provided transportation to social and recreational activities	0	1,270	1,799
Number of residents participating in Connector Card Program	New in 2023	New in 2023	2,512