

# Department of Aging and Community Living FY2020

**Agency** Department of Aging and Community Living

**Agency Code** BYO

**Fiscal Year** 2020

**Mission** The mission of the District of Columbia Office on Aging (DCOA) is to advocate, plan, implement, and monitor programs which promote longevity, independence, dignity, and choice for older District residents (age 60 plus), persons living with disabilities (age 18 to 59), and their caregivers.

## Strategic Objectives

Objective Number	Strategic Objective
1	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.
2	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.
3	Create and maintain a highly efficient, transparent, and responsive District government.

## Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
<b>1 - 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. (3 Measures)</b>					
Percent of callers seeking information or assistance on DACL-specific programs or services.	Up is Better	34.7%	28%	11%	25%
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	94%	91%	86%	85%
Percent of residents working with DACL's Medicaid Enrollment Staff that self-report a positive experience through the Medicaid enrollment process	Up is Better	94%	95%	90%	85%
<b>2 - 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. (4 Measures)</b>					
Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care	Up is Better	100%	93%	100%	90%
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	Up is Better	92.2%	90.5%	89%	80%
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	New in 2020	New in 2020	New in 2020	New in 2020
Percent of Emergencies Responded to Within 24 Hours by Adult Protective Services	Up is Better	New in 2020	New in 2020	100%	New in 2020

## Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>3 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)</b>				
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	99.8%
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	100%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	New in 2019	100%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management - Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

\*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - 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. (4 Activities)</b>			
ADVOCACY/ELDER RIGHTS	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	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
ASSISTANCE AND REFERRAL SERVICES	Assistance and Referral 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.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
ADULT PROTECTIVE SERVICES	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
<b>2 - 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. (5 Activities)</b>			
SENIOR WELLNESS CENTER/FITNESS	Senior Wellness Center/Fitness	Provide socialization, physical fitness, and wellness programs for District residents age 60 or older that promote healthy behaviors.	Daily Service
TRANSPORTATION	Transportation	Provide transportation services to essential non-emergency medical appointments and social/recreational group trips.	Daily Service
LEAD AGENCIES AND CASE MANAGEMENT	Lead Agencies and Case Management	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
Nutrition Program	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
IN-HOME SERVICES	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

## Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>1 - Adult Protective Services (3 Measures)</b>			
Number of referrals received in APS	New in 2020	New in 2020	New in 2020
Number of court Appointed Guardians/Conservators	New in 2020	New in 2020	New in 2020
Number of cases investigated in APS	New in 2020	New in 2020	New in 2020
<b>1 - Advocacy/Elder Rights (2 Measures)</b>			
Number of hours of advocacy and legal support provided to residents	9232	10,155	10,767.9
Number of hours of Long-Term Care Ombudsman services provided to residents	1503	2072	2027.9
<b>1 - Assistance and Referral Services (4 Measures)</b>			
Number of residents age 60 or older receiving information, referral and assistance through the Aging and Disability Resource Center	16,535	12,479	20,386
Number of people with disabilities between the ages of 18 and 59 receiving information, referral and assistance through the Aging and Disability Resource Center	3560	2993	2871
Number of caregivers receiving information, referral and assistance through the Aging and Disability Resource Center	122	191	140
Number of residents served by DACL's Medicaid Enrollment Staff	2651	2437	2255
<b>1 - Community Outreach and Special Events (1 Measure)</b>			

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of DACL sponsored information and training sessions that increase knowledge and awareness of long-term services and supports in the community	183	207	208
<b>2 - In-home Services (2 Measures)</b>			
Number of residents receiving homemaker services	402	411	386
Number of residents receiving home adaptations	595	1031	1162
<b>2 - Lead Agencies and Case Management (3 Measures)</b>			
Number of residents receiving case management	2128	2373	2429
Number of residents receiving options counseling	4653	6861	8635
Number of residents transitioned from an institutional setting to the community	65	47	44
<b>2 - Nutrition Program (2 Measures)</b>			
Number of residents receiving home-delivered meals	3218	3397	3555
Number of residents attending community dining sites	5215	5016	4550
<b>2 - Senior Wellness Center/Fitness (1 Measure)</b>			
Number of residents attending Senior Wellness Centers	2881	3397	3366
<b>2 - Transportation (2 Measures)</b>			
Number of residents provided transportation to medical appointments	1195	1763	1628
Number of residents provided transportation to social and recreational activities	1462	1861	2037

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Adult Protective Services (1 Strategic Initiative)</b>		
Integration of Adult Protective Services (APS) Functions into DACL.	In FY20, DACL will integrate the functions of Adult Protective Services (APS) with DACL's larger direct services delivery system. With the addition of APS, DACL will work on a successful transition and create a responsive, integrated, and adaptive social work team. The integration will allow clients who come into contact with APS to be better connected to services from initial crisis, to stabilization, and continuing support in the community.	09-30-2020
<b>Assistance and Referral Services (1 Strategic Initiative)</b>		
Enhance Programming Activities that Help Reduce Social Isolation.	In FY20, DACL will work with its grantees to increase programming opportunities for seniors living in Wards 2 and 3 by enhancing the Satellite Wellness Program; extending the number of hours and activities at the VIDA Senior Center; increasing the number of LGBTQ seniors participating in LGBTQ programming; and enhancing Alzheimer's support services by adding a new Young Onset Initiative.	09-30-2020
<b>Community Outreach and Special Events (2 Strategic initiatives)</b>		
Planning for New Ward 7 Caregiver Oasis Complex.	In FY20, DACL will work in partnership with DPR on the planning of a new Ward 7 Caregiver Oasis Complex. DACL will work with the community to do community outreach to get feedback and ideas for activities and programs. The complex is expected to be operational in FY22. This initiative in FY20 will achieve the community engagement necessary in the planning phase through town halls, meetings with caregiver stakeholder groups, and focus groups with caregivers.	09-30-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Develop a Senior Strategic Plan.	In FY20, DACL will work on the development of a 10-year comprehensive strategic plan that will serve as a long-term planning tool for District services for older adults. Per legislation, the plan requires consultation with seniors and community partners. DACL will work to include a diverse group of stakeholders in the development of the plan. DACL will aim to have at least 80% of the plan completed by the end of FY20.	12-31-2020
<b>In-home Services (1 Strategic Initiative)</b>		
Evaluation of the Safe at Home Program.	In FY20, DACL will work with the University of the District of Columbia (UDC) to collect and analyze data to evaluate the impact of the Safe at Home (SAH) Program in reducing falls or falls-risks for those who have received SAH services. During FY20, UDC and DACL will work with grantees and participants to implement a research methodology and perform preliminary statistical data analysis that can be utilized to improve program operations in FY21.	09-30-2020
<b>Senior Wellness Center/Fitness (2 Strategic initiatives)</b>		
Planning for New Senior Wellness Center in Ward 8	In FY20, DACL will work in partnership with DGS, seniors, and community partners to explore activities for a brand new senior wellness center in Ward 8, with a ribbon cutting in 2022. In FY20, DACL will focus on the community engagement needed to create an innovative model representative of the community's preferences. DACL will conduct 8 community town halls and use the feedback to draft an RFA in FY21 to select a provider that can operate the new center in Ward 8.	09-30-2020
Expansion of Senior Wellness Centers (SWCs) in Wards 5 and 8 and Refreshers for all SWCs.	In FY20, DACL will work with DGS towards the expansion of Model Cities Wellness Center (Ward 5) and Congress Heights Senior Wellness Center (Ward 8). DGS and DACL will work with seniors at both centers to ensure participation and engagement in the expansions. In addition, DACL will work with DGS to complete refreshers at all six SWCs. Refreshers and expansions are expected to be completed by the end of FY20.	09-30-2020