

Department of Aging and Community Living FY2021

Agency Department of Aging and Community Living

Agency Code BYO

Fiscal Year 2021

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 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
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 Measures)					
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	91%	86%	80%	85%
Percent of callers looking for information and assistance that heard about DAOL services through the agency's outreach efforts	Up is Better	28%	11%	27%	25%
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. (6 Measures)					
Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care	Up is Better	93%	100%	100%	90%
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	Up is Better	90.5%	89%	91%	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	95%	85%
Percent of Emergencies Responded to Within 24 Hours by Adult Protective Services	Up is Better	New in 2020	New in 2020	95%	100%
Number of people who receive transition services (including people who transition during the year)	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021
Number of nursing home transition team clients transitioned from nursing facilities into the community	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021

Operations

Operations Header	Operations Title	Operations Description	Type of Operations
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)			
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, AND COMMUNITY TRANSITION SERVICES	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
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
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)			
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
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
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 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - Adult Protective Services (3 Measures)			
Number of referrals received in APS	New in 2020	New in 2020	1809
Number of court Appointed Guardians/Conservators	New in 2020	New in 2020	43
Number of cases investigated in APS	New in 2020	New in 2020	1152
1 - Advocacy/Elder Rights (2 Measures)			

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of hours of advocacy and legal support provided to residents	10,155	10,767.9	8646.5
Number of hours of Long-Term Care Ombudsman services provided to residents	2072	2027.9	1336.5
1 - Assistance and Referral, and Community Transition Services (8 Measures)			
Number of residents served by DACL's Medicaid Enrollment Staff	2437	2255	2222
Number of clients assisted under the State Health Insurance Program	New in 2021	New in 2021	New in 2021
Number of family/resident council meetings attended at nursing facilities (to include virtual events during the PHE)	New in 2021	New in 2021	New in 2021
Number of referrals from Nursing Facilities	New in 2021	New in 2021	New in 2021
Average days to transition from Nursing Facilities (for clients who have housing to return to)	New in 2021	New in 2021	New in 2021
Average days to transition from Nursing Facilities (for clients without housing to return to)	New in 2021	New in 2021	New in 2021
Number of community transition team cases closed	New in 2021	New in 2021	New in 2021
Number of calls received for information, referral, and assistance through the Aging and Disability Resource Center.	New in 2021	New in 2021	New in 2021
1 - Community Outreach and Special Events (2 Measures)			
Number of community outreach events held by the External Affairs and Communications Team, to include virtual programming during the public health emergency (PHE)	207	208	108
Number of State Health Insurance Program-specific events, to include virtual events during the PHE	New in 2021	New in 2021	New in 2021
2 - In-home Services (2 Measures)			
Number of residents receiving home adaptations	1031	1162	723
Number of residents receiving homemaker services	411	386	350
2 - Lead Agencies and Case Management (3 Measures)			
Number of residents receiving options counseling	6861	8635	5637
Number of residents transitioned from an institutional setting to the community	47	44	65
Number of residents receiving case management	2373	2429	2206
2 - Nutrition Program (2 Measures)			
Number of residents receiving home-delivered meals	3397	3555	8120
Number of residents attending community dining sites	5016	4550	4241
2 - Senior Wellness Center/Fitness (1 Measure)			
Number of residents participating in Senior Wellness Center programs (not unduplicated)	3397	3366	2576
2 - Transportation (2 Measures)			
Number of residents provided transportation to medical appointments	1763	1628	1259
Number of residents provided transportation to social and recreational activities	1861	2037	1467

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Assistance and Referral, and Community Transition Services (1 Strategic Initiative)		
Promote programming to reduce social isolation	In FY21, DACL will work with its grantees to increase programming opportunities for seniors at risk of isolation by providing additional activities and classes via Zoom for VIDA Senior Center participants; increasing the number of LGBTQ seniors participating in LGBTQ programming; enhancing Alzheimer's support services; and supporting a new Senior Village.	09-30-2021
Community Outreach and Special Events (2 Strategic initiatives)		
Increase Engagement with LEP/NEP Communities	In FY21, DACL will increase outreach to LEP/NEP populations by providing online pre-recorded Ambassador training in at least four different languages. DACL will also update the Ambassador training curriculum to include tools and tips to identify, interact with, and serve isolated seniors in the community, in addition to highlighted programs and services.	09-30-2021
Increase Outreach to Nursing Homes through Virtual Webinars and DACL Open Houses.	In FY21, DACL will increase outreach to Nursing Homes, families or residents in Nursing Homes and Resident Councils by: providing webinar sessions to educate them on the EPD Waiver and other DACL services available for those wishing to transition back into the community; and holding information and Q&A sessions at Medicaid-funded nursing facilities and resident councils. DACL will provide a combined total of 12 sessions.	09-30-2021
Senior Wellness Center/Fitness (2 Strategic initiatives)		
Develop and implement virtual programming and tech connection supports for seniors	In FY21, DACL will increase access to technology and virtual programming for seniors through the distribution of 500 iPads to qualifying residents age 60+, who are identified by the Senior Service Network and by providing ongoing technical support.	09-30-2021
Planning for New Senior Wellness Center in Ward 8	In FY21, DACL will continue engagement with the Ward 8 community through targeted outreach with ANCs and DCPS. DACL will conduct at least four outreach sessions with seniors, starting with Ward 8 seniors and use the feedback to draft and RFA in FY22 to select a provider to operate the center.	09-30-2021