

Department of Aging and Community Living FY2022

Agency Department of Aging and Community Living

Agency Code BYO

Fiscal Year 2022

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.

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 (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 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	86%	80%	84%	85%
Percent of callers looking for information and assistance that heard about DAOL services through the agency's outreach efforts	Up is Better	11%	27%	35%	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. (4 Measures)					
Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care	Up is Better	100%	100%	96%	90%
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	Up is Better	89%	91%	81%	80%
Percent of Emergencies Responded to Within 24 Hours by Adult Protective Services	Up is Better	New in 2020	95%	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	New in 2020	95%	100%	85%

Operations

Operations Title	Operations Description	Type of Operations

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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. (7 Activities)		
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	Customer Information, Assistance and Outreach	Daily Service
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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.	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	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	Provide socialization, physical fitness, and wellness programs for District residents age 60 or older that promote healthy behaviors.	Daily Service
Transportation	Provide transportation services to essential non-emergency medical appointments and social/recreational group trips.	Daily Service
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	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
3 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)		
Create and maintain a highly efficient, transparent, and responsive District government	Create and maintain a highly efficient, transparent, and responsive District government	Key Project

Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - Adult Protective Services (3 Measures)			
Number of court Appointed Guardians/Conservators	New in 2020	43	42
Number of referrals received in APS	New in 2020	1809	1764
Number of cases investigated in APS	New in 2020	1152	1071
1 - Advocacy/Elder Rights (2 Measures)			
Number of hours of advocacy and legal support provided to residents	10,767.9	8646.5	9369.3
Number of hours of Long-Term Care Ombudsman services provided to residents	2027.9	1336.5	1339.6
1 - Assistance and Referral, and Community Transition Services (8 Measures)			
Number of family/resident council meetings attended at nursing facilities (to include virtual events during the PHE)	New in 2021	New in 2021	9
Number of clients assisted under the State Health Insurance Program	New in 2021	New in 2021	3417
Number of calls received for information, referral, and assistance through the Aging and Disability Resource Center.	New in 2021	New in 2021	31,628
Average days to transition from Nursing Facilities (for clients without housing to return to)	New in 2021	New in 2021	297.5
Number of referrals from Nursing Facilities	New in 2021	New in 2021	270
Number of residents served by DACL's Medicaid Enrollment Staff	2255	2222	2161
Number of community transition team cases closed	New in 2021	New in 2021	141
Average days to transition from Nursing Facilities (for clients who have housing to return to)	New in 2021	New in 2021	126.5
1 - Community Outreach and Special Events (2 Measures)			
Number of State Health Insurance Program-specific events, to include virtual events during the PHE	New in 2021	New in 2021	6
Number of community outreach events held by the External Affairs and Communications Team, to include virtual programming during the public health emergency (PHE)	208	108	168
2 - In-home Services (2 Measures)			
Number of residents receiving home adaptations	1162	723	967
Number of residents receiving homemaker services	386	350	241
2 - Lead Agencies and Case Management (3 Measures)			
Number of residents transitioned from an institutional setting to the community	44	65	79
Number of residents receiving options counseling	8635	5637	2506
Number of residents receiving case management	2429	2206	2020
2 - Senior Wellness Center/Fitness (1 Measure)			
Number of residents participating in Senior Wellness Center programs (not unduplicated)	3366	2576	1589

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
2 - Transportation (2 Measures)			
Number of residents provided transportation to medical appointments	1628	1259	1264
Number of residents provided transportation to social and recreational activities	2037	1467	0

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Create and maintain a highly efficient, transparent, and responsive District government (1 Strategic Initiative)		
Develop the 2023 – 2026 State Plan on Aging	In FY22, DACL will engage older District residents in developing the 2023 - 2026 State Plan on Aging, which is submitted to the Administration for Community Living and guides the agency's objectives and strategies over the next four years. DACL will hold a series of interactive workshops to gather feedback from older District residents that will be used to develop actionable goals for the State Plan. DACL will engage residents from all eight wards, community stakeholders, and the Commission on Aging in this process.	09-30-2022
Customer Information, Assistance and Outreach (1 Strategic Initiative)		
Increase outreach opportunities for BIPOC residents	In FY22, DACL will work with a professional design strategist to create a new design for the agency's intake and assessment system by engaging community stakeholders, grantees, staff, and constituents. DACL will use a human-centered design process which incorporates the thoughts, perceptions, and experiences of diverse users, specifically BIPOC and LGBTQ older adults, and representative samples from all eight wards to identify current "pain points" in the system and create a strategy to resolve them. DACL's design strategy will guide the development of the new intake, assessment, and referral system to ensure greater equity in access to services by underserved populations across the District.	09-30-2022
In-home Services (1 Strategic Initiative)		
Combat Senior Isolation through increased variety of programs and services.	In FY22, DACL will work with grantees to combat social isolation through increased programs, activities, and access to services. This includes increasing the number of remote activities through virtual wellness by at least 10%, increasing in-person activities through lead agency socialization hub activities by adding at least eight additional program offerings, and increasing access to transportation services by 1,000 subscribers through ConnectorCard.	09-30-2022

American Rescue Plan Act WMs

Measure	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
2 - Nutrition Program (2 Measures)							
Number of residents receiving home-delivered meals	2.01	Reduction of Healthcare Disparities	Food Assistance	Senior Meal Delivery	3555	8120	8357
Number of residents attending community dining sites	2.01	Reduction of Healthcare Disparities	Food Assistance	Senior Meal Delivery	4550	4241	1826