

Department of Aging and Community Living FY2019

Agency Department of Aging and Community Living

Agency Code BY0

Fiscal Year 2019

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.

Summary of Services DCOA provides information, assistance, and outreach to District seniors, people 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 and employment training, 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

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
DACL provided new grant awards for LGBTQ-specific senior programming.	This is the first time DACL has competed a grant specifically for LGBTQ+ programming and first time that the agency will have as a grantee an LGBTQ-specific organization (the DC Center) delivering programming to seniors. DACL has found internal efficiencies to fund these programs and will monitor outcomes closely. DACL was recognized this year by the National Area Agencies on Aging at their national conference for DACL's efforts on supporting our LGBTQ seniors.	LGBTQ+ seniors are more likely to be socially isolated and to live alone. As part of a multi-year agency effort to combat isolation and improve outreach to LGBTQ+ seniors, DACL launched a community-led LGBTQ Advisory Committee whose recommendations have led to the development of the agency's first LGBTQ-specific Request for Applications (RFA). LGBTQ+ seniors will benefit from access to programs and services specifically tailored to their preferences including peer-led support groups, weekly coffee and conversation groups, inter-generational mentoring, wellness/educational programs and cultural events.
Successful completion of the agency's first re-branding since it was established in 1975. In February 2019, Mayor Bowser signed legislation designating the Office on Aging as the Department of Aging and Community Living (DACL).	DACL has a new look! DACL rolled out a new logo, tag line, and vision/values statement. Training was provided to all staff and service providers to promote better alignment with the agency's values and identify. DACL ensured an inclusive re-branding process by receiving input from internal and external stakeholders through interviews and activities.	Residents are better able to identify DACL services and supports due to more consistent DACL presence across the city. For example, all DACL's 52 vehicles have been re-branded with the new DACL logo and phone number, including home-delivered meals trucks. In addition, seniors, adults with disabilities, and caregivers are better reflected in the agency's new brand creating stronger connections with the agency. Seniors, staff, and providers selected the final logo through a voting process. DACL was able to complete a record 209 outreach events in all eight wards with a cumulative attendance of more than 15,000.
Revision of DACL's service standards.	DACL is able to better monitor and fund services that have been updated based on best practices. This has created more clarity and expectations on expected quality and coordination of services and supports funded by DACL. The service standards will also allow for long-term programmatic efficiencies and better financial controls by aligning these to performance and outcomes of services.	By updating our service standards, the agency is ensuring higher quality of services in the community for seniors, adult with disabilities, and their caregivers. DACL has updated service standards for case management, adult day care, nutrition, transportation, homemaker services, health promotion, recreation and socialization, and in-home supports.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
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)											
Percent of residents working with D.C. Long-Term Care Ombudsman Program that self-report a satisfactory resolution to a complaint, concern, or problem	Annually	94%	91%	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	86%	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of residents working with DCOA's Medicaid Enrollment Staff that self-report a positive experience through the Medicaid enrollment process	Annually	94%	95%	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	90%	Met	
Percent of callers looking for information and assistance that heard about DCOA services through the agency's outreach efforts	Annually	34.7%	28%	25%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11%	Unmet	Due to staff changes in our Information & Referral/Assistance unit, this KPI was not closely tracked. The data for this KPI is generated from "How did client hear about us?" field in our system, which was not a required field. It has now been assigned as required field.

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. (2 Measures)

Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care	Annually	100%	93%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	Annually	92.2%	90.5%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	89%	Met	

3 - Create and maintain a highly efficient, transparent and responsive District government. (8 Measures)

HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
FINANCIAL MANAGEMENT - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99.8%	No Target Set	
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Annually	New in 2019	New in 2019	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

*The HR management, financial Management, IT policy and FOIA compliance, and Contracts and Procurement measures were collected for all mayoral agencies in FY 2019. OCA calculates these measure based on summary-level data from various agencies, and cannot verify the accuracy of any calculations that were made to the source data prior to its receipt by OCA. The 2019 DC Enterprise Data Inventory (EDI), which contains data on "open" data sets published on DC's Open Data Portal, is current as of March 9, 2019. Due to data lags, FY 2019 data for the following core business measures will be published 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.

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - Advocacy/Elder Rights (2 Measures)							
Number of hours of advocacy and legal support provided to residents	9232	10,155	2958.5	2460.3	2837.1	2512.1	10,767.9
Number of hours of Long-Term Care Ombudsman services provided to residents	1503	2072	575.1	443.4	504.3	505.1	2027.9
1 - Assistance and Referral Services (4 Measures)							
Number of residents age 60 or older receiving information, referral and assistance through the Aging and Disability Resource Center	16,535	12,479	3958	4919	5745	5764	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	602	703	769	797	2871
Number of caregivers receiving information, referral and assistance through the Aging and Disability Resource Center	122	191	22	27	40	51	140
Number of residents served by DCOA's Medicaid Enrollment Staff	2651	2437	568	457	641	589	2255
1 - Community Outreach and Special Events (1 Measure)							
Number of DCOA sponsored information and training sessions that increase knowledge and awareness of long-term services and supports in the community	183	207	46	43	66	53	208
2 - In-home Services (2 Measures)							
Number of residents receiving homemaker services	402	411	310	304	302	303	386
Number of residents receiving home adaptations	595	1031	217	249	243	453	1162
2 - Lead Agencies and Case Management (3 Measures)							
Number of residents receiving case management	2128	2373	1232	1251	1101	1075	2429
Number of residents receiving options counseling	4653	6861	1784	1772	2469	2610	8635
Number of residents transitioned from an institutional setting to the community	65	47	9	16	10	9	44
2 - Nutrition Program (2 Measures)							
Number of residents receiving home-delivered meals	3218	3397	2654	2847	2841	2815	3555
Number of residents attending community dining sites	5215	5016	3408	3253	3466	3267	4550
2 - Senior Wellness Center/Fitness (1 Measure)							
Number of residents attending Senior Wellness Centers	2881	3397	2232	2031	2454	2346	3366
2 - Transportation (2 Measures)							
Number of residents provided transportation to medical appointments	1195	1763	980	1014	1126	1155	1628
Number of residents provided transportation to social and recreational activities	1462	1861	1328	1224	1354	1350	2037

2019 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. (3 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
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
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

Operations Header	Operations Title	Operations Description	Type of Operations
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)			
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
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
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
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
TRANSPORTATION	Transportation	Provide transportation services to essential non-emergency medical appointments and social/recreational group trips.	Daily Service

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Assistance and Referral Services (1 Strategic Initiative)				
Enhance customer service experience by improving the efficiency and accuracy of interagency referrals across health and human services cluster agencies.	In FY19, DCOA's Aging and Disability Resource Center (ADRC) will co-coordinate quarterly workgroup meetings for health and human services (HHS) intake/enrollment managers to strengthen inter-agency relationships and accurate information flow among agencies. ADRC will co-organize on-going cross trainings and update trainings created under the DC Support Link initiative (video and in-person) with all HHS agencies and work collaboratively DDS's Intake team (Supervisors and Staff) to ensure a successful transition of DCOA's Medicaid Enrollment Specialists and Information & Referral and Assistance (I&RA) teams to 250 E Street SW. DCOA will develop a method for tracking the number and accuracy of referrals to HHS sister agencies, to improve the quality of inter-agency referrals.	Complete	DACL continued to co-facilitate the Frontline Managers' Workgroup, coordinating two planning meetings (7/8 and 9/3) for a cultural and linguistic competency training for frontline staff and managers on 9/27. Workgroup members unanimously requested this topic. The National Center for Cultural Competence provided the initial training, with participation from cultural offices within the Mayor's Office of Community Affairs: Asian and Pacific Islanders, LGBTQ, and Latino Affairs. The training had 48 attendees with representation from DACL, DDS, DHCF, DHS and DBH.	All components of this KPI were completed except establishing a method for tracking the number and accuracy of referrals to HHS sister agencies.
Community Outreach and Special Events (1 Strategic Initiative)				
Improve outreach to underserved populations through social engagement.	In FY19, DCOA will improve outreach to targeted underserved populations, including LGBTQ older adults, non-English speaking residents, and older men by enhancing the DCOA Ambassadors Program, implementing recommendations from the LGBTQ Advisory Committee, and creating new private and government partnerships. DCOA will increase the number of cumulative staff hours spent conducting limited or non-English proficient (LEP/NEP) outreach and implement LGBTQ-specific programming through three lead agencies. This will allow DCOA to better promote resources and connect isolated seniors to the appropriate information and services that best meet their needs.	Complete	DACL provided two additional events for LEP/NEP residents, a total of 6 additional outreach hours and translated all outreach materials into Amharic, Spanish, Korean, Chinese, French, and Vietnamese. We trained 23 additional ambassadors. In addition, DACL sent grant award notifications for the LGBTQ program grantees, which included two additional providers—one of which is LGBTQ organization the DC Center, bringing the total number of providers to five organizations. DACL also produced a video highlighting LGBTQ programs, which was presented at a national conference to provide guidance to other jurisdictions on outreach to underserved LGBTQ populations.	
In-home Services (1 Strategic Initiative)				
Expand the Safe at Home Program through a new cost-sharing component.	In FY19, through a \$4.5 million investment by the Mayor, DCOA will continue the operations of the Safe at Home Program and add a new cost-sharing component to accommodate residents who make up to 100% of the Area Median Income (AMI). This will allow more older residents to continue living in their homes and communities.	Complete	Rebuilding Together DC Alexandria (RTDCA) has received 38 referrals of clients interested in the cost share program. 3 clients have completed the program. RTDCA has reached out to a total of 67 clients that were denied from the previous Safe at Home (SAH) program due to their income eligibility. Some of the clients have requested application packages be sent out to them to enroll in the program. Rebuilding Together was also able to take on an additional 43 non cost share clients during FY 19.	

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Senior Wellness Center/Fitness (2 Strategic initiatives)				
Promote holistic wellness for seniors in Wards 2 and 3	In FY19, DCOA will create more opportunities for older residents to access services and wellness activities in Wards 2 & 3 where no brick and mortar Senior Wellness Centers (SWCs) exist by implementing a Satellite Wellness Pilot Program in these wards. The pilot will increase the number of fitness and wellness activities across both Wards.	Complete	Since January of 2019 Iona has successfully collaborated with stakeholders and community members to increase access to wellness programming for older adults in Wards 2 & 3 by creating a website that serves as a searchable directory of both existing and new programming and emailing out a newsletter each week to over 800 constituents.	
Enhance supports for seniors suffering from dementia through the Club Memory Program.	In FY 2019, DCOA will increase participation of seniors attending the Club Memory Program by 10%. DCOA will ensure Club Memory continues its expansion throughout all the Senior Wellness Centers (SWCs) and explore other facilities where such programming may be more convenient for older adults suffering from dementia, their family, and caregivers.	Complete	As of August, 2019, Club Memory has served a total of 671 older adults at the Senior Wellness Centers and other community locations such as churches and libraries. This is an increase of 23.35% from the 544 persons served in FY18.	