

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 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.

Summary of 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.

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
<p>Safe Reopening of Community Dining Sites In FY21, DACL worked with its lead agencies and grantee partners to reopen community dining sites and incrementally transition emergency meal delivery clients to in-person dining or appropriate long-term programs. In-person activities resumed in July 2021 in addition to the ongoing virtual activities.</p>	<p>DACL partnered closely with grantees to ensure appropriate safety protocols and promote safe in-person dining. DACL created systemwide process to assess all participants in emergency COVID-19 meal delivery to connect them to the most appropriate long-term resources.</p>	<p>Older District residents were able to maintain access to key nutritional support and socialization programming throughout the PHE and a return to full-service programs and much needed in-person socialization in a safe manner, by encouraging vaccinations and implementing safety standards.</p>
<p>Virtual and Hybrid Outreach In FY21, DACL increased outreach from FY20, by more than 50% by successfully adapting its outreach to changing COVID-19 restrictions. This included more than 120 virtual and hybrid events, four drive-up Older Americans Month celebrations, citywide social events livestreamed over public access television and social media sites, Pride Month activities at all Senior Wellness Centers, and Centenarian celebrations provided through individual home visits. In addition, the agency launched a volunteer effort to call more than 200 homebound seniors over the holidays. DC residents were provided with more opportunities to engage with the agency through multiple formats, including in-person, online, via phone, through safe socially distanced home visits, and drive-up activities. DACL's traditional outreach format has been expanded through these offerings and the agency will continue to utilize these options for future engagement including more hybrid activities such as Mayor's Annual Senior Holiday Celebration and the Mayor's Annual Senior Symposium, which will be presented both in-person and online with home meal delivery to allow homebound seniors to fully participate.</p>	<p>DACL's traditional outreach format has been expanded through these offerings and the agency will continue to utilize these options for future engagement including more hybrid activities such as Mayor's Annual Senior Holiday Celebration and the Mayor's Annual Senior Symposium, which will be presented both in-person and online with home meal delivery to allow homebound seniors to fully participate.</p>	<p>DC residents were provided with more opportunities to engage with the agency through multiple formats, including in-person, online, via phone, through safe socially distanced home visits, and drive-up activities.</p>
<p>Increased access to technology In FY21, DACL distributed close to 500 iPads to District residents in all eight wards and provided technical support and trainings for residents to increase access to technology for older residents at risk of social isolation.</p>	<p>DACL, through a partnership with WildTech and DCPL, continues to provide ongoing technical support and trainings for program participants. In addition, DACL continues to provide virtual programs in addition to its in-person offerings.</p>	<p>Preliminary survey results indicate self-reported increase in social connections with friends and family due to this program (74% of the 246 respondents), increased participation in community activities such as church (54%), and increased access to health care (37%) as well as overall satisfaction with the program (83%).</p>

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
<p>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)</p>											

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
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	86%	80%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	84%	Met	
Percent of callers looking for information and assistance that heard about DACL services through the agency's outreach efforts	Annually	11%	27%	25%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	35%	Met	
<p>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)</p>											
Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care	Annually	100%	100%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	96%	Met	
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	Annually	89%	91%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	81%	Met	
Percent of referrals in non-emergency cases where initial client contact and investigation takes place within ten working days by Adult Protective Services	Annually	New in 2020	95%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percent of Emergencies Responded to Within 24 Hours by Adult Protective Services	Annually	New in 2020	95%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Number of people who receive transition services (including people who transition during the year)	Quarterly	New in 2021	New in 2021	New in 2021	95	126	182	193	341	New in 2021	

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Number of nursing home transition team clients transitioned from nursing facilities into the community	Quarterly	New in 2021	New in 2021	New in 2021	14	14	20	31	79	New in 2021	

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - Adult Protective Services (3 Measures)							
Number of referrals received in APS	New in 2020	1809	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1764
Number of court Appointed Guardians/Conservators	New in 2020	43	Annual Measure	Annual Measure	Annual Measure	Annual Measure	42
Number of cases investigated in APS	New in 2020	1152	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1071
1 - Advocacy/Elder Rights (2 Measures)							
Number of hours of advocacy and legal support provided to residents	10,767.9	8646.5	Annual Measure	Annual Measure	Annual Measure	Annual Measure	9369.3
Number of hours of Long-Term Care Ombudsman services provided to residents	2027.9	1336.5	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1339.6
1 - Assistance and Referral, and Community Transition Services (8 Measures)							
Number of residents served by DACL's Medicaid Enrollment Staff	2255	2222	455	427	348	931	2161
Number of clients assisted under the State Health Insurance Program	New in 2021	New in 2021	708	1034	922	753	3417
Number of family/resident council meetings attended at nursing facilities (to include virtual events during the PHE)	New in 2021	New in 2021	0	0	5	4	9
Number of referrals from Nursing Facilities	New in 2021	New in 2021	34	56	101	79	270
Average days to transition from Nursing Facilities (for clients who have housing to return to)	New in 2021	New in 2021	154	121	96	135	126.5
Average days to transition from Nursing Facilities (for clients without housing to return to)	New in 2021	New in 2021	493	445	74	178	297.5
Number of community transition team cases closed	New in 2021	New in 2021	26	34	40	41	141
Number of calls received for information, referral, and assistance through the Aging and Disability Resource Center.	New in 2021	New in 2021	8208	7732	7631	8057	31,628
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)	208	108	25	45	51	47	168
Number of State Health Insurance Program-specific events, to include virtual events during the PHE	New in 2021	New in 2021	3	0	1	2	6
2 - In-home Services (2 Measures)							
Number of residents receiving home adaptations	1162	723	230	196	217	324	967
Number of residents receiving homemaker services	386	350	Annual Measure	Annual Measure	Annual Measure	Annual Measure	241
2 - Lead Agencies and Case Management (3 Measures)							
Number of residents receiving options counseling	8635	5637	572	680	847	407	2506
Number of residents transitioned from an institutional setting to the community	44	65	14	14	20	31	79

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
Number of residents receiving case management	2429	2206	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2020
2 - Nutrition Program (2 Measures)							
Number of residents receiving home-delivered meals	3555	8120	Annual Measure	Annual Measure	Annual Measure	Annual Measure	8357
Number of residents attending community dining sites	4550	4241	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1826
2 - Senior Wellness Center/Fitness (1 Measure)							
Number of residents participating in Senior Wellness Center programs (not unduplicated)	3366	2576	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1589
2 - Transportation (2 Measures)							
Number of residents provided transportation to medical appointments	1628	1259	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1264
Number of residents provided transportation to social and recreational activities	2037	1467	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0

2021 Operations

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	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
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 (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	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

2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Assistance and Referral, and Community Transition Services (1 Strategic Initiative)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete 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.	Complete	In the Q4 FY2021 Vida enhanced the hybrid service delivery, through acquiring technology equipment to live stream the activities. Vida has continued to keep COVID-19 safety measures, while functioning in a limited capacity of 30%, prioritizing the health and safety of seniors and staff. Q4FY21 Vida has started to transitioned into the new normal, thanks to its detailed reopening plan, Vida has not have had to report contagion or necessity to close its doors again. Vida's hybrid program delivery has been successful because now the seniors choose how they can receive their services, in person or online, and it has been a smooth transition	Because participants are receiving ongoing training and tech support in FY22. Also, the monitoring will continue into FY22.
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.	75-99%	DACL has completed all four recordings in Amharic, Mandarin, Spanish, and French and is currently working with the consultant on editing. Anticipated rollout to MOCA agencies and general public is now November 30, 2021.	Videos required editing and a reshoot due to the inclusion of outdated information. Animations from contractor also required additional time to finalize and complete.
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.	Complete	Due to the ongoing Public Health Emergency, resident meetings were suspended at NFs. Outreach staff was able conduct 9 virtual presentations at various NFs.	
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.	Complete	iPads have been distributed to district residents age 60+, representing all eight wards of the district. Participants are receiving ongoing training and tech support in FY22. Early survey results indicate a positive experience in the program. Monitoring will continue into FY22.	
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.	0-24%	DACL has engaged ward 8 ANCs and DCPS to determine site selection and hear concerns from the community. DACL has not conducted further outreach on design and programming due to DGS's delay to secure an Architect Engineer to begin design concepts and community engagement.	DACL has engaged ward 8 ANCs and DCPS to determine site selection and hear concerns from the community. DACL has not conducted further outreach on design and programming due to DGS's delay to secure an Architect Engineer to begin design concepts and community engagement.