



# **DEPARTMENT OF AGING AND COMMUNITY LIVING**

## **FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT**

**JANUARY 15, 2023**

# CONTENTS

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<b>Contents</b>	<b>2</b>
<b>1 Department of Aging and Community Living</b>	<b>3</b>
<b>2 2022 Accomplishments</b>	<b>4</b>
<b>3 2022 Objectives</b>	<b>6</b>
<b>4 2022 Operations</b>	<b>7</b>
<b>5 2022 Strategic Initiatives</b>	<b>9</b>
<b>6 2022 Key Performance Indicators and Workload Measures</b>	<b>11</b>

# 1 DEPARTMENT OF AGING AND COMMUNITY LIVING

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*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.

*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.

## 2 2022 ACCOMPLISHMENTS

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Accomplishment	Impact on Agency	Impact on Residents
Partnership with the LAB@DC In FY22, DACL began a partnership with the LAB@DC to start the process of developing a Food Access Tool, fostering coordination and collaboration among organizations across the District to connect seniors to the food programs that best meet their nutritional needs. There are numerous organization across the District that provide nutrition resources but without the proper coordination and collaboration, seniors are left going from organization to organization to get food, instead of using a streamlined approach which will point them to the specific resources that best fit their unique needs.	By working with the LAB and the Age Friendly DC Nutrition Task Force, DACL will work to meet residents' nutritional needs while identifying the gaps to combat senior hunger in the District.	Through the development of the Food Access Tool, seniors will be on the right nutrition program, maximizing the way seniors and other residents are benefiting from all the nutrition services our city has to offer.

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Accomplishment	Impact on Agency	Impact on Residents
<p>Transition of Case Management and Nutrition Assessment and Home Delivered Meals in House Previously provided through grantee partners, in FY22, DACL brought case management, nutrition assessments, and the Home Delivered Meal Program in house. To ensure residents didn't fall through the cracks during the transition, DACL met with grantee partners and transitioned approximately 85 active case management cases to DACL. DACL staffed up a case management team and over the course of FY22, served over 700 clients in the case management program. DACL also created an internal nutrition team which worked to assess over 3,000 seniors who were receiving COVID emergency meals. Clients were either transitioned to the permanent Home Delivered Meal Program, transitioned back to community dining sites, or enrolled in another community nutrition program. The Home Delivered Meal Program is currently serving more than 3,000 clients daily.</p>	<p>By bringing case management and nutrition services in house, we're able to limit the number of transfers between organizations, decreasing the time between initial intake and assessment and service enrollment. DACL created two new teams through this process- the case management team and the nutrition services team.</p>	<p>Older District residents have been able to get connected to the most appropriate services and supports, ensuring that the process is quick and seamless.</p>
<p>Future of Aging Initiative Launch In FY22, DACL created the Future of Aging (FOA) initiative to work with our community stakeholders, including the residents we serve, DACL staff, our community partners, advocates, and other organizations and individuals to take a holistic look at our intake and assessment process, identify pain points in the system, and gather ideas from the community to alleviate issues. To date, we talked to more than 400 community members across all eight wards. The Future of Aging team is current reviewing data and making recommendations for how DACL can improve our services and supports based off the direct feedback we received.</p>	<p>Through FOA, DACL has been able to expand our reach, engaging with seniors outside of our community dining sites and senior housing communities. We have been able to meet seniors who weren't connected to our services and learn more about their priorities and how we can better serve them.</p>	<p>DC residents were given more opportunities to provide direct feedback on what their biggest priorities are for themselves and other older residents in the District.</p>

### 3 2022 OBJECTIVES

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Strategic Objective	Number of Measures	Number of Operations
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	7
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	5
Create and maintain a highly efficient, transparent, and responsive District government.	11	1

## 4 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>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.</b>		
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
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
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
<b>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.</b>		
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

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Operation Title	Operation Description	Type of Operation
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
<b>Create and maintain a highly efficient, transparent, and responsive District government.</b>		
Create and maintain a highly efficient, transparent, and responsive District government	Create and maintain a highly efficient, transparent, and responsive District government	Key Project



## 5 2022 STRATEGIC INITIATIVES

In FY 2022, Department of Aging and Community Living had 3 Strategic Initiatives and completed 66.67%.

Title	Description	Completion to Date	Update	Explanation for Incomplete 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.	25-49%	DACL has requested an extension to the submission of the State Plan on Aging as advised by ACL. In FY 23, DACL will continue the work of engaging residents from all eight wards, community stakeholders, and the Commission on Aging by holding a series of interactive workshops to gather feedback that will be used to develop actionable goals for the State Plan.	DACL has requested an extension to the submission of the State Plan on Aging as advised by ACL. In FY 23, DACL will continue the work of engaging residents from all eight wards, community stakeholders, and the Commission on Aging by holding a series of interactive workshops to gather feedback that will be used to develop actionable goals for the State Plan.

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.

Complete

DACL has held over 40 community outreach events and activities across all eight wards, engaging 1,760 residents. In addition to events at our senior wellness centers and community dining sites, DACL participated in several citywide events, include MPD's National Night Out and the annual H Street Festival.

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.

Complete

Our virtual wellness programs continued to be successfully offered and seniors continue to participate in trips to various places around the area including Planet World. They have also started a Mystery Lovers group that meets regularly. Grantees provide group trips to seniors at our Wellness Centers and dining sites throughout the city. These trips have helped to provide opportunities to socialize. New program offerings include programs for seniors to pitch ideas of senior services, and a "Dancing with the Senior Stars" event. More than 2,000 are enrolled in Connector Card.

## 6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
<b>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.</b>											
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	80%	84%	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	87%	Met	
Percent of callers looking for information and assistance that heard about DACL services through the agency's outreach efforts	Up is Better	27%	35%	25%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	26%	Met	
<b>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.</b>											
Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care	Up is Better	100%	96%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97%	Met	
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	Up is Better	91%	81%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	89%	Met	
Percent of Emergencies Responded to Within 24 Hours by Adult Protective Services	Up is Better	95%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
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	95%	100%	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	90%	Met	

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
<b>Adult Protective Services</b>							
Number of referrals received in APS	1809	1764	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1922
Number of court Appointed Guardians/Conservators	43	42	Annual Measure	Annual Measure	Annual Measure	Annual Measure	50
Number of cases investigated in APS	1152	1071	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1121
<b>Advocacy/Elder Rights</b>							
Number of hours of advocacy and legal support provided to residents	8646.5	9369.3	Annual Measure	Annual Measure	Annual Measure	Annual Measure	12,384.5
Number of hours of Long-Term Care Ombudsman services provided to residents	1336.5	1339.6	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1633.6
<b>Assistance and Referral, and Community Transition Services</b>							
Number of residents served by DACL's Medicaid Enrollment Staff	2222	2106	485	467	460	490	1902
Number of calls received for information, referral, and assistance through the Aging and Disability Resource Center.	New in 2021	31,628	7196	8001	8124	9065	32,386
Number of family/resident council meetings attended at nursing facilities (to include virtual events during the PHE)	New in 2021	9	23	75	93	85	276
Number of referrals from Nursing Facilities	New in 2021	270	59	87	97	72	315
Number of community transition team cases closed	New in 2021	141	19	45	28	47	139
Average days to transition from Nursing Facilities (for clients who have housing to return to)	New in 2021	126.5	95	89	142	138	116
Average days to transition from Nursing Facilities (for clients without housing to return to)	New in 2021	297.5	226	255	247	309	259.3
Number of clients assisted under the State Health Insurance Program	New in 2021	3417	831	935	664	1055	3485
<b>Community Outreach and Special Events</b>							
Number of State Health Insurance Program-specific events, to include virtual events during the PHE	New in 2021	6	4	3	5	7	19

Workload Measures (continued)

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Number of community outreach events held by the External Affairs and Communications Team, to include virtual programming during the public health emergency (PHE)	108	168	60	41	64	44	209
<b>In-home Services</b>							
Number of residents receiving homemaker services	350	241	Annual Measure	Annual Measure	Annual Measure	Annual Measure	254
Number of residents receiving home adaptations	723	958	213	280	262	187	942
<b>Lead Agencies and Case Management</b>							
Number of residents receiving case management	2206	2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	886
Number of residents transitioned from an institutional setting to the community	65	79	36	31	31	35	133
Number of residents receiving options counseling	5637	2506	785	813	778	785	3161
<b>Nutrition Program</b>							
Number of residents attending community dining sites	4241	1826	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3537
Number of residents receiving home-delivered meals	8120	8357	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5530
<b>Senior Wellness Center/Fitness</b>							
Number of residents participating in Senior Wellness Center programs (not unduplicated)	2576	1589	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2178
<b>Transportation</b>							
Number of residents provided transportation to medical appointments	1259	1264	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1272
Number of residents provided transportation to social and recreational activities	1467	0	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1270