

D.C. Office on Aging FY2017

Agency D.C. Office on Aging

Agency Code BY0

Fiscal Year 2017

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.

2017 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 long-term care 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 aging-in-place with dignity and respect.
3	Create and maintain a highly efficient, transparent and responsive District government.**

2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 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 long-term care 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		Not available	Not available	Not available	Not available	New Measure	80%
Percent of residents working with DCOA's Medicaid Enrollment Staff that self-report a positive experience through the Medicaid enrollment process.	✓	Annually		Not available	Not available	Not available	Not available	New Measure	80%
Percent of callers looking for information and assistance that heard about DCOA services through the agency's outreach efforts	✓	Quarterly		Not available	Not available	Not available	Not available	New Measure	20%
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 aging-in-place with dignity and respect. (3 Measures)									
Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care.	✓	Annually		Not available	Not available	Not available	Not available	New Measure	90%
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits.	<input type="checkbox"/>	Annually		Not available	Not available	Not available	Not available	84.31%	75%
Average annual amount DCOA saves an older adult that regularly participates in services that promote aging in place.	<input type="checkbox"/>	Quarterly		Not available	\$4907	\$5165	\$5055	\$6123.3	\$6000
3 - Create and maintain a highly efficient, transparent and responsive District government.** (9 Measures)									

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
1 - 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, and project a positive image of aging and people with disabilities. (1 Measure)								
Number of DCOA sponsored information and training sessions that increase knowledge and awareness of long-term services and supports in the community.	✓		DCOA sponsored information and training sessions that increase knowledge and awareness of long term services and supports in the community.	DCOA sponsored information and training sessions that increase knowledge and awareness of long term services and supports in the community.	Quarterly	Not available	Not available	New Measure
1 - 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. (4 Measures)								
Number of residents age 60 or older receiving information, referral and assistance through the Aging and Disability Resource Center.	<input type="checkbox"/>		Residents age 60 or older receiving information, referral and assistance through the Aging and Disability Resource Center	Residents age 60 or older receiving information, referral and assistance through the Aging and Disability Resource Center	Quarterly	15140	4184	9477
Number of people with disabilities between the ages of 18 and 59 receiving information, referral and assistance through the Aging and Disability Resource Center.	<input type="checkbox"/>		People with disabilities between the ages of 18 and 59 receiving information, referral and assistance through the Aging and Disability Resource Center	People with disabilities between the ages of 18 and 59 receiving information, referral and assistance through the Aging and Disability Resource Center	Quarterly	5422	1375	1057
Number of caregivers receiving information, referral and assistance through the Aging and Disability Resource Center.	<input type="checkbox"/>		Caregivers receiving information, referral and assistance through the Aging and Disability Resource Center	Caregivers receiving information, referral and assistance through the Aging and Disability Resource Center	Quarterly	447	217	71
Number of residents served by DCOA's Medicaid Enrollment Staff.	✓		Residents served by DCOA's Medicaid Enrollment Staff	Residents served by DCOA's Medicaid Enrollment Staff	Quarterly	Not available	Not available	New Measure
1 - 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. (2 Measures)								
Number of hours of advocacy and legal support provided to residents.	✓		Hours of advocacy and legal support provided to residents	Hours of advocacy and legal support provided to residents	Quarterly	Not available	Not available	New Measure
Number of hours of Ombudsman services provided to residents	✓		Hours of Ombudsman services provided to residents	Hours of Ombudsman services provided to residents	Quarterly	Not available	Not available	New Measure
2 - 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. (3 Measures)								
Number of residents receiving case management through Lead Agencies.	✓		Residents receiving case management	Residents receiving case management	Quarterly	Not available	Not available	New Measure
Number of residents receiving options counseling.	<input type="checkbox"/>		Residents receiving options counseling	Residents receiving options counseling	Quarterly	962	915	551
Number of residents transitioned from an institutional setting to the community	✓		Residents transitioned from an institutional setting to the community	Residents transitioned from an institutional setting to the community	Quarterly	Not available	Not available	New Measure
2 - Provide homemaker services and caregiver support for District residents age 60 or older to help manage activities of daily living and prevent caregiver burnout. (3 Measures)								
Number of residents receiving homemaker services.	✓		Residents receiving homemaker services	Residents receiving homemaker services	Quarterly	Not available	Not available	New Measure
Number of residents received home adaptations.	✓		Residents received home adaptations	Residents received home adaptations	Quarterly	Not available	Not available	New Measure
Average project cost for Safe at Home adaptations	✓		Average Project Cost	Dollars	Quarterly	Not available	Not available	New Measure
2 - 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. (2 Measures)								

Number of residents receiving home-delivered meals.	✓		Residents receiving home-delivered meals	Residents receiving home-delivered meals	Quarterly	Not available	Not available	New Measure
Number of residents attending community dining sites.	✓		Residents attending community dining sites	Residents attending community dining sites	Quarterly	Not available	Not available	New Measure
2 - Provide socialization, physical fitness, and wellness programs for District residents age 60 or older that promote healthy behavior and awareness. (1 Measure)								
Number of residents attending Senior Wellness Centers.	<input type="checkbox"/>		Residents attending Senior Wellness Centers	Residents attending Senior Wellness Centers	Quarterly	2957	3293	2991
2 - Provide transportation to life-sustaining medical appointments and group social and recreational activities for District residents age 60 or older. (2 Measures)								
Number of residents provided transportation to medical appointments.	✓		Residents provided transportation to medical appointments	Residents provided transportation to medical appointments	Quarterly	Not available	Not available	New Measure
Number of residents provided transportation to social and recreational activities.	✓		Residents provided transportation to social and recreational activities	Residents provided transportation to social and recreational activities	Quarterly	Not available	Not available	New Measure

2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
ASSISTANCE AND REFERRAL SERVICES (1 Strategic Initiative-Operation Link)		
Expand opportunities for customer evaluation of DCOA's ADRC services.	DCOA will improve the customer service experience by actively seeking feedback through the use of a customer survey tool. DCOA will add two new groups of survey respondents to its existing customer survey, including the Elderly and Persons with Disabilities Waiver and Adult Day Health Program applicants. These new groups are reflective of an expanded partnership with the Department of Health Care Finance, and two new Medicaid program areas for ADRC. DCOA expects to conduct qualitative surveys each year, comparing responses to previous years, measuring improvements, identifying service gaps, and basing our plans for future changes on critical stakeholder feedback.	09-30-2017
COMMUNITY OUTREACH AND SPECIAL EVENTS (1 Strategic Initiative-Operation Link)		
Increase outreach to District residents by completing a strategic communications plan.	Improve and enhance DCOA's information hub by creating a strategic communications plan that effectively engages our stakeholders. This plan will help the agency increase awareness and improve access to programs, services and supports. This plan will include a redesign of the agency's website, develop social media strategies to increase visibility, improve information exchange.	09-30-2017
LEAD AGENCIES AND CASE MANAGEMENT (1 Strategic Initiative-Operation Link)		
Enhance case management and transportation options through cost-sharing opportunities and leveraging of additional revenue sources.	DCOA will develop an action plan on community-based cost sharing and opportunities to leverage additional revenue sources to expand access to case management and transportation services. DCOA will work with the Department of Healthcare Finance and community partners to eliminate duplication of services, which will support the agency in its effort to fill service gaps and expand services. Additionally, the agency will research and create cost sharing opportunities to further support the expansion of supports for District Seniors.	09-30-2017
Nutrition Program (1 Strategic Initiative-Operation Link)		
Implement logistical and administrative procedures that increase sustainability of the community dining pilot program.	DCOA implemented a 10 week pilot program in FY16, providing vouchers to more than 200 seniors in ward 7 and 8. These vouchers allowed seniors to dine at a participating local restaurant on their own time and order from a DCOA approved, nutritious menu. In FY17, DCOA will implement logistical and administrative procedures to increase the sustainability of the community dining pilot program to ensure more seniors can benefit from healthy dining opportunities.	09-30-2017