

D.C. Office on Aging FY2018

Agency D.C. Office on Aging

Agency Code BY0

Fiscal Year 2018

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.

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# 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 long-term care services and supports offered in the District.	3	3
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	5
3	Create and maintain a highly efficient, transparent and responsive District government.**	9	0
TOT		15	8

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 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	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	80%	94%	80%
Percent of residents working with DCOA's Medicaid Enrollment Staff that self-report a positive experience through the Medicaid enrollment process	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	80%	94%	80%
Percent of callers looking for information and assistance that heard about DCOA services through the agency's outreach efforts	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	20%	34.7%	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	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	90%	100%	90%
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	84.3%	75%	92.2%	75%
Average annual amount DCOA saves an older adult who regularly participates in services that promote aging in place	<input type="checkbox"/>	Not available	\$4907	\$5165	\$5055	\$6123.3	\$6000	\$5638.9	\$6000

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
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 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	2	0
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	4	1
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, and project a positive image of aging and people with disabilities.	Daily Service	1	1
TOT				7	2

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. (5

Activities)					
IN-HOME SERVICES	In-home Services	Provide homemaker services and caregiver support for District residents age 60 or older to help manage activities of daily living and prevent caregiver burnout.	Daily Service	3	0
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	3	2
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 behavior and awareness.	Daily Service	1	0
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	2	0
TRANSPORTATION	Transportation	Provide transportation services to essential nonemergency medical appointments and social/recreational group trips	Daily Service	2	0
TOT				11	2
TOT				18	4

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
1 - Advocacy/Elder Rights (2 Measures)					
Number of hours of advocacy and legal support provided to residents	✓	Not available	Not Available	Not Available	9232
Number of hours of Long-Term Care Ombudsman services provided to residents	✓	Not available	Not Available	Not Available	1503
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	<input type="checkbox"/>	15,140	4184	9477	16,535
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"/>	5422	1375	1057	3560
Number of caregivers receiving information, referral and assistance through the Aging and Disability Resource Center	<input type="checkbox"/>	447	217	71	122

Number of residents served by DCOA's Medicaid Enrollment Staff	✓	Not available	Not Available	Not Available	2651
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	✓	Not available	Not Available	Not Available	183
2 - In-home Services (3 Measures)					
Number of residents receiving homemaker services	✓	Not available	Not Available	Not Available	1305
Number of residents receiving home adaptations	✓	Not available	Not Available	Not Available	530
Average project cost for Safe at Home adaptations	✓	Not available	Not Available	New Measure	New Measure
2 - Lead Agencies And Case Management (3 Measures)					
Number of residents receiving case management	✓	Not available	Not Available	Not Available	4441
Number of residents receiving options counseling	<input type="checkbox"/>	962	915	551	4653
Number of residents transitioned from an institutional setting to the community	✓	Not available	Not Available	Not Available	65
2 - Nutrition Program (2 Measures)					
Number of residents receiving home-delivered meals	✓	Not available	Not Available	Not Available	2433.3
Number of residents attending community dining sites	✓	Not available	Not Available	Not Available	3698.5
2 - Senior Wellness Center/Fitness (1 Measure)					
Number of residents attending Senior Wellness Centers	<input type="checkbox"/>	2957	3293	2991	1962
2 - Transportation (2 Measures)					
Number of residents provided transportation to medical appointments	✓	Not available	Not Available	2359	1255
Number of residents provided transportation to social and recreational activities	✓	Not available	Not Available	2682	1361.8

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Coordinate communications and outreach efforts across Senior Service Network	DCOA will coordinate communications and outreach strategic planning with the Senior Service Network to improve the flow of information in the community and strengthen messaging from DCOA. DCOA will organize a communications group that will develop and maintain information on events and announcements across the Senior Service Network for easier access and organized dissemination between the government, grantees, and community. DCOA will request information from other agencies to cross-promote events and programs to the senior community and will also inform other agencies of DCOA's outreach activities.	09-30-2018
Improve collection of comprehensive data from the Senior Service Network	DCOA will build upon reporting mechanisms from FY17 to improve management of grantee performance. DCOA will work with grantees to identify areas for greater support in data collection and monitoring, will develop a transparent guide for monitoring and tracking performance, and perform quarterly trainings for grantees.	09-30-2018
DCOA will improve client and inter-agency understanding of District home and community-based resource for aging in place.	In collaboration with the No Wrong Door Initiative, DCOA will improve customer service by building on lessons learned at the first ever (up coming) multi-HHS agency Intake Summit on 9/25/17, to improve the quality and interagency standardization of information given out to DC residents. In FY18 DCOA will keep the momentum generated from the Summit going by assisting with cross training interagency staff on home and community-based long term services and supports, and contributing to the No Wrong Door effort to establish a District-wide resource portal, entitled DC Support Link.	09-30-2018
Improve timely and accurate financial reporting from the Senior Service Network	DCOA will develop a strategic plan to improve year-end closeout procedures with the Senior Service Network. DCOA will work with grantees to identify areas for greater support, will develop a transparent guide for on-time and accurate reporting protocols, and perform 2 trainings for grantees per fiscal year.	09-30-2018