

D.C. Office on Aging FY2018

▼ FY2018 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

▼ 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

▼ FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
SAFE AT HOME	The Safe at Home Program continues to be a success in the community. In FY 18 the program served more clients than in any previous Fiscal Years, largely due to bringing on board a new grantee, which improved process times and made improvements to the operations of the program. In FY 18, SAH completed projects in over 1,030 senior homes (compared to 595 in FY17). Additionally, SAH has installed 617 security cameras systems in FY18 (compared to 100 in FY17).	DCOA's budget has increased with the SAH budget allocation. The agency has adjusted operations to ensure the success of SAH, including our call center.
LGBTQ SENIOR PROGRAMMING	DCOA has focused on increasing outreach to underserved populations, promoting DCOA programs and supports, and mobilizing the community to reach out to isolated seniors. In FY18, DCOA piloted new LGBTQ programming for seniors, which included entertainment and socialization around a meal, peer-led support groups, and citywide events. Due to the early success of this initiative, DCOA will continue the programming in FY 2019.	DCOA created a city-wide LGBTQ Advisory Committee chaired by DCOA staff to ensure the implementation of best practices that incorporated the viewpoints of LGBTQ seniors and stakeholders. The established programming has set DC as one of two jurisdictions with LGBTQ senior-specific programming.
DC SUPPORT LINK LAUNCH	DCOA improved client and interagency understanding of home- and community-based resources for aging in place by coordinating monthly Frontline Management Team meetings with key points of contact from DBH, DDS, DHS, and DHCF to finalize cross-trainings; improving interagency partnerships; and planning the testing and launch of DC Support Link's resource portal. The group also helped plan the 2018 DC Support Link Front Door Summit (full-day training for intake staff across all HHS agencies), which	DCOA is now part of a single-entry point for residents looking for long-term supports that have resulted in better operational coordination and efficiencies between DCOA and sister agencies. This has resulted in front-line staff being more culturally equipped to serve clients.

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
	took place on August 10. DCOA supervisors and staff participated in resource portal testing on 6/15 and 6/25 and provided suggestions for database improvements.	

2018 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.**

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	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 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	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	91%	Met	
Percent of residents working with DCOA's Medicaid Enrollment Staff that self-report a positive experience through the Medicaid enrollment process	Annually	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	95%	Met	
Percent of callers looking for information and assistance that heard about DCOA services through the agency's outreach efforts	Annually	20%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	28%	Met	

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
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	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	93%	Met	
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	Annually	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	90.5%	Met	
Average annual amount DCOA saves an older adult who regularly participates in services that promote aging in place	Quarterly	\$6000	\$1401	\$1379	\$1295	\$1338	\$5413	Neutral Measure	

**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 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - Advocacy/Elder Rights (2 Measures)						
Number of hours of advocacy and legal support provided to residents	Quarterly	2383	2596	2921	2255	10,155
Number of hours of Long-Term Care Ombudsman services provided to residents	Quarterly	456	468	663	485	2072
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	Quarterly	3678	3266	2992	2543	12,479
Number of people with disabilities between the ages of 18 and 59 receiving information, referral and assistance through the Aging and Disability Resource Center	Quarterly	815	882	705	591	2993
Number of caregivers receiving information, referral and assistance through the Aging and Disability Resource Center	Quarterly	46	69	56	20	191
Number of residents served by DCOA's Medicaid Enrollment Staff	Quarterly	588	593	650	606	2437
1 - Community Outreach and Special Events (1 Measure)						
	Quarterly	46	39	65	57	207

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
Number of DCOA sponsored information and training sessions that increase knowledge and awareness of long-term services and supports in the community						
2 - In-home Services (3 Measures)						
Number of residents receiving homemaker services	Quarterly	312	313	316	313	411
Number of residents receiving home adaptations	Quarterly	193	234	302	302	1031
Average project cost for Safe at Home adaptations	Quarterly	6121.1	5643.5	5597	3821	5619
2 - Lead Agencies And Case Management (3 Measures)						
Number of residents receiving case management	Quarterly	1201	1154	1084	1194	2373
Number of residents receiving options counseling	Quarterly	2259	1924	1634	1044	6861
Number of residents transitioned from an institutional setting to the community	Quarterly	12	19	8	8	47
2 - Nutrition Program (2 Measures)						
Number of residents receiving home-delivered meals	Quarterly	2523	2494	2603	2594	3397
Number of residents attending community dining sites	Quarterly	3495	3311	3420	3470	5016
2 - Senior Wellness Center/Fitness (1 Measure)						
Number of residents attending Senior Wellness Centers	Quarterly	1884	1775	2190	2079	3397
2 - Transportation (2 Measures)						
Number of residents provided transportation to medical appointments	Quarterly	1083	1094	1128	960	1763
Number of residents provided transportation to social and recreational activities	Quarterly	1080	1134	1287	1221	1861

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
ASSISTANCE AND REFERRAL SERVICES (1 Strategic Initiative)				
DCOA will improve client and inter-agency understanding of District home and	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	Complete	All components of this initiative were met in FY18. In Q4, DCOA assisted with planning the 2nd annual interagency Front Door Summit on August 10, with the goal of improving District-wide customer service by bringing together	

Title	Description	Complete to Date	Status Update	Explanation
community-based resource for aging in place.	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.		staff and supervisors of intake teams across all District HHS agencies. The 65 participants were from DDS, DCOA, DHCF, DBH, MOVA and DHS. The agenda included key networking opportunities; and trainings on Trauma Informed Care, and Reflective Listening at the Front Door; and a Frontline Management Workgroup meeting to plan FY19 activities. See attached for photos and brief summary of the event.	
COMMUNITY OUTREACH AND SPECIAL EVENTS (1 Strategic Initiative)				
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.	Complete	DCOA has completed the FY 19 editorial calendar and developed DCOA communications guidelines for the Senior Service Network to ensure consistency in DCOA's brand visibility and messaging in the Network's outreach. DCOA partnered with DPR to promote various senior events, DCRA to coordinate and promote senior entrepreneurship workshops, and OTR to coordinate Senior tax workshops, in addition to multiple government agencies participating in the Health and Wellness Community outreach fairs.	
LEAD AGENCIES AND CASE MANAGEMENT (2 Strategic initiatives)				
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.	75-99%	Program monitors and CIO are continuing to identify areas of reporting to flag for the Network. The training has increased to the Network, and all new staff has been trained. The missing data has improved dramatically.	The grantees are still in need of training because they are still requiring more coaching to enter data complete and accurately.
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.	75-99%	The Programs and finance Units combined to provide the Network with extensive support and training for an effective closeout and budget constructions	We didn't complete a manual.