

Department of Aging and Community Living FY2023

Agency Department of Aging and Community Living

Agency Code BYO

Fiscal Year 2023

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.

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 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 living well in the District.
3	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 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 services and supports offered in the District. (2 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	Up is Better	80%	84%	85%	85%
Percent of callers looking for information and assistance that heard about DAOL services through the agency's outreach efforts	Up is Better	27%	35%	25%	25%
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. (4 Measures)					
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%	90%
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%	80%
Percent of Emergencies Responded to Within 24 Hours by Adult Protective Services	Up is Better	95%	100%	100%	100%
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%	85%

Operations

Operations Title	Operations Description	Type of Operations

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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. (7 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
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
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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
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
3 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Activity)		
Create and maintain a highly efficient, transparent, and responsive District government	Create and maintain a highly efficient, transparent, and responsive District government	Key Project

Workload Measures (WMs)

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Measure	FY 2020 Actual	FY 2021 Actual
1 - Adult Protective Services (3 Measures)		
Number of court Appointed Guardians/Conservators	43	42
Number of referrals received in APS	1809	1764
Number of cases investigated in APS	1152	1071
1 - Advocacy/Elder Rights (2 Measures)		
Number of hours of advocacy and legal support provided to residents	8646.5	9369.3
Number of hours of Long-Term Care Ombudsman services provided to residents	1336.5	1339.6
1 - Assistance and Referral, and Community Transition Services (8 Measures)		
Number of family/resident council meetings attended at nursing facilities (to include virtual events during the PHE)	Not Available	9
Number of clients assisted under the State Health Insurance Program	Not Available	3417
Number of calls received for information, referral, and assistance through the Aging and Disability Resource Center.	Not Available	31,628
Average days to transition from Nursing Facilities (for clients without housing to return to)	Not Available	297.5
Number of referrals from Nursing Facilities	Not Available	270
Number of residents served by DACL's Medicaid Enrollment Staff	2222	2106
Number of community transition team cases closed	Not Available	141
Average days to transition from Nursing Facilities (for clients who have housing to return to)	Not Available	126.5
1 - Community Outreach and Special Events (2 Measures)		
Number of State Health Insurance Program-specific events, to include virtual events during the PHE	Not Available	6
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
2 - In-home Services (2 Measures)		
Number of residents receiving home adaptations	723	958
Number of residents receiving homemaker services	350	241
2 - Lead Agencies and Case Management (3 Measures)		
Number of residents transitioned from an institutional setting to the community	65	79
Number of residents receiving options counseling	5637	2506
Number of residents receiving case management	2206	2020
2 - Nutrition Program (2 Measures)		
Number of residents receiving home-delivered meals	8120	8357
Number of residents attending community dining sites	4241	1826
2 - Senior Wellness Center/Fitness (1 Measure)		

Measure	FY 2020 Actual	FY 2021 Actual
Number of residents participating in Senior Wellness Center programs (not unduplicated)	2576	1589
2 - Transportation (2 Measures)		
Number of residents provided transportation to medical appointments	1259	1264
Number of residents provided transportation to social and recreational activities	1467	0