Department of Aging and Community Living FY2021

Agency | Department of Aging and Community Living
Agency Code | BY0
Fiscal Year | 2021

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.

Summary of 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.

2021 Accomplishments

<table>
<thead>
<tr>
<th>Accomplishment</th>
<th>Impact on Agency</th>
<th>Impact on Residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safe Reopening of Community Dining Sites</td>
<td>DACL partnered closely with grantees to ensure appropriate safety protocols and promote safe in-person dining. DACL created systemwide process to assess all participants in emergency COVID-19 meal delivery to connect them to the most appropriate long-term resources.</td>
<td>Older District residents were able to maintain access to key nutritional support and socialization programming throughout the PHE and a return to full-service programs and much needed in-person socialization in a safe manner, by encouraging vaccinations and implementing safety standards.</td>
</tr>
<tr>
<td>Virtual and Hybrid Outreach</td>
<td>DACL's traditional outreach format has been expanded through these offerings and the agency will continue to utilize these options for future engagement including more hybrid activities such as Mayor's Annual Senior Holiday Celebration and the Mayor's Annual Senior Symposium, which will be presented both in-person and online with home meal delivery to allow homebound seniors to fully participate.</td>
<td>DC residents were provided with more opportunities to engage with the agency through multiple formats, including in-person, online, via phone, through safe socially distanced home visits, and drive-up activities.</td>
</tr>
<tr>
<td>Increased access to technology</td>
<td>DACL, through a partnership with WildTech and DCPL, continues to provide ongoing technical support and trainings for program participants. In addition, DACL continues to provide virtual programs in addition to its in-person offerings.</td>
<td>Preliminary survey results indicate self-reported increase in social connections with friends and family due to this program (74% of the 246 respondents), increased participation in community activities such as church (54%), and increased access to health care (37%) as well as overall satisfaction with the program (83%).</td>
</tr>
</tbody>
</table>

2021 Key Performance Indicators

<table>
<thead>
<tr>
<th>Measure</th>
<th>Frequency</th>
<th>FY 2019 Actual</th>
<th>FY 2020 Actual</th>
<th>FY 2021 Target</th>
<th>FY 2021 Quarter 1</th>
<th>FY 2021 Quarter 2</th>
<th>FY 2021 Quarter 3</th>
<th>FY 2021 Quarter 4</th>
<th>FY 2021 Actual</th>
<th>Was 2021 KPI Met?</th>
<th>Explanation For Unmet KPI</th>
</tr>
</thead>
<tbody>
<tr>
<td>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)</td>
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</tr>
<tr>
<td>Measure</td>
<td>Frequency</td>
<td>FY 2019 Actual</td>
<td>FY 2020 Actual</td>
<td>FY 2021 Target 1</td>
<td>FY 2021 Quarter 2</td>
<td>FY 2021 Quarter 3</td>
<td>FY 2021 Quarter 4</td>
<td>FY 2021 Actual</td>
<td>Was 2021 KPI Met?</td>
<td>Explanation For Unmet KPI</td>
<td></td>
</tr>
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</tr>
<tr>
<td>Percent of residents working with D.C. Long-Term Care Ombudsman Program that self-report a satisfactory resolution to a complaint, concern, or problem</td>
<td>Annually</td>
<td>86%</td>
<td>80%</td>
<td>80%</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>84%</td>
<td>Met</td>
<td></td>
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</tr>
<tr>
<td>Percent of callers looking for information and assistance that heard about DACL services through the agency’s outreach efforts</td>
<td>Annually</td>
<td>11%</td>
<td>27%</td>
<td>25%</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>35%</td>
<td>Met</td>
<td></td>
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</tr>
</tbody>
</table>

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. (6 Measures)

<table>
<thead>
<tr>
<th>Measure</th>
<th>Frequency</th>
<th>FY 2019 Actual</th>
<th>FY 2020 Actual</th>
<th>FY 2021 Target 1</th>
<th>FY 2021 Quarter 2</th>
<th>FY 2021 Quarter 3</th>
<th>FY 2021 Quarter 4</th>
<th>FY 2021 Actual</th>
<th>Was 2021 KPI Met?</th>
<th>Explanation For Unmet KPI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care</td>
<td>Annually</td>
<td>100%</td>
<td>100%</td>
<td>90%</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>96%</td>
<td>Met</td>
<td></td>
</tr>
<tr>
<td>Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits</td>
<td>Annually</td>
<td>89%</td>
<td>91%</td>
<td>80%</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>81%</td>
<td>Met</td>
<td></td>
</tr>
<tr>
<td>Percent of referrals in non-emergency cases where initial client contact and investigation takes place within ten working days by Adult Protective Services</td>
<td>Annually</td>
<td>New in 2020</td>
<td>95%</td>
<td>100%</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>100%</td>
<td>Met</td>
<td></td>
</tr>
<tr>
<td>Percent of Emergencies Responded to Within 24 Hours by Adult Protective Services</td>
<td>Annually</td>
<td>New in 2020</td>
<td>95%</td>
<td>100%</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>Annual Measure</td>
<td>100%</td>
<td>Met</td>
<td></td>
</tr>
<tr>
<td>Number of people who receive transition services (including people who transition during the year)</td>
<td>Quarterly</td>
<td>New in 2021</td>
<td>New in 2021</td>
<td>New in 2021</td>
<td>95</td>
<td>126</td>
<td>182</td>
<td>193</td>
<td>341</td>
<td>New in 2021</td>
</tr>
</tbody>
</table>
## 2021 Workload Measures

<table>
<thead>
<tr>
<th>Measure</th>
<th>Frequency</th>
<th>FY 2019 Actual</th>
<th>FY 2020 Actual</th>
<th>FY 2021 Target</th>
<th>FY 2021 Quarter 1</th>
<th>FY 2021 Quarter 2</th>
<th>FY 2021 Quarter 3</th>
<th>FY 2021 Quarter 4</th>
<th>FY 2021 Actual</th>
<th>Was 2021 KPI Met?</th>
<th>Explanation For Unmet KPI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of nursing home transition team clients transitioned from nursing facilities into the community</td>
<td>Quarterly</td>
<td>New in 2021</td>
<td>New in 2021</td>
<td>New in 2021</td>
<td>14</td>
<td>14</td>
<td>20</td>
<td>31</td>
<td>79</td>
<td>New in 2021</td>
<td></td>
</tr>
</tbody>
</table>

### 1 - Adult Protective Services (3 Measures)

- **Number of referrals received in APS**
  - FY 2019 Actual: New in 2020
  - FY 2020: 1809 Annual Measure
  - FY 2021 Quarter 1: Annual Measure
  - FY 2021 Quarter 2: Annual Measure
  - FY 2021 Quarter 3: Annual Measure
  - FY 2021 Quarter 4: Annual Measure
  - KPI Met: 1764

- **Number of court Appointed Guardians/Conservators**
  - FY 2019 Actual: New in 2020
  - FY 2020: 43 Annual Measure
  - FY 2021 Quarter 1: Annual Measure
  - FY 2021 Quarter 2: Annual Measure
  - FY 2021 Quarter 3: Annual Measure
  - FY 2021 Quarter 4: Annual Measure
  - KPI Met: 42

- **Number of cases investigated in APS**
  - FY 2019 Actual: New in 2020
  - FY 2020: 1152 Annual Measure
  - FY 2021 Quarter 1: Annual Measure
  - FY 2021 Quarter 2: Annual Measure
  - FY 2021 Quarter 3: Annual Measure
  - FY 2021 Quarter 4: Annual Measure
  - KPI Met: 1071

### 1 - Advocacy/Elder Rights (2 Measures)

- **Number of hours of advocacy and legal support provided to residents**
  - FY 2019 Actual: 10,767.9 Annual Measure
  - FY 2020: 8646.5 Annual Measure
  - FY 2021 Quarter 1: Annual Measure
  - FY 2021 Quarter 2: Annual Measure
  - FY 2021 Quarter 3: Annual Measure
  - FY 2021 Quarter 4: Annual Measure
  - KPI Met: 9369.3

- **Number of hours of Long-Term Care Ombudsman services provided to residents**
  - FY 2019 Actual: 2027.9 Annual Measure
  - FY 2020: 1336.5 Annual Measure
  - FY 2021 Quarter 1: Annual Measure
  - FY 2021 Quarter 2: Annual Measure
  - FY 2021 Quarter 3: Annual Measure
  - FY 2021 Quarter 4: Annual Measure
  - KPI Met: 1339.6

### 1 - Assistance and Referral, and Community Transition Services (8 Measures)

- **Number of residents served by DACL's Medicaid Enrollment Staff**
  - FY 2019 Actual: 2255
  - FY 2020: 2222
  - FY 2021 Quarter 1: 455
  - FY 2021 Quarter 2: 427
  - FY 2021 Quarter 3: 348
  - FY 2021 Quarter 4: 931
  - KPI Met: 2161

- **Number of clients assisted under the State Health Insurance Program**
  - FY 2019 Actual: New in 2021
  - FY 2020: 708 Annual Measure
  - FY 2021 Quarter 1: 1034
  - FY 2021 Quarter 2: 922
  - FY 2021 Quarter 3: 753
  - FY 2021 Quarter 4: 3417

- **Number of family/resident council meetings attended at nursing facilities (to include virtual events during the PHE)**
  - FY 2019 Actual: New in 2021
  - FY 2020: 0
  - FY 2021 Quarter 1: 0
  - FY 2021 Quarter 2: 5
  - FY 2021 Quarter 3: 4
  - FY 2021 Quarter 4: 9

- **Number of referrals from Nursing Facilities**
  - FY 2019 Actual: New in 2021
  - FY 2020: 34
  - FY 2021 Quarter 1: 56
  - FY 2021 Quarter 2: 101
  - FY 2021 Quarter 3: 79
  - FY 2021 Quarter 4: 270

- **Average days to transition from Nursing Facilities (for clients who have housing to return to)**
  - FY 2019 Actual: New in 2021
  - FY 2020: New in 2021
  - FY 2021 Quarter 1: 154
  - FY 2021 Quarter 2: 121
  - FY 2021 Quarter 3: 96
  - FY 2021 Quarter 4: 135
  - KPI Met: 126.5

- **Average days to transition from Nursing Facilities (for clients without housing to return to)**
  - FY 2019 Actual: New in 2021
  - FY 2020: New in 2021
  - FY 2021 Quarter 1: 493
  - FY 2021 Quarter 2: 445
  - FY 2021 Quarter 3: 74
  - FY 2021 Quarter 4: 178
  - KPI Met: 297.5

- **Number of community transition team cases closed**
  - FY 2019 Actual: New in 2021
  - FY 2020: New in 2021
  - FY 2021 Quarter 1: 26
  - FY 2021 Quarter 2: 34
  - FY 2021 Quarter 3: 40
  - FY 2021 Quarter 4: 41
  - KPI Met: 141

- **Number of calls received for information, referral, and assistance through the Aging and Disability Resource Center.**
  - FY 2019 Actual: New in 2021
  - FY 2020: 8208
  - FY 2021 Quarter 1: 7732
  - FY 2021 Quarter 2: 7631
  - FY 2021 Quarter 3: 8057
  - FY 2021 Quarter 4: 31,628

### 1 - Community Outreach and Special Events (2 Measures)

- **Number of community outreach events held by the External Affairs and Communications Team, to include virtual programming during the public health emergency (PHE)**
  - FY 2019 Actual: 208
  - FY 2020: 108
  - FY 2021 Quarter 1: 25
  - FY 2021 Quarter 2: 45
  - FY 2021 Quarter 3: 51
  - FY 2021 Quarter 4: 47
  - KPI Met: 168

- **Number of State Health Insurance Program-specific events, to include virtual events during the PHE**
  - FY 2019 Actual: New in 2021
  - FY 2020: New in 2021
  - FY 2021 Quarter 1: 3
  - FY 2021 Quarter 2: 0
  - FY 2021 Quarter 3: 1
  - FY 2021 Quarter 4: 2
  - KPI Met: 6

### 2 - In-home Services (2 Measures)

- **Number of residents receiving home adaptations**
  - FY 2019 Actual: 1162
  - FY 2020: 723
  - FY 2021 Quarter 1: 230
  - FY 2021 Quarter 2: 196
  - FY 2021 Quarter 3: 217
  - FY 2021 Quarter 4: 324
  - KPI Met: 967

- **Number of residents receiving homemaker services**
  - FY 2019 Actual: 386
  - FY 2020: 350
  - FY 2021 Quarter 1: Annual Measure
  - FY 2021 Quarter 2: Annual Measure
  - FY 2021 Quarter 3: Annual Measure
  - FY 2021 Quarter 4: Annual Measure
  - KPI Met: 241

### 2 - Lead Agencies and Case Management (3 Measures)

- **Number of residents receiving options counseling**
  - FY 2019 Actual: 8635
  - FY 2020: 5637
  - FY 2021 Quarter 1: 572
  - FY 2021 Quarter 2: 680
  - FY 2021 Quarter 3: 847
  - FY 2021 Quarter 4: 407
  - KPI Met: 2506

- **Number of residents transitioned from an institutional setting to the community**
  - FY 2019 Actual: 44
  - FY 2020: 65
  - FY 2021 Quarter 1: 14
  - FY 2021 Quarter 2: 14
  - FY 2021 Quarter 3: 20
  - FY 2021 Quarter 4: 31
  - KPI Met: 79
## 2021 Operations

<table>
<thead>
<tr>
<th>Operations Title</th>
<th>Operations Description</th>
<th>Type of Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>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. (4 Activities)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advocacy/Elder Rights</td>
<td>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.</td>
<td>Daily Service</td>
</tr>
<tr>
<td>Community Outreach and Special Events</td>
<td>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.</td>
<td>Daily Service</td>
</tr>
<tr>
<td>Assistance and Referral, and Community Transition Services</td>
<td>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.</td>
<td>Daily Service</td>
</tr>
<tr>
<td>Adult Protective Services</td>
<td>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.</td>
<td>Daily Service</td>
</tr>
<tr>
<td>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)</td>
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</tr>
<tr>
<td>Nutrition Program</td>
<td>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.</td>
<td>Daily Service</td>
</tr>
<tr>
<td>Senior Wellness Center/Fitness Transportation</td>
<td>Provide socialization, physical fitness, and wellness programs for District residents age 60 or older that promote healthy behaviors.</td>
<td>Daily Service</td>
</tr>
<tr>
<td>Lead Agencies and Case Management</td>
<td>Provide transportation services to essential non-emergency medical appointments and social/recreational group trips.</td>
<td>Daily Service</td>
</tr>
<tr>
<td>In-home Services</td>
<td>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.</td>
<td>Daily Service</td>
</tr>
<tr>
<td>2021 Strategic Initiatives</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2021 Strategic Initiative Title</td>
<td>Strategic Initiative Description</td>
<td>Completion to Date</td>
</tr>
<tr>
<td>Assistance and Referral, and Community Transition Services (1 Strategic Initiative)</td>
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<td></td>
</tr>
<tr>
<td>Strategic Initiative Title</td>
<td>Strategic Initiative Description</td>
<td>Completion to Date</td>
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</tr>
<tr>
<td>Promote programming to reduce social isolation</td>
<td>In FY21, DACL will work with its grantees to increase programming opportunities for seniors at risk of isolation by populating additional activities and classes via Zoom for VIDA Senior Center participants; increasing the number of LGBTQ seniors programming; enhancing Alzheimer’s support services; and supporting a new Senior Village.</td>
<td>Complete</td>
</tr>
</tbody>
</table>

| Community Outreach and Special Events (2 Strategic initiatives) |
|-----------------|-------------------------------------------------------------|
| Increase Engagement with LEP/NEP Communities | In FY21, DACL will increase outreach to LEP/NEP communities by providing online pre-recorded Ambassadors training at least four different languages. DACL will also update the Ambassadors training curriculum to include language tools and tips to identify, interact with, and serve isolated seniors in the community, in addition to highlighted programs and services. | 75-99% | DACL has completed all four recordings in Amharic, Mandarin, Spanish, and French and is currently working with the consultants on editing. Anticipated rollout to MOCAs agencies and general public is November 30, 2021. | Videos required editing and a refresh due to the inclusion of outdated information. Animations from contractor also required additional time to finalize and complete. |
| Increase Outreach to Nursing Homes through Virtual Webinars and DACL Open Houses | In FY21, DACL will increase outreach to Nursing Homes, families or residents in Nursing Homes and Resident Councils by: providing webinar sessions to educate them on the EPD Waiver and other DACL services available for those wishing to transition back into the community; and holding information and Q&A sessions at Medicaid-funded nursing facilities and resident councils. DACL will provide a combined total of 12 sessions. | Complete | Due to the ongoing Public Health Emergency, resident meetings were suspended at NFs. Outreach staff was able conduct 9 virtual presentations at various NFs. | |

| Senior Wellness Center/Fitness (2 Strategic initiatives) |
|-------------------------|--------------------------------------------------------------|
| Develop and implement virtual programming and tech connection supports for seniors | In FY21, DACL will increase access to technology and virtual programming for seniors through the distribution of 500 iPads to qualifying residents age 60+, who are identified by the Senior Service Network and by providing ongoing technical support. | Complete | iPads have been distributed to district residents age 60+, representing all eight wards of the district. Participants are receiving ongoing training and tech support in FY22. Early survey results indicate a positive experience in the program. Monitoring will continue into FY22. | |
| Planning for New Senior Wellness Center in Ward 8 | In FY21, DACL will continue engagement with the Ward 8 community through targeted outreach with ANCs and DCPS. DACL will conduct at least four outreach sessions with seniors, starting with Ward 8 seniors and use the feedback to draft and RFA in FY22 to select a provider to operate the center. | 0-24% | DACL has engaged ward 8 ANCs and DCPS to determine site selection and hear concerns from the community. DACL has not conducted further outreach on design and programming due to DSS’s delay to secure an Architect Engineer to begin design concepts and community engagement. DACL has engaged ward 8 ANCs and DCPS to determine site selection and hear concerns from the community. DACL has not conducted further outreach on design and programming due to DSS’s delay to secure an Architect Engineer to begin design concepts and community engagement. | |