

## D.C. Office on Aging FY2016

**Agency** D.C. Office on Aging

**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

### 2016 Objectives

#### FY16 Objectives

Objective Number	Objective Description
<b>Agency Management (2 Objectives)</b>	
1	Transform the District of Columbia to an Age-Friendly City, an inclusive and accessible urban environment that encourages active and healthy aging for all residents, particularly seniors.
2	Oversee the implementation of agency-wide priorities.
<b>Customer Information, Assistance and Outreach (2 Objectives)</b>	
1	Provide robust outreach efforts and disseminate critical information that brings about a greater awareness of aging services and issues in order to increase District residents' access and connectivity to programs, and to attract new and innovative services and campaigns.
2	Continue to develop active and vibrant neighborhoods that promote and create economic opportunity and support a high quality of life for the District's older adults and persons living with disabilities.
<b>In-Home and Continuing Care/Community-Based Support (2 Objectives)</b>	
1	Continue to promote and expand prevention and resilience opportunities for vulnerable District residents in order to avoid premature nursing home placement by providing aging and disability resources in every ward of the city.
2	Enhance and maintain programs and services in the senior service network that encourage and sustain community living for seniors and people living with disabilities through the implementation of DCOA's 5-year strategic plan.

### 2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	FY 2013	FY 2014	FY 2015	FY 2015 Target	FY 2016 Target
<b>1 - Continue to promote and expand prevention and resilience opportunities for vulnerable District residents in order to avoid premature nursing home placement by providing aging and disability resources in every ward of the city. (3 Measures)</b>							

Number of people transitioned from nursing homes back to the community with the appropriate home and community-based supports and services		Quarterly		34	43		45
Number of people discharged from the hospital back to the community with the appropriate home and community-based supports and services		Quarterly		152	126		100
Number of people who received options counseling services through the Aging and Disability Resource Center		Quarterly		962	915		800
<b>1 - Provide robust outreach efforts and disseminate critical information that brings about a greater awareness of aging services and issues in order to increase District residents' access and connectivity to programs, and to attract new and innovative services and campaigns. (1 Measure)</b>							
Number of older adults, 55 years and over, receiving jobs with pay rate above minimum wage		Quarterly		68	92		90
<b>1 - Transform the District of Columbia to an Age-Friendly City, an inclusive and accessible urban environment that encourages active and healthy aging for all residents, particularly seniors. (3 Measures)</b>							
Average annual amount DCOA saves an older adult that receives services in the community rather than institutional care		Quarterly			10,980		10675
Average annual amount DCOA saves an older adult that regularly participates in services that promote aging in place		Quarterly			5,165		5055
Number of seniors, caregivers, and family members attending "Money Smart for Older Adults" training		Quarterly			1,039		1000
<b>2 - Continue to develop active and vibrant neighborhoods that promote and create economic opportunity and support a high quality of life for the District's older adults and persons living with disabilities. (1 Measure)</b>							
Percent of older adults, 60 years and over, at Senior Wellness Centers self-reporting an increase in awareness and practice of healthy habits		Annually		86.5	90		90
<b>2 - Enhance and maintain programs and services in the senior service network that encourage and sustain community living for seniors and people living with disabilities through the implementation of DCOA's 5-year strategic plan. (2 Measures)</b>							
Number of home delivered meals served on Saturdays		Quarterly		65,915	150,654		138000
Percent of caregivers self-reporting an increased sense of emotional support through Club Memory		Annually			80		90

## 2016 Workload Measures

Measure	Frequency of Reporting	FY 2013	FY 2014	FY 2015
<b>Workload Measure (11 Measures)</b>				
Number of homebound meals served	Quarterly	413,694	542,816	723,249
Number of congregate meals served	Quarterly	262,041	313,651	356,568
Number of unduplicated customers provided trips to and from medical related appointments	Annually	2,674	3,211	2,161
Number of unduplicated customers provided trips to and from social/recreational activities	Annually		9,366	2,189
Number of individual legal advocacy hours provided to customers (legal advice, estate planning, property taxes, etc.)	Quarterly	8,162	9,983	10,127
Number of customers actively attending Senior Wellness Centers	Annually	2,764	2,957	3,293
Number of older adults, 60 years and over, receiving information, referral and assistance through the Aging and Disability Resource Center	Quarterly	4,240	15,140	4,184
Number of individuals living with disabilities, ages 18-59, receiving information, referral and assistance through the Aging and Disability Resource Center	Quarterly	1,206	5,422	1,375
Number of caregivers receiving information, referral and assistance through the Aging and Disability Resource Center	Quarterly	149	447	217
Number of seniors receiving employment and training assistance	Quarterly	1,120	438	522
Percent of family caregivers self-reporting improved ability to provide care	Annually	100	100	

## 2016 Initiatives

Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description
<b>Agency Management - 1 (2 Initiatives)</b>				
1	Transform the District of Columbia to an Age-Friendly City, an inclusive and accessible urban environment that encourages active and healthy aging for all residents, particularly seniors.	1.1	Sustain existing senior villages and promote the development of new senior villages in underserved neighborhoods.	In 2015, DCOA partnered with a community based organization to offer technical assistance to new and emerging senior villages in order to strengthen business and organization processes and improve the collection of data. For FY 2016, DCOA will roll out "Explore, Discover, Act: How to start a Village in the District of Columbia," a how-to-guide to start and maintain senior villages, and a web-based, interactive map for residents to find a village in their neighborhood.

1	Transform the District of Columbia to an Age-Friendly City, an inclusive and accessible urban environment that encourages active and healthy aging for all residents, particularly seniors.	1.2	Educate District residents on identification and prevention of elder abuse and mandatory reporting.	DCOA's Elder Abuse Prevention Committee (EAPC) will continue to administer the "Money Smart for Older Adults" program, a training program offered through a formal partnership with Federal Deposit Insurance Corporation and the Consumer Financial Protection Bureau. The informational sessions at DCOA's senior wellness centers and other senior residential facilities will provide tips on how to prevent common fraud, scams and other financial exploitation. In FY 16, DCOA strives to train 1,000 District seniors and caregivers using the Money Smart program.
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**Agency Management - 2 (1 Initiative)**

2	Oversee the implementation of agency-wide priorities.	2.1	Improve quality assurance mechanisms.	<p>DCOA will improve services and supports for District residents by strategically redefining the mission and purpose of DCOA's ADRC. To meet this objective, we will refine standard operating procedures and trainings; standardize data collection practices and evaluations; and increase community partnerships and targeted outreach. The ultimate goal is to ensure that DCOA's ADRC becomes accredited through the Alliance of Information &amp; Referral Systems, which is the primary quality assurance mechanism for affirming excellence in information and referral services.</p> <p>Additionally, DCOA will organize a Performance Measurement Task Force to ensure continued work towards collecting outcome driven data. In FY 2016, the Task Force will develop and implement a standard annual satisfaction survey based off ACL's Performance Outcome Measurement Project (POMP).</p>
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**Customer Information, Assistance and Outreach - 1 (2 Initiatives)**

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1	Provide robust outreach efforts and disseminate critical information that brings about a greater awareness of aging services and issues in order to increase District residents' access and connectivity to programs, and to attract new and innovative services and campaigns.	1.1	Promote intergenerational programming in order to combat social isolation, increase emotional support, and offer learning opportunities.	In FY 2016, DCOA will work with a community-based organization to help recruit and train senior volunteers that will be assigned to selected early childhood programs in District of Columbia Public Schools (DCPS). The non-profit will facilitate training sessions, assign program locations, and provide technical assistance and ongoing support to the volunteers at the selected DCPS sites. Volunteers will serve approximately eight (8) hours per week during the academic school year.
1	Provide robust outreach efforts and disseminate critical information that brings about a greater awareness of aging services and issues in order to increase District residents' access and connectivity to programs, and to attract new and innovative services and campaigns.	1.2	Expand DCOA's partnerships with other District agencies to help expand DCOA services and bring about a greater awareness of senior services offered in the District.	<p>DCOA will continue to partner with the District of Columbia Public Library (DCPL) to coordinate services to residents on DCOA's home delivered meals program. Residents who are on the home delivered programs and have visual impairments will receive braille reading materials, and individuals with hearing impairments will be provided specialized books. DCPL will help to disseminate DCOA's newsletters at their locations, and will provide outreach on their websites and social media sites to increase awareness of existing programs and services provided by DCOA. In FY 2016, DCOA will pilot the program by enrolling 50 home-bound seniors currently receiving home-delivered meals.</p> <p>DCOA will work with Department of Parks and Recreations (DPR) to identify overlapping service areas and opportunities for greater collaboration. DPR facilities across the city offer a wide range of services to seniors, including fitness classes and transportation. Streamlining services and better coordination in delivering those services will increase efficiency and access for the older adult population. By the end of FY 2016, the agencies hope to develop a plan to increase access and efficiency.</p>

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**Customer Information, Assistance and Outreach - 2 (2 Initiatives)**

2	Continue to develop active and vibrant neighborhoods that promote and create economic opportunity and support a high quality of life for the District's older adults and persons living with disabilities.	2.1	Increase support to older adults and persons living with disabilities searching for employment and assistance with career counseling, and resume assistance.	DCOA's Older Workers Employment and Training Program (OWETP) will continue its partnership with the Department of Employment Services (DOES), as well as expand its partnerships to the Court Services and Offender Supervision Agency (CSOSA) to assist and support older adults and persons living with disabilities searching for sustainable employment. The OWETP will partner with its stakeholders to increase OWEPTS outreach and training efforts, as well as generate at least three job fairs targeted to returning citizens, older adults, and adults with disabilities.
2	Continue to develop active and vibrant neighborhoods that promote and create economic opportunity and support a high quality of life for the District's older adults and persons living with disabilities.	2.2	Increase outreach and access to services for the older lesbian, gay, bisexual, transgender and queer (LGBTQ) community.	DCOA will partner with organizations, such as Whitman Walker, to cross-train staff in order to increase knowledge of legal and health programs, knowledge of LGBTQ specific health needs and demands, and cultural sensitivity towards LGBTQ customers. By the end of FY 2016, all direct service staff at DCOA will complete training on effective communication techniques. Additionally, DCOA will improve cultural competency around HIV/AIDS by training service providers within the Senior Service Network and provide service linkages and collaborations for seniors living with HIV through partnerships with the D.C. Department of Health.

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**In-Home and Continuing Care/Community-Based Support - 1 (3 Initiatives)**

1	<p>Continue to promote and expand prevention and resilience opportunities for vulnerable District residents in order to avoid premature nursing home placement by providing aging and disability resources in every ward of the city.</p>	1.1	<p>Improve residents' access to long-term care services and supports, home and community-based resources, and options counseling by improving the quality and capacity of the intake and referral system within DCOA's ADRC and increasing coordination with District government sister agencies.</p>	<p>DCOA's ADRC is working toward having one Community Social Worker co-located at each lead agency/ADRC site (one in each of 8 wards). The assigned Community Social Worker will focus on the following: 1) Social Work provision to people with disabilities, ages 18-59 years old (a population not traditionally funded under Older Americans Act funds); 2) Nursing Home Transition Services; 3) Hospital Discharge services; 4) Person-Centered enrollment for State Plan Medicaid-funded Adult Day Health Services.</p> <p>DCOA is working in conjunction with our sister agencies to streamline the Elderly and Persons with Disabilities (EPD) Waiver enrollment process in order to reduce confusion and improve customer service. This includes hiring and training DCOA staff who will be specifically devoted to assisting residents with the EPD Waiver application process by performing in-person meetings in the community. These specialists will have a hands-on approach beginning at the point of referral to assist with the collection of necessary medical and financial information for application processing by Department of Health Care Finance (DHCF) and Department of Human Services' Economic Security Administration (DHS-ESA). They will also carefully explain the entire application and enrollment process to reduce confusion and decrease enrollment wait times in order for residents to have the vital services that they need to age in place.</p>
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1	Continue to promote and expand prevention and resilience opportunities for vulnerable District residents in order to avoid premature nursing home placement by providing aging and disability resources in every ward of the city.	1.2	Expand the existing dementia-capable system to enhance access to supportive services for individuals with Alzheimer's disease and related dementia (ADRD) and their caregivers, and individuals with ADRD living alone.	<p>The agency will continue to work with community partners to increase access to home and community-based services and supports for individuals with ADRD living alone through the "Alzheimer's Disease Initiative" (ADI) federal grant awarded to DCOA in October 2014. The agency will continue the roll out and implement the grant's programs in collaboration with community partners. ADI grant programs currently include 1) IONA Senior Service's Money Management Program; 2) the expansion of Sibley Memorial Hospital's "Club Memory" program across the city through senior wellness centers; 3) DCOA's Saturday Respite Program which provides a 4 hour break to caregivers caring for individuals with dementia, and 4) DCOA's Behavioral Symptom Management Training Program which promotes professional and family caregiver understanding of ADRD, how to navigate long-term care options, and managing behavioral issues.</p> <p>Additionally, DCOA will continue its outreach efforts to promote awareness surrounding ADRD and services and supports offered in the District. DCOA will also complete and publish the Dementia Resource Guide, a document to assist professionals and family caregivers with the identification of dementia specific resources, in FY16.</p>
1	Continue to promote and expand prevention and resilience opportunities for vulnerable District residents in order to avoid premature nursing home placement by providing aging and disability resources in every ward of the city.	1.3	Promote aging in place by reducing the risk of falls and mobility barriers in the home.	DCOA and the Department of Housing and Community Development (DHCD) will partner in FY16 to develop and implement a new home adaptation program called Safe at Home. The program promotes aging-in-place for older adults (60 years and older) and people with disabilities (18 to 59 years old) by providing up to \$10,000 in home accessibility adaptation grants to reduce the risk of falls and reduce barriers that limit mobility. Program participants work with an Occupational Therapist (OT) to identify potential fall risks and mobility barriers in their home and then work with a general contractor to begin installing modifications and equipment to address them. In FY16, DCOA plans to serve 100 District residents through the Safe at Home Program.

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**In-Home and Continuing Care/Community-Based Support - 2 (2 Initiatives)**

2	Enhance and maintain programs and services in the senior service network that encourage and sustain community living for seniors and people living with disabilities through the implementation of DCOA's 5-year strategic plan.	2.1	Promote the use of internet-based search tools for locating available services.	DCOA is partnering with National Council on Aging (NCOA) to customize their unique and widely used product, BenefitsCheckUp®, to the District. BenefitsCheckUp offers comprehensive, online service to screen seniors and people with disabilities who have limited income, for benefits eligibility and access to public programs. It includes more than 2,000 public and private benefits programs from all 50 states and the District of Columbia. In FY 2016, DCOA will complete the design of the website and develop and implement roll out plan to inform and connect District residents to the new service.
2	Enhance and maintain programs and services in the senior service network that encourage and sustain community living for seniors and people living with disabilities through the implementation of DCOA's 5-year strategic plan.	2.2	Reduce misdiagnosis of Alzheimer's disease and related dementias generated by chronic dehydration.	DCOA will establish a hydration campaign targeted for seniors. Chronic dehydration is a frequent cause of hospitalization of older adults and one of the ten most frequent diagnoses responsible for hospitalization in the United-States. It can cause confusion and other symptoms that may resemble Alzheimer's disease and related dementias (ADRD.) In FY 2016, DCOA plans to partner with D.C. Water to design and implement a nutrition and ADRD awareness campaign that promotes consumption of tap water in each of the six Senior Wellness Center. This partnership will not only impact health outcomes, but will improve environmental and economic outcomes as well. Drinking tap water over bottled water decreases waste (only 25% of plastic bottles are recycled) and saves residents money (bottled water costs \$1,000 per 1,000 gallons vs. tap water that costs \$10 per 1,000 gallons).
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