

D.C. Office on Aging FY2019

Agency D.C. Office on Aging

Agency Code BYO

Fiscal Year 2019

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.

2019 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.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 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. (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	Up is Better	Not Available	94%	91%	85%
Percent of residents working with DCOA's Medicaid Enrollment Staff that self-report a positive experience through the Medicaid enrollment process	Up is Better	Not Available	94%	95%	85%
Percent of callers looking for information and assistance that heard about DCOA services through the agency's outreach efforts	Up is Better	Not Available	34.7%	28%	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. (2 Measures)					
Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care	Up is Better	Not Available	100%	93%	90%
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	Up is Better	84.3%	92.2%	90.5%	80%
3 - Create and maintain a highly efficient, transparent and responsive District government. (9 Measures)					

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	Not Available	No data available	83.6%	Not Available
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	78.7%	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	No data available	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Down is Better	5.9%	13.4%	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Up is Better	Not Available	11.1	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	135.1%	182.9%	Waiting on Data	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Up is Better	Not Available	No data available	100%	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Down is Better	75%	12.5%	Waiting on Data	Not Available
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Down is Better	Not Available	Not Available	Not Available	New Measure

2019 Operations

Operations Header	Operations Title	Operations Description	Type 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 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
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
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, address the needs of LGBT seniors, and project a positive image of aging and people with disabilities.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
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)			
IN-HOME SERVICES	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
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
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 behaviors.	Daily Service
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
TRANSPORTATION	Transportation	Provide transportation services to essential non-emergency medical appointments and social/recreational group trips.	Daily Service

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Advocacy/Elder Rights (2 Measures)			
Number of hours of advocacy and legal support provided to residents	Not Available	9232	10,155
Number of hours of Long-Term Care Ombudsman services provided to residents	Not Available	1503	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	9477	16,535	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	1057	3560	2993
Number of caregivers receiving information, referral and assistance through the Aging and Disability Resource Center	71	122	191
Number of residents served by DCOA's Medicaid Enrollment Staff	Not Available	2651	2437

Measure	FY 2016	FY 2017	FY 2018
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	183	207
2 - In-home Services (2 Measures)			
Number of residents receiving homemaker services	Not Available	402	411
Number of residents receiving home adaptations	Not Available	595	1031
2 - Lead Agencies and Case Management (3 Measures)			
Number of residents receiving case management	Not Available	2128	2373
Number of residents receiving options counseling	551	4653	6861
Number of residents transitioned from an institutional setting to the community	Not Available	65	47
2 - Nutrition Program (2 Measures)			
Number of residents receiving home-delivered meals	Not Available	3218	3397
Number of residents attending community dining sites	Not Available	5215	5016
2 - Senior Wellness Center/Fitness (1 Measure)			
Number of residents attending Senior Wellness Centers	2991	2881	3397
2 - Transportation (2 Measures)			
Number of residents provided transportation to medical appointments	2359	1195	1763
Number of residents provided transportation to social and recreational activities	2682	1462	1861

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date

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Assistance and Referral Services (1 Strategic Initiative)		
Enhance customer service experience by improving the efficiency and accuracy of interagency referrals across health and human services cluster agencies.	In FY19, DCOA's Aging and Disability Resource Center (ADRC) will co-coordinate quarterly workgroup meetings for health and human services (HHS) intake/enrollment managers to strengthen inter-agency relationships and accurate information flow among agencies. ADRC will co-organize on-going cross trainings and update trainings created under the DC Support Link initiative (video and in-person) with all HHS agencies and work collaboratively DDS's Intake team (Supervisors and Staff) to ensure a successful transition of DCOA's Medicaid Enrollment Specialists and Information & Referral and Assistance (I&RA) teams to 250 E Street SW. DCOA will develop a method for tracking the number and accuracy of referrals to HHS sister agencies, to improve the quality of inter-agency referrals.	09-30-2019
Community Outreach and Special Events (1 Strategic Initiative)		
Improve outreach to underserved populations through social engagement.	In FY19, DCOA will improve outreach to targeted underserved populations, including LGBTQ older adults, non-English speaking residents, and older men by enhancing the DCOA Ambassadors Program, implementing recommendations from the LGBTQ Advisory Committee, and creating new private and government partnerships. DCOA will increase the number of cumulative staff hours spent conducting limited or non-English proficient (LEP/NEP) outreach and implement LGBTQ-specific programming through three lead agencies. This will allow DCOA to better promote resources and connect isolated seniors to the appropriate information and services that best meet their needs.	09-30-2019
In-home Services (1 Strategic Initiative)		
Expand the Safe at Home Program through a new cost-sharing component.	In FY19, through a \$4.5 million investment by the Mayor, DCOA will continue the operations of the Safe at Home Program and add a new cost-sharing component to accommodate residents who make up to 100% of the Area Median Income (AMI). This will allow more older residents to continue living in their homes and communities.	09-30-2019
Senior Wellness Center/Fitness (2 Strategic initiatives)		
Promote holistic wellness for seniors in Wards 2 and 3	In FY19, DCOA will create more opportunities for older residents to access services and wellness activities in Wards 2 & 3 where no brick and mortar Senior Wellness Centers (SWCs) exist by implementing a Satellite Wellness Pilot Program in these wards. The pilot will increase the number of fitness and wellness activities across both Wards.	09-30-2019
Enhance supports for seniors suffering from dementia through the Club Memory Program.	In FY 2019, DCOA will increase participation of seniors attending the Club Memory Program by 10%. DCOA will ensure Club Memory continues its expansion throughout all the Senior Wellness Centers (SWCs) and explore other facilities where such programming may be more convenient for older adults suffering from dementia, their family, and caregivers.	09-30-2019