



**DEPARTMENT OF AGING AND COMMUNITY LIVING
PROPOSED FY 2025 PERFORMANCE PLAN**

APRIL 3, 2024

CONTENTS

- Contents** **2**

- 1 Department of Aging and Community Living** **3**

- 2 Proposed 2025 Objectives** **4**

- 3 Proposed 2025 Operations** **5**

- 4 Proposed 2025 Key Performance Indicators and Workload Measures** **7**

1 DEPARTMENT OF AGING AND COMMUNITY LIVING

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.

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.

2 PROPOSED 2025 OBJECTIVES

Strategic Objective

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.

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.

Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2025 OPERATIONS

Operation Title	Operation Description	Type of Operation
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.		
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	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
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.		
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	Provide transportation services to essential non-emergency medical appointments and social/recreational group trips.	Daily Service

(continued)

Operation Title	Operation Description	Type of Operation
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
Case Management and Nursing Home Transition Services	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 & Kingdom Care Village	Provide socialization, physical fitness, and wellness programs for District residents age 60 or older that promote healthy behaviors.	Daily Service
Create and maintain a highly efficient, transparent, and responsive District government.		
Create and maintain a highly efficient, transparent, and responsive District government	Create and maintain a highly efficient, transparent, and responsive District government.	Key Project

4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
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.					
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	87%	83%	85%	85%
Percent of callers looking for information and assistance that heard about DACL services through the agency's outreach efforts	Up is Better	26%	25%	25%	25%
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.					
Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care	Up is Better	97%	100%	90%	90%
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	Up is Better	89%	90%	80%	80%
Percent of Emergencies Responded to Within 24 Hours by Adult Protective Services	Up is Better	100%	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	90%	85%	85%	85%
Create and maintain a highly efficient, transparent, and responsive District government.					
Percent of new hires that are District residents	Up is Better	New in 2023	75.7%	No Target Set	No Target Set
Percent of employees that are District residents	Up is Better	New in 2023	79.3%	No Target Set	No Target Set
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	0%	No Target Set	No Target Set

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	38.6%	No Target Set	No Target Set
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years	Up is Better	New in 2023	45%	No Target Set	No Target Set

Workload Measures

Measure	FY 2022	FY 2023
Adult Protective Services		
Number of court Appointed Guardians/Conservators	50	42
Number of referrals received in Adult Protective Services	1,922	2,167
Number of cases investigated in Adult Protective Services	1,121	1,292
Advocacy/Elder Rights		
Number of hours of advocacy and legal support provided to residents	12,384.5	13,146.7
Number of hours of Long-Term Care Ombudsman services provided to residents	1,633.6	1,666.5
Assistance and Referral, and Community Transition Services		
Number of clients assisted under the State Health Insurance Program	3,485	5,342
Number of residents served by DACL's Medicaid Enrollment Staff	1,902	1,514
Number of family/resident council meetings attended at nursing facilities (to include virtual events during the PHE)	276	277
Number of referrals from Nursing Facilities	315	250
Number of community transition team cases closed	139	121
Average days to transition from Nursing Facilities (for clients who have housing to return to)	116	190.8
Average days to transition from Nursing Facilities (for clients without housing to return to)	259.3	282.8
Number of calls received for information, referral, and assistance through the Aging and Disability Resource Center	32,386	34,906
Community Outreach and Special Events		
Number of community outreach events held by the External Affairs and Communications Team, to include virtual programming during the public health emergency (PHE)	209	203
Number of State Health Insurance Program-specific events, to include virtual events during the PHE	19	11
Case Management and Nursing Home Transition Services		
Number of residents receiving case management	886	1,136
Number of residents receiving options counseling	3,161	3,129
Number of residents transitioned from an institutional setting to the community	133	118

Workload Measures (continued)

Measure	FY 2022	FY 2023
In-home Services		
Number of residents receiving homemaker services	254	234
Number of residents receiving home adaptations	942	1,027
Nutrition Program		
Number of residents attending community dining sites	3,537	4,084
Number of residents receiving home-delivered meals	5,530	3,855
Number of residents participating in Eat Well, Live Better program	New in 2023	1,049
Senior Wellness Center/Fitness & Kingdom Care Village		
Number of residents participating in Senior Wellness Center programs (not unduplicated)	2,178	1,997
Number of residents participating in Kingdom Care Village	New in 2023	60
Transportation		
Number of residents provided transportation to medical appointments	1,272	1,312
Number of residents provided transportation to social and recreational activities	1,270	1,799
Number of residents participating in Connector Card Program	New in 2023	2,512