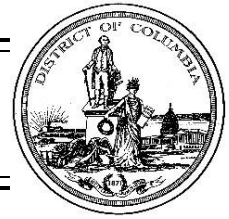

OFFICE OF AT-LARGE COUNCILMEMBER ANITA BONDS
CHAIR, COMMITTEE ON HOUSING & EXECUTIVE ADMINISTRATION



June 15, 2021

Laura Newland, Director
Department of Aging and Community Living
500 K Street, NE
Washington, DC 20002

Dear Director Newland:

Due to the COVID-19 public health emergency and multiple budget delays, the annual budget hearing for the Department of Aging and Community Living (DACL) has been rescheduled to June 22, 2021 by the Office of the Budget Director of the Council of the District of Columbia.

In preparation for the upcoming annual budget hearing, the Committee requests that DAAC review the attached list of standard budget questions and agency-specific questions and return your answers **by close of business on Monday, June 14, 2021**. Please provide your responses in electronic version of Microsoft Word and pdf.

If the agency would like to provide additional information outside the scope of the attached questions, please feel free to include an additional written statement. If your office requires clarification of any of the attached questions, please contact my General Counsel, Aimellia Siemson, at (202) 724-8153 or asiemson@dccouncil.us. Thank you in advance for your timely and comprehensive response.

Sincerely,

A handwritten signature in black ink, appearing to read "ANITA BONDS".

Anita Bonds
At-Large Councilmember
Chairperson, Committee on Housing and Executive Administration

Department of Aging and Community Living (DACL)

FY 2021 – FY 2022 BUDGET OVERSIGHT QUESTIONS

I. Standard Agency Budget Questions

1. Please provide the following budget information for the agency for FY21 and FY22. For FY21, please include the amount approved and expenditures to date.

- a. At the agency level, please provide the information broken out by source of funds and by Comptroller Source Group and Comptroller Object;

Please see Attachments Q1acd – DACL FY21 Agency Budget & Q1acd – DACL FY22 Agency Budget

- b. At the division level, please provide the total operating budget and expenditures, including FTEs, program and activity costs, dedicated taxes/revenues, special purpose funds, grants, and MOUs attributed to the work and achievements of the agency sub-division. Also include any amount of funds generated by each sub-division;

DACL’s budget is not structured at the division level.

- c. At the program level, please provide the information broken out by source of funds and by Comptroller Source Group and Comptroller Object; and

- d. Please see Attachments Q1acd – DACL FY21 Agency Budget & Q1acd – DACL FY22 Agency Budget

- e. At the activity level, please provide the information broken out by source of funds and by Comptroller Source Group.

Please see Attachments Q1acd – DACL FY21 Agency Budget & Q1acd – DACL FY22 Agency Budget

2. Please provide a detailed cross-walk between the agency FY21 budget and the agency FY22 budget. The cross-walk should clearly identify how budget levels have changed for each agency function.

Please see Attachment Q2 – DACL FY21 & FY22 Budget Crosswalk

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3. Please list all Memoranda of Understanding (MOU) the agency has either entered into or is planning to enter into, during FY21 and FY22. Please include the name of the contracting agency, the amount of the MOU, what programs or services the MOU will support, and whether the funds for FY20 MOUs have been transmitted.

See Attachment Q3 – DACL FY20, FY21 and FY22 Memoranda of Understanding (MOU)

4. For each program within the agency, please provide the following:
- a. An explanation of FTE increases, decreases, or vacancies contained within the proposed FY22 budget;

For FY22, DACL is budgeted for one hundred and fifteen (115) FTEs. In FY22 the agency will add ten (10) Social Workers to support the Agency’s centralization of case management. The agency also formulated two (2) Money Follows the Person positions through federal funding sources to support nursing home transitions. These are not new positions, but rather were able to be formulated due to a change in the timing of the federal announcement of the award. It also includes one (1) Special Assistant role to support work on DACL’s grants and contracts.

- b. Copies of any workforce planning strategies that address critical vacancies within the agency;

DACL has seven (7) current vacancies in FY21. Please see the chart below for additional details related to critical hires.

FTE	Positions	Salary	Grade	Step	Status
1	Program Analyst (SHIP)	\$76,126	12	1	Federal position that will be granted out in FY21
1	Program Support Specialist (SHIP)	\$64,475	11	1	Federal position that will be granted out in FY21
2	Community Outreach Specialist	\$76,126	12	1	Position posted and will be filled within 15 – 30 days
1	Social Worker (Bilingual)	\$76,126	12	1	Position posted and will be filled within 30-45 days
1	Social Worker	\$76,126	12	1	Position will be posted within 15 – 30 days
1	Program Analyst	\$76,126	12	1	Position will be posted within 30 – 45 days

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- c. A list of any projected surpluses or deficits for FY21.

EOM is currently identifying funds to address DACL's \$4.6M home delivered meals (HDM) funding pressure in FY21 due to increased participation in HDM during the Public Health Emergency (PHE).

- 5. Please provide any increases or cuts the agency is making to community outreach and communication functions and any changes to agency personnel that are responsible for these activities.

In FY20, DACL added a Deputy Director of Communications role to further strengthen and support outreach efforts. DACL will have two interns through SYEP for the summer to provide additional administrative support in resuming in-person outreach. DACL will continue to provide opportunities for high school and collegelevel interns, as appropriate based on current needs and opportunities.

- 6. Please provide a list of all dedicated taxes and special purpose funds maintained by, used by, or available for use by the agency for which funds are anticipated for FY21 and FY22. For each fund, please list the following:
 - a. The revenue source name and code;
 - b. The source of funding;
 - c. Statutory reference creating the fund;
 - d. A description of the program that generates the funds (including how the fee is set and who pays);
 - e. The amount of funds generated (please list FY20, FY21 projected, and FY22 projected);
 - f. Expenditures of funds, including the purpose of each expenditure (please list FY20, FY21 projected, and FY22 proposed); and
 - g. Current balance and expected planned balance at end of FY21.

DACL does not have any dedicated taxes or special purpose funds.

- 7. Please provide a list of all contracts to be entered into for FY21 and FY22, including any multiyear contracts that will continue in FY21. Please include:
 - a. The vendor;
 - b. A detailed description of the services to be provided;
 - c. Contract amount;
 - d. Contract period;
 - e. Funding source;
 - f. Whether or not the contract was or will be competitively bid; and

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- g. If not competitively bid, please provide the determination and findings for that contract.

Please see Attachment Q7 - DACL FY21 and FY22 Contracts.

- 8. Please list all program enhancements, technical adjustments, and reductions within the proposed FY22 agency budget, broken out by program. For each change in the program please:
 - a. Indicate if it is a new initiative, an expansion or reduction of existing services, or a restoration of prior services; and
 - b. Provide a description and rationale for each program enhancement, adjustment, or reduction, along with associated dollar amounts and FTEs.

Please see Attachment Q8 - DACL FY22 Enhancements, Technical Adjustments, and Reductions.

- 9. Please list all reductions from FY21 spending levels within the proposed FY22 agency budget, broken out by program. For each reduction, please provide a description and rationale along with the associated dollar amounts and FTEs.

Please see the response to Question 8.

- 10. Please provide a list of all facilities maintained by the agency, including square footage, facility name, location, description, leased/owned designation, ward, lease number, rent, and other fixed costs that are included in the cost of rent (utilities, security, telecommunications, janitorial services, etc.). Please provide a narrative description of any proposed facility changes for FY22.

DACL oversees programs located at the following government-owned properties. These properties are maintained by DGS and do not have rent costs:

Senior Wellness Centers (SWC)	
Ward 1 Bernice Fonteneau SWC 3531 Georgia Ave, NW Washington, DC 20011 15,244 sq ft.	Ward 6 Hayes SWC 500 K St, NE Washington, DC 20002 3,347 sq ft.
Ward 4 Hattie Holmes SWC 324 Kennedy St, NW Washington, DC 20011 12,691 sq ft.	Ward 7 Washington SWC 3001 Alabama Ave, SE Washington, DC 20020 9,242 sq ft.

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Ward 5 Model Cities SWC 1901 Evarts St, NE Washington, DC 20018 9,440 sq. ft	Ward 8 Congress Heights SWC 3500 Martin Luther King, Jr. Ave, SE Washington, DC 20032 11,480 sq ft.
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DACL also operates three government-owned group homes in Ward 5: two are 3,000 sq ft and one is 4,000 sq ft.

Senior Wellness Centers Expansion: In DACL’s FY19 capital budget, the Mayor funded an additional \$1.5 million for the expansion of Model Cities Wellness Center (Ward 5) and Congress Heights Senior Wellness Center (Ward 8). DGS and DACL have worked with participant task forces at both senior wellness centers on the scope of the expansions and have come up with final designs for both sites. DGS plans to begin construction in summer 2021.

New Ward 8 Senior Wellness Center: In FY18, the Mayor announced an \$11.4 million investment for a new senior wellness center in Ward 8. In FY19, this project was moved up in the capital schedule. It is projected to be completed in FY23 (FY22: \$2.5M, FY23: \$8.9M). The wellness center will be located at 1700 Q St. SE, behind Kramer Middle School. DGS has received A/E proposals; it is currently in the Technical Evaluation Panel review phase.

11. Please provide the agency’s proposed capital budget authority and spending plan for FY22. Please:
- a. Distinguish between any new funds requested for FY22 and any previously allocated funds.

DACL did not request or receive any new capital funds for FY22. The agency will roll over \$11.4 million for building a new Ward 8 Senior Wellness Center next to Kramer Middle School in Fairlawn. In addition, the agency will roll over a portion of \$1.5 million for the expansion of Congress Heights Senior Wellness Center (Ward 8) and Model Cities Senior Wellness Center (Ward 5). Please see response to Q10 for additional details.

- b. Provide a description of all planned capital projects for FY22 and include the amount of capital funds available for each project, a status report on each project, and planned remaining spending on the project. If capital funds have been reduced for a given project, please state the effect of the reduction.

Expansion of Wellness Centers

In FY19, DGS received \$1.5 million in capital funding for the expansion of Model Cities Wellness Center (Ward 5) and Congress Heights Senior Wellness Center (Ward 8). DGS and DACL worked with the community on the scope for the expansions. Due to the global pandemic there was a halt in

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building but building permits have been approved for both sites and construction is set to begin in Summer 2021. The agency has spent \$225,025 of the \$1.5 million.

New Ward 8 Senior Wellness Center

In FY18, the Mayor announced an \$11.4 million investment for a new senior wellness center in Ward 8. The project was originally set to be completed in FY23 (FY22: \$2.5M, FY23: \$8.4M). The Mayor moved this project to FY20 to be completed in FY21 (FY20: \$2.5M, FY21: \$8.9M). Due to the public health emergency, the project was put on hold, but now the agency is working with DGS. DACL and DGS picked out a location for the building and are in the process of choosing an Architect/Engineer for design with community stakeholder input. This project is still fully funded at \$11.4 million.

12. Please provide a complete accounting of all federal funds and all grants, government or private, included in the FY21 and FY22 budgets. Has the agency received any indication that federal funding may decrease in the coming fiscal year?

Please see Attachment Q12 - DACL FY21 and FY22 Federal Funds and Grants. DACL has not received any indication that Older Americans Act funding will decrease in the coming fiscal year.

13. What are the agency's performance measures for FY22?

Please see Attachment Q13 – FY22 DACL Performance Plan.

- a. How were these measures developed?

Each fiscal year, DACL works closely with the Office of Budget and Performance Management (OBPM) on the development of the agency's initiatives, Key Performance Indicators (KPIs), and workload measures. DACL collaborates with OBPM to facilitate improved performance management, measuring, and monitoring results across programs and services.

- b. Which FY22 budget changes occurred in response to performance targets and FY21 performance measurements?

There were no FY21 or FY22 budget changes that occurred in response to performance targets and/or measures.

14. Please describe any other programmatic expansions, mayoral initiatives, or anticipated reductions for FY22. Please provide a detailed description, including FY22 spending

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plans, the target population to be served, and the name and title of the agency employee responsible for implementing the initiative.

Neighborhood-based Senior Socialization Hubs

According to a 2018 Feeding America study, D.C. ranks in the top 5 jurisdictions with the highest rates of senior food insecurity. More than half of D.C. residents live alone. In FY22, the Mayor is investing \$2.5 million into Senior Socialization Hubs, which will expand senior wellness programming beyond the current six brick-and-mortar sites. This investment will go towards utilizing lead agency, congregate dining, and other community spaces throughout all eight wards to provide new and innovative senior programming with nutrition support. Programs include peer-to-peer learning opportunities, senior volunteerism and employment, intergenerational opportunities, and community engagement. Each Senior Socialization Hub will have maximum flexibility and creativity to meet the needs of its participants. This community-driven, hyper-local model of engagement will focus on neighborhood connections and bringing wellness opportunities and access to additional nutrition resources to new areas throughout the city.

Spending Plan: \$2.5M to be allocated to lead agencies

Target Population: District residents, age 60 and over

Employee Responsible: Rinaldo Washington, Special Projects Coordinator

Expansion of Senior Villages

The senior villages quickly responded to the risk of social isolation for their members during the public health emergency, initiating successful programming and providing crucial emergency resources such as groceries and transportation. With additional investment, the senior villages can continue and expand their innovative programming and provide technical assistance to modify the membership-based village model for low-income neighborhoods.

Spending Plan: \$500K

Target Population: District residents, age 60 and over

Employee Responsible: Nathan Gomez, Program Analyst

Expansion of Senior Transportation through ConnectorCard Program

ConnectorCard subsidizes a debit card based on a sliding scale for seniors to use transportation of their choice to get to and from any destination in the city through Metro Rail/Bus, Taxis, and Ride Share Services like Uber/Lyft. This program currently serves approximately 400 seniors. An additional \$1M investment would

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increase access to another 1,000 seniors. Expanding this program would optimize choices for seniors and caregivers to choose in-person activities throughout the city and increase food access with trips to the grocery store.

Spending Plan: \$1M

Target Population: District residents, age 60 and over

Employee Responsible: Ronald Flowers, Program Analyst

Virtual Wellness Programming

Virtual Wellness Programming has been very popular with District older adults during the pandemic. As DACL reopens its sites, some seniors remain concerned about in-person activities and have asked that DACL expands and maintains a strong virtual presence. DACL will expand virtual wellness programming and maintain an active presence through online programming in the lives of seniors at home.

Spending Plan: \$500K

Target Population: District residents, age 60 and over

Employee Responsible: Dari Pogach, Special Assistant

15. Will the proposed FY22 budget allow the agency to meet all statutory mandates? If not, please explain in detail and include all factors in the current economic that are presenting challenges.

The budget is sufficient.

Due to the focus on the COVID-19 recovery, the Budget Support Act (BSA) delays implementation of DACL's 10-Year Senior Strategic Plan (SSP) until such time that funding for it is included in an approved budget in a future fiscal year. The Senior Strategic Plan Amendment Act of 2018 was enacted on March 28, 2019 and requires DACL to develop and publish a 10-year Senior Strategic Plan (SSP) to serve as a long-term blueprint for aging in the District. No other changes to the requirements of the SSP have been made in the BSA.

II. Specific Agency Budget Questions:

16. Are there any current budgetary overlaps between DACL and other Departments? If so, please list the Department and programs or services rendered.

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DACL is not aware of any budgetary overlaps between the agency and other Departments. Please see the response to question 3 for current MOUs.

17. Please provide details on whether DACL will receive any part of the American Rescue Plan, and if so, how much and for use in what areas? Please also include all specific requirements set forth by the U.S. Treasury Department, if any.

DACL has received \$7,009,775 of the American Rescue Plan. Please see table for detail. There are no specific requirements set forth by the U.S. Treasury Department other than the requirements outlined for the use of funds within the specific title.

American Rescue Plan Grants	Amounts	Agency Program Support Areas
Supportive Services - IIIB	\$2,288,500	Multiple Programs*
Congregate Meals – IIC1	\$1,492,500	Congregate Meals
Home Delivered Meals – IIC2	\$2,238,750	Home Delivered Meals
Preventive Health – IIID	\$218,900	Senior Wellness Center/Fitness
NFSCP Care Giver – IIIE	\$721,375	Caregiver Support
Ombudsman - VII	\$49,750	Advocacy / Elder Rights
Total	\$7,009,775	

*Title IIIB funds can be used for multiple programs, including education, training, and recreation.

18. What percent of your entire agency budget is dedicated to administrative costs? In what program, activity, and CSG can we identify these administrative costs?

Please see Attachment Q18 – DACL Administrative Cost

19. How much in one-time funds is your agency expecting? Please provide a breakdown of where the one-time funds are going by division or program.

Please see Attachment Q19 - DACL FY22 One-time Funds.

20. Please discuss the FY21 Reprogramming Number 1 CSG 50 to Office of Victim Services and Justice Grants (OVSJG) in the amount of \$153,000 to cover security camera program activities.

DACL stopped the security camera installations as part of Safe at Home due to low demand and increased costs by the grantee. DACL transferred \$153,000 to OVSJG to cover its grant security camera program activities.

21. In Attachment Q61 of your Performance Oversight Pre-Hearing response, please discuss the extent of outreach activities.

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In FY18, DACL launched an agency-wide outreach initiative, requiring all Agency staff, regardless of role, to engage in 4 hours of community outreach on a quarterly basis. This initiative has enabled the Agency to participate in more than 200 community outreach events annually, pre-pandemic. Outreach includes the following:

Community health and wellness fairs – DACL organizes vendors from various government agencies, healthcare providers, private industry, and community-based organizations to provide information and resources to older District residents.

Special Events – DACL organizes citywide special events such as the Mayor’s Annual Senior Holiday Celebration, the Mayor’s Annual Senior Symposium, Older American’s Month Celebrations, and each summer, in collaboration with DPR, Senior Day.

Collaborative Multiagency Outreach and Working Groups – DACL works with multiple DC agencies and community organizations to serve the public by attending ANC, SMD, and civic association meetings, participating in public and trade-oriented government panel discussions, project working groups on public infrastructure improvements, regulation and adoption of new technologies, and best practices working groups and panels.

Ambassador Trainings and Meetings – DACL instructs interested members of the public in DACL services and provides monthly ongoing education and discussion opportunities on many facets of aging in DC and associated information.

Supporting Local Educational Institutions – DACL staff have participated in panel discussions and served as guest lecturers at local colleges and universities.

Outreach At Faith-Based Institutions – DACL staff have spoken at focus groups, symposiums, fairs, and other learning events sponsored by local churches, mosques, and synagogues.

Large Public Events – DACL routinely maintains an outreach presence at large public events such as neighborhood and street festivals, including, but not limited to, the H Street Festival, Pride Parade and Festival, NBC4 Fitness Expo, and Safeway Feast of Sharing.

Multifamily Dwelling Outreach – DACL attends and speaks at resident association meetings and events.

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Nursing Facility Outreach – DACL conducts outreach at nursing facilities in DC and facilities that accept DC Medicaid in VA and MD on programs that can help support nursing facility residents transition back to the community.

Non-Governmental Organization (NGO) Interest groups – DACL routinely attends and provides information at NGO meetings such as AARP, union, and retired employee associations.

Grant-funded outreach – DACL funds nonprofits in the Senior Service Network to conduct outreach on DACL-funded programs.

22. Has any of DACL’s outreach activities translated to increased public awareness and/or engagement?

DACL continues to focus on ensuring District residents in need of services and supports know how to reach the Agency by utilizing a multi-channel approach to outreach. DACL’s outreach strategy includes monthly printed and online newsletters, expanded social media presence, citywide events (virtual in FY20 and FY21), earned media, virtual outreach, and an active ambassador program. In addition, DACL launched a new Agency name and logo and rebranded its fleet of 52 vehicles with the new logo and phone number.

Since FY19, DACL’s social media presence has grown significantly:

- **Instagram:** 75% follower increase;
- **Facebook:** 97% follower increase, 50% in page likes; and
- **Twitter:** 109% follower increase.

Engagement (the number of users who clicked, commented and engaged with DACL posts) and insights (the number of users who saw DACL posts) across all platforms have increased by 38,214 since the start of FY20.

In addition, the DACL electronic newsletter’s subscribers have increased 103%, reaching 4,868 subscribers as of June 2021.

23. Please provide data on all transportation options available for seniors and individuals with disabilities in the District. For each transportation option, please include the following:
- a. Name of program and transportation.
 - b. Whether for individual riders or group.
 - c. Department overseeing it.
 - d. Protocol for reservation, including whether advance booking is required, and if so, how far in advance.

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- e. Number of ridership broken down by day and time.
- f. Locations where transportation is available.
- g. Types of trips being serviced.
- h. Costs and expenditures for each transportation in FY19, FY20, and FY21 to date.

DACL funds the following senior transportation programs. Please note some of these programs have adjusted due to the COVID-19 public health emergency.

There are other transportation options available for seniors and people with disabilities such as MetroAccess and TransportDC, which are operated by WMATA and the Department of For Hire Vehicles. DACL does not have data on these programs.

Group Trips

- a. Seabury Transportation Program
- b. Group Trips
- c. Grants and Programs Division
- d. Lead agencies and wellness centers controlled the booking of the trips
- e. Please note that group trips have been suspended since mid-March 2020.

Ridership numbers (daily averages):

		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Day Care	Average-number of clients	35	41	41	37	38	n/a
	Average number of rides per day	69	81	82	74	77	n/a
Group Trips	Average-number of clients	39	55	64	67	56	6
	Average number of rides per day	77	110	127	134	112	13
Wellness	Average-number of clients	123	155	148	156	138	27
	Average number of rides per day	246	311	295	313	275	55

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In FY20, DACL has provided 64,219 rides for 942 unduplicated clients across all three programs. All three programs are included in the “group trips” category.

- f. Group trips were available to and from wellness centers and certain community dining sites as well as for certain activities for site participants such as shopping and entertainment.
- g. See response to f.
- h. Seabury Connector Transportation Program costs and expenditures FY19, FY20

FY19		FY20 (Oct 1 – Mar 31)	
Budget	Expenditure	Budget	Expenditure
\$4,357,544.00	\$4,280,871.30	\$4,37,253,30	\$2,852,761.38

Connector Card Program

- a. Connector Card
- b. Individual riders
- c. Grants and Programs Division
- d. No reservation is required. Clients receive a pre-paid debit card to use for transportation options of their choosing
- e. Connector Card provides 835 older adults, age 60 and over, with a debit card that can be used for ground transportation services to the destination of their choice. The amount of subsidy provided through the card is based on a sliding fee scale.
- f. Any location in the District.
- g. Trips vary based on clients’ needs, and may include grocery shopping, visiting a family member/friend, going to appointments, etc.
- h. Connector Card costs and expenditures

FY19		FY20		FY21 (Oct 1 – Mar 31)	
Budget	Expenditure	Budget	Expenditure	Budget	Expenditure
\$370,569.00	\$370,569.00	\$374,914.28	\$374,914.28	\$552,473.14*	\$276,236.57

*This amount does include the \$44,006.00 in Federal Title IIIB funds that was removed from the NGA.

Senior MedExpress Transportation Program

- a. Senior MedExpress (SME), essential medical transportation
- b. Individual riders
- c. Grants and Programs Division
- d. Customers are not required to reserve in advance, they can call the day of to reserve a trip; however, customers are encouraged to call a day

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- before any early morning trips. Customers can reserve trips up to 3 months in advance (mostly used for recurring medical appointments).
- e. Senior MedExpress Ridership (daily averages)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Average # of clients (duplicate client count)	114	119	115	106	108	43
Average # of rides per day	206	213	212	192	197	74

Note: Rides are provided 6am – 6pm Monday – Saturday.

- f. Senior MedExpress provides transportation to and from seniors’ homes to their health care providers and/or benefits offices.
- g. Medical related trips such as chemotherapy, dialysis, routine medical, and benefits.
- h. Senior MedExpress costs and expenditures

FY19		FY20		FY21 (Oct 1 – Mar 31)	
Budget	Expenditure	Budget	Expenditure	Budget	Expenditure
\$1,800,000.00	\$1,799,084.00	\$1,800,000	\$1,453,088.00*	\$1,800,000.00	\$796,488.00

*The lower expenditure in FY20 was due to the Public Health Emergency. When the PHE was first announced in FY20, trips were temporarily suspended.

24. In attachment Q74 F, you indicated that in FY21 Q1, DACL provided 827 transportation and escort, which is significantly higher than the number indicated in attachment Q74 B for FY20’s total of 1,628 transportation provided.
- a. Please clarify what “escort” means.

“Transportation and escort” refers to trips to medical appointments. Seniors can travel with or without a companion, or “escort,” to appointments.

In FY21 Q1, DACL provided transportation and escort to 827 unduplicated clients for 13,289 trips. At the end of Q2 of FY21, DACL had provided transportation and escort to 907 unduplicated clients for a total of 28,444 trips. The number of unduplicated clients and total trips for this category in FY21 is similar to the same period during FY20. Please see the tables below and POH Attachment 74D FY20 Clients by Service and POH Attachment 74F FY21 Q1 Clients by Service, which were submitted in our Performance Oversight responses.

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FY 2020					
	Q1	Q2	Q3	Q4	Total
Number of unduplicated clients	903	918	631	786	1,259
Total Trips	13,379	14,108	10,892	13,442	51,821
FY 2021					
	Q1	Q2	Q3	Q4	Total
Number of unduplicated clients	827	907	TBD	TBD	1,034
Total Trips	13,289	15,155	TBD	TBD	28,444

25. Please explain any increased need in transportation services.

Transportation remains a highly sought-after service for District seniors, although services were altered during the public health emergency (PHE) due to the closure of facilities. During the PHE, all resources normally allocated to transportation were applied to the agency’s COVID response and expanding meal delivery to serve congregate meal clients. DAACL is currently developing a plan to resume group trips when the PHE ends.

In FY22, the Mayor is investing \$1 million to expand the Connector Card program, which provides subsidized debit cards to qualifying seniors to be used on their choice of public transportation.

26. Please provide data on all meal options available through DAACL. For each meal option, please include the following:

- a. Protocol for participating.
- b. Types of meals available.
- c. Variations of meals.
- d. Whether congregate meal sites or home delivery.
- e. Number of service or deliveries per week.

DAACL funds the operations of the following meals and nutrition programs:

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	Home-Delivered Meals	Congregate Dining (suspended due to public health emergency)	Mary's Center Senior Nutrition Program	Hungry Harvest	SHARE Foods/Gleaning Tables	COVID-19 public health emergency home delivered meals
a. Protocol for participating	DC Resident 60 years of age; Universal Intake Form; In person visit; High Nutritional Risk Score; and High Priority HDM Assessment	DC Resident 60 years of age	DC Resident 60 years of age; food insecure; and chronic disease	DC Resident of Wards 5,6,7 or 8; 60 years of age, and Currently enrolled in SNAP or CSFP	DC Resident of Ward 8; 60 years of age; and Currently enrolled in SNAP or CSFP	DC Resident 60 years of age and Either current congregate meal client or High Nutritional Risk Score
b. Types of meals available	Prepared meals that meet 1/3 RDA including lean protein, whole grains, fruit, vegetable, and dairy or dairy alternative; Mom's Meals: a bimonthly delivery of 10 or 14 frozen prepared meals and shelf stable sides; and Dutch Mill: delivers MWFS of 1 hot prepared meal and 1 cold boxed meal	Prepared hot meals that meet 1/3 RDA including lean protein, whole grains, fruit, vegetable, and dairy or dairy alternative.	Boxes of fresh fruits, vegetables, gluten free grains, and protein delivered every other week.	Boxes of fruits and vegetables delivered every other week.	4-6 pounds of frozen proteins; and 12 pounds of fresh fruits and vegetables	Dutch Mill: Prepared frozen meals that meet 1/3 RDA including lean protein, whole grains, fruit, vegetable, and dairy or dairy alternative. Mom's Meals: bimonthly delivery of 10 or 14 frozen prepared meals and shelf stable sides
c. Variation of meals	Dutch Mill: Pureed, Vegetarian; Mom's Meals: Low sodium, pureed, heart healthy, diabetes friendly.	Vegetarian, Halal, Kosher, cultural meals for Asian and	Seasonal fruits and vegetables, grains including black rice, lentils, protein including	Ex: Spinach, red potatoes, broccoli, corn, cucumber, plums,	Seasonal grocery or dessert items (Varies)	Pureed, Vegetarian, Lactose Free Vegetarian, Lactaid Milk Mom's Meals: Low sodium,

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		Hispanic seniors.	beans and canned fish.	apples, blackberries (varies)		pureed, heart healthy, diabetes friendly.
d. Whether congregate meals or home delivery?	Home delivery	Congregate dining	n/a	n/a	n/a	Home delivery
e. Service or deliveries/ Week	5-7 meals weekly or 10-14 meals biweekly/per participant (16,345 total meals delivered every week)	Prior to the PHE, meals were served five days a week at over forty locations in District. Currently the congregate meal program is closed.	1 box/participant every other week (300 boxes every other week total)	1 box per participant/every other week (120 boxes every other week)	1 box per participant/once a month (75 boxes total every month)	7 meals a week/per participant (26,740 total meals delivered each week)

Note: DAACL also provides funding to DC Health for operations of the Grocery Plus/Commodity Supplemental Food Program (CSFP) and Senior Farmers’ Market Nutrition Program (SFMNP) . The CSFP and the SFMNP are U.S. Department of Agriculture (USDA), Food and Nutrition Service (FNS) funded programs that operate under the Grocery Plus brand.

f. Costs and expenditures for each meal options in FY19, FY20, and FY21 to date.

	FY19		FY20		FY21 YTD	
	Budget	Expenditure	Budget	Expenditure	Budget	Expenditure
Congregate Meals (this line was used—and continues to be used—to support home delivered meals during the PHE)	\$4,218,058.46	\$4,044,950.50	\$1,389,709.62	\$1,389,709.62	\$4,487,934.50	\$3,896,651.67
Home Delivered Meals	\$4,125,120.13	\$4,125,120.13	\$7,250,149.34	\$7,250,149.34	\$4,097,551.50	\$3,195,714.27
Weekend Congregate Meal Program (Ward 7)	\$58,735.00	\$58,735.00	\$61,335.00	\$38,102.41	\$0.00	\$0.00

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Mary's Center Senior Nutrition Program	\$0.00	\$0.00	\$105,345.00	\$101,802.89	\$641,940.92	\$120,450.54
SHARE Foods/Gleaning	\$8,250.00	\$8,250.00	\$16,950.40	\$16,950.40	\$16,954.40	\$0.00
Hungry Harvest						
	\$21,180.00	\$21,180.00	\$72,500.00	\$27,302.00	\$72,500.00	\$37,249.00
COVID-19 public health emergency home delivered meals	\$0.00	\$0.00	\$4,824,334.00	\$4,821,498.50	\$5,945,417	\$3,706,667.00

27. Please explain whether community dining sites are open to account for the spending in Program 9500 Activity Code 9520 Community Dining.

The majority of the expenditures in the program 9500 Activity Code 9520 Community Dining have been allocated to Home Delivered Meals. Currently, only three Adult Day Centers are open for Community Dining, which will account for the spending in program 9500 activity code 9520 Community Dining: Iona East, Iona West, and Zion. The remaining community dining sites have been closed since the start of the PHE in March 2020.

28. In FY21, DACL allocated \$23,500 to each of the 13 senior villages. Has there been changes to the need of the village members and volunteers?

Villages are independent, hyper-local, grass-roots organizations that address the unique needs, concerns, and desires of its members. Broadly, the directors continue to be concerned about people in their communities who may not receive needed services. In particular, during the public health emergency, the Villages have been eager to reach more individuals.

29. In attachment Q9, you identified spending \$96,600 of the \$327,000 senior villages' budget. How has it been spent?

Foggy Bottom Senior Village, which administers the DACL grant for the thirteen villages, has spent \$14,700 on administrative costs. The remaining \$81,900 is an advance of 25% of the total grant to the villages. DACL offers all grantees a 25% advance at the beginning of every fiscal year to help pay staff and vendors for the agreed upon programming without relying on a bank line of credit or other costly payment mechanisms that could be necessary with a cost reimbursement grant.

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Villages have spent funds on virtual programming during the pandemic such as yoga, cooking classes, book clubs, speakers and various other social events. Some Villages also reimburse for case management, staff payroll, deliveries to seniors and supplies.

30. Also in Q9, there is a breakdown of supportive residential services and caregiver support. What are these distinctions?

Supportive residential services are services or resources provided to seniors who reside in DACL funded group homes (Seabury receives a grant to operate 3 small homes) or DACL-funded temporary beds at SOME's Kuehner House for seniors who need temporary emergency housing due to abuse, neglect, exploitation, or displacement.

Caregiver Support refers to services or resources provided as direct assistance to the caregiver. This includes respite services to allow them time without caregiver responsibilities, support groups and information, support and counseling services focused on caregiving.

31. What budgetary changes are anticipated to account for DC reopening in June 2021 and beyond? Please include the following:
- a. Budgetary changes for meals.
 - b. Budgetary changes for transportation.
 - c. Budgetary changes for outreach.

DACL will continue to work within its current budget to make adjustments as needed for in-person programming. As congregate sites re-open, DACL will shift funds from the home-delivered meals line (and home-delivered meals transportation) to congregate meals and transportation. Outreach costs will remain substantially the same as these costs are included in the agency and lead agency budgets.

32. What operational changes, if any, within lead agencies, villages, and grantees do you anticipate going forward?

In FY22, DACL will be implementing three changes to agency operations in response to recovery efforts from COVID-19 and the Mayor's charge to build back better and stronger.

- DACL will centralize case management, intake, and assessment within the agency to create more equity, consistency, and quality in access to senior services;
- DACL lead agencies will develop hyper-local neighborhood-based programming, driven by the community, to reach more residents and combat senior isolation; and

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- DACL will implement a more streamlined, multi-disciplinary approach to services for residents with more complex needs at the front door.

DACL will be creating a supportive structure for lead agencies to develop new programming to reach more seniors in more places within their wards through local investments and by leveraging federal dollars.

In addition, the Mayor has allocated additional funding to senior villages to continue and expand their innovative programming and provide technical assistance to modify the membership-based village model for low-income neighborhoods.

33. The current pandemic highlighted the serious disconnect between communities and government resources. How is the budget allocated in FY21 and proposed for FY22 used for outreach?

In FY22, the Mayor is investing \$2.5 million in neighborhood-based socialization hubs to reach more residents in all eight wards. This community-driven, hyper-local model of engagement will focus on neighborhood connections and bringing wellness opportunities and additional nutrition resources to new areas throughout the city. In addition, \$500,000 will go to senior villages to expand innovative programming and provide technical assistance to modify the membership-based village model for low-income neighborhoods.

DACL continues to prioritize outreach to older Washingtonians, adults with disabilities, and caregivers through multi-channel marketing and promotions and by leveraging agency resources. This includes launching the agency-wide outreach initiative, requiring all staff to contribute four hours per quarter on community outreach and maximizing opportunities for earned media coverage. In addition, the agency partners with private organizations, like AARP, to expand its reach to older residents and soon-to-be seniors. The agency also partners with sister agencies, including DPR, DOEE, DHCF, OCTO, DC Health and the Mayor's Office of Community Affairs in order, to reach targeted populations. These initiatives do not have a budget impact.

In addition, the agency invests \$255,000 annually in special events, outreach, and promotion through the External Affairs and Communications budget.

34. What outreach activities are regularly conducted? Please include the following:
- a. Amount spent on each program or activity, if available.
 - b. Type of outreach (mailer, in-person, phone call, social media, newspaper, etc.).
 - c. Frequency.

DACL conducts several outreach activities, including in-person community outreach events, newspaper and radio advertisements, social media and

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postcard mailers. Please see a breakdown of type of outreach and frequency by program or activity below.

In-Person Community Outreach Events

Amount spent: \$159,426*

Frequency: 200+ events annually, pre-PHE

Outreach events include the following citywide special events and activities, in addition to, regular outreach described in Q21:

- Mayor’s Annual Senior Holiday Celebration (annual)
- Mayor’s Annual Senior Symposium (annual)
- Centenarian Salute (annual)
- Older American’s Month Breakfast (annual)
- DPR’s Senior Fest (annual)
- Ambassador’s training (monthly)
- Community Health and Wellness Fair (regularly scheduled based on requests from the community)
- Pride Festival and Parade (Annual)

*total amount does not include food or transportation, which are paid through separate contracts/grants

Newspaper advertising

Amount spent: \$94,642

Frequency: Monthly

- Senior Beacon
- The Informer

Radio advertising

Amount spent: \$8,642

Frequency: Quarterly

- The Senior Zone

Social Media

Amount spent: \$80,848

Frequency: Daily

- Facebook
- Instagram
- Twitter
- NextDoor (pending approval)

Postcard mailer

Amount spent: \$65,000

Frequency: as needed

- COVID-19 resources highlighting APS, OVSJG, CFSA

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- Holiday Mailing
 - Mailers coordinated with EOM to promote COVID resources
35. Please discuss the entity(ies) responsible for conducting outreach activities, and whether DACL conducts direct outreach.

All DACL staff are required to complete at least 4 hours of outreach quarterly. While this requirement has been waived during the public health emergency, efforts will resume as DACL returns to in-person programming.

DACL's External Affairs and Communications unit oversees general outreach activities, while other units within DACL conduct specialized outreach, including:

- Nursing Home transition team conducts outreach to nursing home providers, clients, and family members of residents in long-term-care facilities;
- State Health Insurance Counseling Program (SHIP) conducts outreach and educational sessions to older residents seeking information on health insurance enrollment and benefits; and
- Adult Protective Services conducts outreach to aging professionals and providers on mandatory reporting requirements and recognizing signs of elder abuse and financial exploitation.

DACL conducts direct outreach in the form of in-person events, presentations, and educational activities (during non-covid times), direct mail (including information packets and direct marketing), regular socialization calls, and virtual telephone town halls.

In addition, DACL's network of grantees conduct outreach to promote their programs and services in their respective communities.

36. Please discuss whether DACL expects to improve outreach efforts to ensure that residents are aware of the programs and services to meet their needs and help seniors age in place. If so, what are those anticipate outreach efforts and what is the timeline and frequency of those efforts?

DACL makes continuous improvements and adjustments to its outreach efforts to respond to the changing needs of the community. Outreach staff focus on sharing information within the community as well as leveraging relationships to identify areas where more outreach is needed. This occurs on a regular basis. Given the limitations due to the public health emergency, outreach has been limited to virtual engagement. However, as DC returns to in-person programming, DACL will be relaunching its agencywide outreach effort and working closely with its grantees to ensure a coordinated effort to reach more residents in need of support.

37. Please provide a breakdown of anticipated costs of outreach via:

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- a. Robocalls - DACL works through the Mayor's Office of Communications when urgent messaging needs to be distributed through robocalls.
- b. Mailers - \$30,000 to reach approximately 80,000 registered voters on BOE list, age 60 and older.
- c. Social media - DACL has 1 FTE dedicated to social media engagement.
- d. Newspapers - DACL spends \$94,642 annually on newspaper ads
- e. Internet - DACL spends \$20,000 annually on it's online events calendar
- f. In-person - DACL spends \$155,000 annually on in-person engagements. This is exclusive of food and transportation, which are paid under separate contracts and grants.

None of these costs include costs incurred by grantees for outreach.

38. Please provide method of accounting for services provided to avoid duplicate counts.

Duplicate counts are screened out during the report process by using queries to identify and remove duplicate data from the database.

39. How might an increased budget help reach as close to the full 100,000+ seniors in the District to inform them of the programs and services available through DACL?

DACL is focused on ensuring that all seniors, adults with disabilities, and caregivers in the District who are in need of support, know that DACL is here to serve them. DACL's current system of providing direct services through our network of more than 25 community-based organizations, and our collaboration with community organizations such as We Are Family and senior villages, ensures that multiple agencies are providing outreach to residents on the ground in their communities on a regular basis.

In FY22, the Mayor is investing \$2.5 million in neighborhood-based socialization hubs to reach more residents in all eight wards. This community-driven, hyperlocal model of engagement will focus on neighborhood connections and bringing wellness opportunities and access to additional nutrition resources to new areas throughout the city. In addition, \$500,000 will go to senior villages to expand innovative programming and provide technical assistance to modify the membership-based village model for low-income neighborhoods.

40. If outreach budget is increased, how does DACL plan to use those additional resources? Please discuss the procedure for budgeting and implementing the additional outreach efforts.

DACL's outreach budget is sufficient for achieving agency goals and outreach. Each year, the External Affairs and Outreach team develops a budget based on agency

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goals and objectives for the upcoming fiscal year. Budgeting for outreach remains flexible throughout the year to accommodate additional needs, as appropriate.

In FY22, the Mayor is investing \$2.5 million in neighborhood-based socialization hubs to reach more residents in all eight wards. This community-driven, hyperlocal model of engagement will focus on neighborhood connections and bringing wellness opportunities and access to additional nutrition resources to new areas throughout the city. In addition, \$500,000 will go to senior villages to expand innovative programming and provide technical assistance to modify the membership-based village model for low-income neighborhoods.

41. Please provide data on this year’s budget engagement events, townhalls.

DACL’s Virtual Budget Engagement Townhall was held on Wednesday, June 9 at 1pm with a final attendance of 114 callers.

42. How are lead agencies, grantees, and villages keeping track of services provided? Please provide a breakdown from each entity.

DACL maintains an electronic client information system – CSTARs (Customer Service Tracking and Reporting System). All client related information is documented in this system by the entity providing service (DACL and grantees). Please see Attachment Q42 for breakdown of services from each provider.

43. What is the status of iPad distribution to date?

Please see the following breakdown of iPad distribution to date:

Ward	iPads Allocated	Senior Intakes	Distributed by WTA	Distributed by Vida
1	34	51	41	23
2	34	11	24	8
3	35	36	18	2
4	35	21	28	12
5	35	60	53	3
6	35	30	50	0
7	45	41	66	1
8	45	91	114	0
LGBTQ	30	3		
Nursing Homes	22	0		
Villages	50	56		

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Total	400	400	394	49
Not Participating WTA Program				
Entity	# of iPads Allocated	Distributed		
DC Health*	50	50		
Vida	50	50		
		100		

*DACL provided iPads to DC Health to support DC Health’s contact tracing efforts. DACL will receive the iPads back from DC Health and will distribute them to seniors.

44. How many gift cards from the Gift Card Program have been used for the emergency needs of APS clients? Please include the number of gift cards and total value.

No gift cards have been used for emergency needs for APS clients this fiscal year (the gift cards mentioned in the response to Q45 were all used for non-APS clients in crisis). The majority of emergency needs for APS clients were related to food/meals and clients were given ready to eat meals and/or were added to the DACL home delivered meals program.

45. How many % of the budget is spent on:
- Transportation needs. How much local vs. federal funds?
 - Meal deliveries. How much local vs. federal funds?
 - Home health aides. How much local vs. federal funds?
 - Public Safety, including APS. How much local vs. federal funds?
 - Mental Health. How much local vs. federal funds?
 - Referrals. How much local vs. federal funds?
 - Contracts to lead agencies. How much local vs. federal funds?
 - Contracts to grantees. How much local vs. federal funds?
 - Is there any budget allocated for emergency needs?

Please see Attachment Q45 – DACL FY21 Local and Federal % Total Budget

46. The current pandemic has also highlighted racial inequity between communities. What can DACL do to facilitate a more equitable District?

The Mayor’s FY2022 budget is committed to investing in what will be the pillars of equitable recovery from the financial impacts from the COVID-19 pandemic and ensure that all residents have a fair shot. For DACL, we’re focused on creating equity, consistency, and quality across our network of services. In

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FY2022, DACL will implement three key changes to agency operations to create more equitable access to services and supports:

1. DACL will centralize case management, intake, and assessment within the agency to create more equity, consistency, and quality in access to senior services;
2. DACL lead agencies will develop hyper-local neighborhood-based programming, driven by the community, to reach more residents and combat senior isolation; and
3. DACL will implement a more streamlined, multi-disciplinary approach at the front door to service for residents with more complex needs.

DACL will also be creating a supportive structure for lead agencies to develop new programming to reach more seniors in more places within their wards through local investments and by leveraging federal dollars.

DEPARTMENT OF AGING AND COMMUNITY LIVING

DACL FY22 BUDGET UPDATE
June 22, 2021



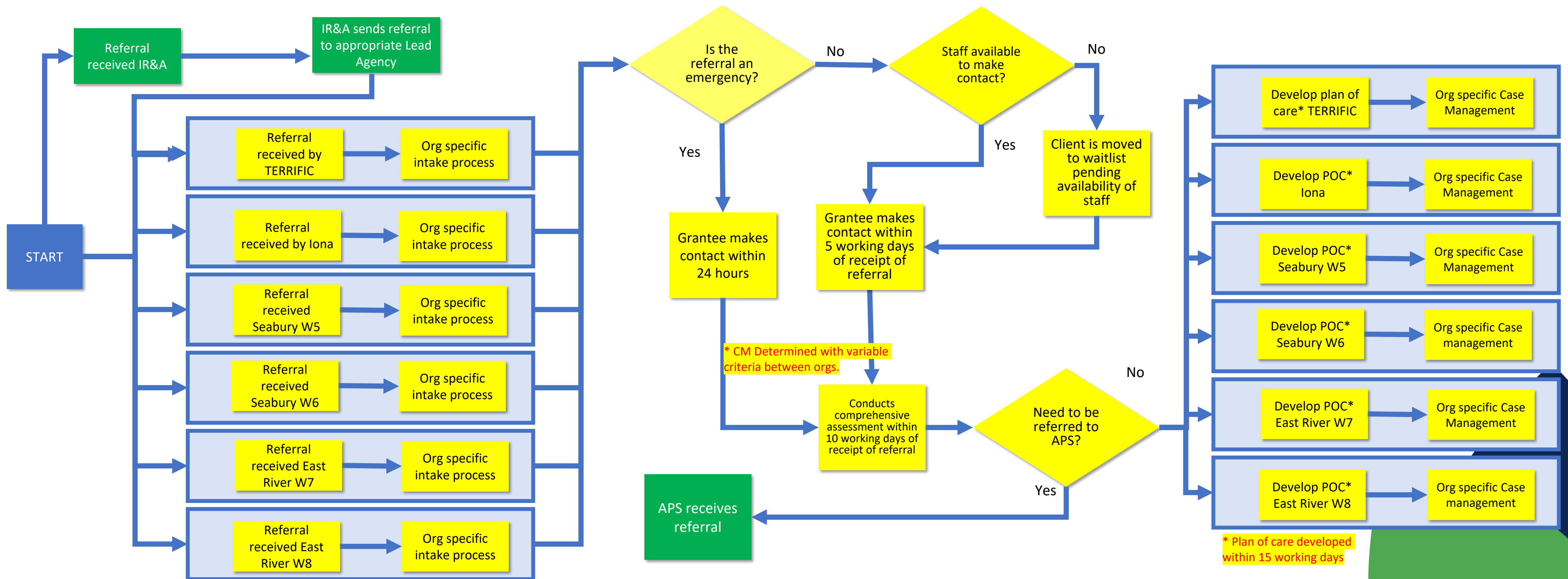
THREE KEY CHANGES FOR FY22

Centralize case management, intake,
assessment within DACL

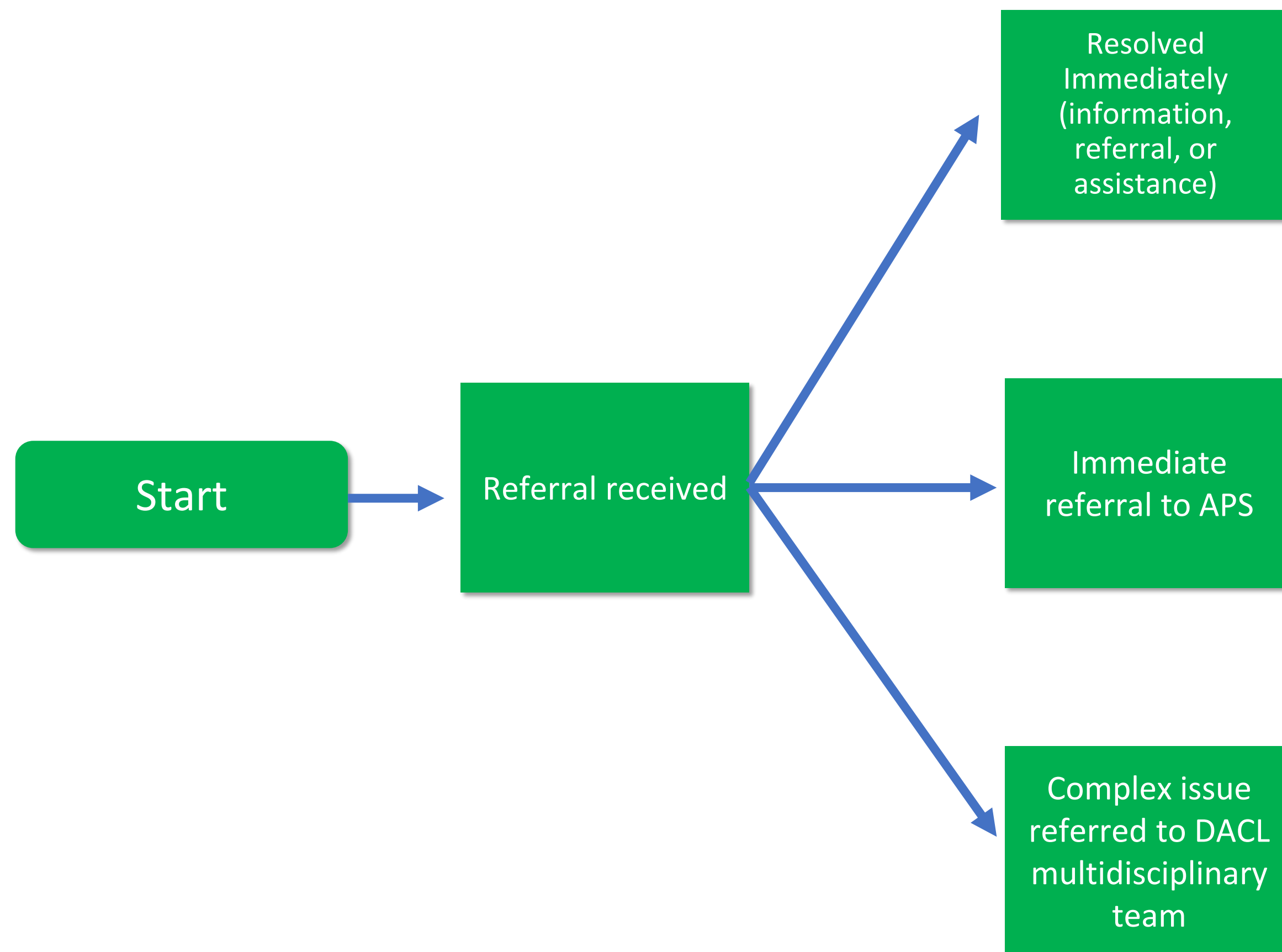
Create
multidisciplinary
approach to service

Create ward-based
socialization hubs

CURRENT CASE MANAGEMENT REFERRAL PROCESS



NEW PROPOSED REFERRAL PROCESS



- Achieves ease of access and eliminates redundancy
- Clients receive the same high-quality service, no matter where they live
- Clients are immediately connected to the programs and services to best meet their individual needs

FY2022 BUDGET ENHANCEMENTS



- **\$2.5M** for senior socialization hubs
- **\$500K** expansion of senior villages
- **\$1M** for increased access to affordable transportation through expansion of ConnectorCard program to serve 1,000 seniors
- **\$500K** for citywide virtual wellness programs



EQUITY, CONSISTENCY, QUALITY



We have an opportunity to create a model that strengthens community bonds, provides ease of access, uses a more comprehensive, multidisciplinary approach at the front door, and responds to the most up-to-date science on loneliness, and social isolation.



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Aging and Community Living



Fiscal Year 2021-2022
Budget Oversight Hearing

Testimony of
Laura Newland
Director

Before the
Committee on Housing & Executive Administration
The Honorable Anita Bonds, Chairperson

Tuesday, June 22, 2021
9:30 AM

Good afternoon, Chairperson Bonds, members of the Committee on Housing and Executive Administration staff, and members of the community. My name is Laura Newland, and I am the Director of the Department of Aging and Community Living (DACL). I'm pleased to testify today on behalf of Mayor Muriel Bowser to discuss the Fiscal Year 2022 (FY22) budget for the agency. Before I get started, I'd like to take a moment to acknowledge the incredible leadership of Mayor Bowser who has led DC through unprecedented challenges, and the hard work, adaptability, and creativity of the staff at DACL. I've never been prouder to be a District government employee. I'd also like to thank our grantees and contract partners—the public health emergency has forced all of us to quickly change the way we do things with little time to plan. Yet, our network has been a willing partner as we seek to identify and meet the changing needs of our community.

Last month, Mayor Muriel Bowser presented her Fiscal Year 2022 (FY22) Budget and Financial Plan, *A Fair Shot, the District's 26th consecutive budget* to the Council – a budget that prioritizes equity. The Mayor's budget is committed to investing in what we all know will be the pillars of an equitable recovery from the financial impacts we all felt from the COVID-19 pandemic. Mayor Bowser's Fiscal Year 2022 Fair Shot Budget is one that honors the sacrifices of our residents during COVID-19 by setting our community up for a strong economic recovery and a strong recovery of our community's physical and mental health.

Our response over the past 15 months has been unprecedented, and we have much to be proud of. We have worked together as a community to:



- Deliver more than 2 million meals to more than 6,600 older adults since the start of the Public Health Emergency;
- Launch a senior tech program providing iPads and technical support to 500 qualifying older district residents;
- Launch a Call & Talk line currently engaging close to 100 residents with friendly calls and conversations throughout the PHE;
- Host two Virtual Mayor’s Annual Senior Symposiums on Channel 16, which included a special meal delivery for more than 800 seniors in FY20 and 900 seniors in FY21; and
- Host the first ever Virtual Ms. Senior DC, which will air on June 29th on Channel 16—so please tune in and find out who is crowned our next Ms. Senior DC who will represent us on the national stage in October!

Madam Chair, a year ago, we had no idea when we’d get back to seeing each other again in person. We’ve spent the last 15 months working alone in our offices, or from our home offices, maintaining six feet of distance from each other, all the while encouraging our community to do the same. What we thought would be a month of really tough sacrifices, continued to drag on and slowly became our new normal. The COVID-19 pandemic has impacted all of us in ways that are difficult to fully grasp. Perhaps the most urgent lesson for all is that we need each other. We are not meant to live in isolation. When we talk about equitable recovery, we’re talking about building back stronger, and doing it together. Creating stronger community bonds, greater ties with one another, and creating a system that is built for all who need us. While the past 15 months have been so incredibly challenging, I can’t help but to feel optimistic for what’s in store for us as we all move forward together.



I'd like to share a brief presentation to tell you more about some of the ways we are responding to the Mayor's charge to build back better and stronger in the upcoming fiscal year.

[Begin slide presentation]

Three Key Changes for FY22

In FY22, DACL will be centralizing some of our core services. This includes case management, intake, and assessment. We'll also be using a multidisciplinary approach to service for more complex needs, at the front door. Thanks to the Mayor's FY22 investments, we'll be working closely with our grantee partners to create ward-based socialization hubs to help combat senior isolation.

Current Case Management Referral Process

By bringing these services into the agency, we're focused on creating a system that is easier to access for all District residents. Currently, a resident can call us at 202-724-5626, and if they require case management support, we will refer them out to one of six lead agencies, depending on their Ward. When the referral is received, the lead agency will conduct their initial intake, which is specific to each agency. If the referral is an emergency, the grantee will make contact with the client within 24 hours. If it's not an emergency, the grantee will follow up within five working days of receipt of the referral—if staff is available. If staff is not available, the client will be placed on a waitlist until a staff member is available to follow up. When a staff member is available, the client will go through another intake to determine whether case management is an appropriate service. If so, the grantee will conduct a comprehensive



assessment. The grantee will then develop a plan of care, the timing and content of which is also specific to each grantee. When the client begins to receive case management, the level of service and type of support will be determined by the grantee that is operating in their Ward. Each of these agencies have their own specific intake process and their own specific case management service. The system, although it was created many years ago with the best of intentions, is quite complex and residents may wait up to 30 days from the time of their first call to being enrolled in the service.

New Proposed Referral Process

When we talk about centralizing this model, we mean bringing in these core services to operate within DACL and removing some of this complexity. Our ideal model is one where a client will call one number and our staff will either resolve the issue immediately through providing information directly or making a referral to a program or service, referring urgent matters of potential abuse, neglect, or exploitation directly to our Adult Protective Services unit, or assigning complex matters to a multi-disciplinary team for more in-depth follow up. Whether a client is calling for meals and connection to social activities, or for more complex needs that require a multidisciplinary team approach, our goal is to simplify the system, shorten wait times, minimize the need to wait for a returned call, and provide the best quality of customer service the moment a resident enters our system. Our staff will work with the client to determine the best options and how to achieve their goals. Residents will have access to a team that may include social workers, nutritionists, and Medicaid specialists working to resolve their issue and assessing to see if there are other services and benefits that are appropriate for their needs. Through this approach, we are creating a more streamlined system and a stronger continuum of



services for our residents—where one call will open the door to a comprehensive network of programs and supports across the District.

FY22 Budget Enhancements

In FY22, the Mayor is investing \$2.5 million in neighborhood-based socialization hubs to combat senior isolation and reach more residents in all eight wards. DACL is currently working with our lead agencies on the types of programs and activities our community would enjoy, then we'll get feedback directly from the community. This concept will expand senior wellness programming beyond the six brick-and-mortar sites, using lead agency, congregate dining, and other community spaces throughout all eight Wards to provide new and innovative senior programming with nutrition support. Programs might include peer-to-peer learning opportunities, senior volunteerism and employment, intergenerational opportunities, and community engagement. Each Senior Socialization Hub will have maximum flexibility and creativity to meet the needs of its participants. This community-driven, hyper-local model of engagement will focus on neighborhood connections and bringing wellness opportunities and access to additional nutrition resources to new areas throughout the city. We'll be building this from the ground-up— together with the community.

I want to emphasize that we are asking our lead agencies to focus on the community by developing hyper-local programs to reach more residents in their wards. Thanks to the Mayor's \$2.5M investment, lead agencies have the opportunity to keep their grants at the same funding levels if they choose. We value our relationships with our community-based partners and believe



they are well positioned to build and strengthen community bonds, which we have all seen are so critical.

In addition, the Mayor is investing \$500,000 in senior villages to expand innovative programming and provide technical assistance to modify the membership-based village model for low-income neighborhoods. Over the course of the public health emergency, our senior villages quickly responded to the risk of social isolation for their members, initiating successful programming and providing crucial emergency resources such as groceries and transportation. What we've seen over the past 15 months is that the neighbor-to-neighbor connection is so crucial in creating resilient communities where our older residents can thrive. This investment will ensure that more of our residents can get connected to these valuable resources, right in their own neighborhood.

Madam Chair, now that we are on track to a successful and safe reopening, many of our seniors are ready to get moving around the city to visit friends, go shopping, or attend one of our in-person activities. With the Mayor's investment of \$1M in FY22, we'll be able to provide low cost transportation to 1,000 more seniors through our ConnectorCard Program. This program provides a subsidized debit card based on a sliding scale for qualifying seniors to use transportation of their choice to get to and from any destination in the city, whether through Metro, MetroAccess, cabs, Transport DC, or rideshare services like Uber or Lyft. By expanding this program, we are optimizing choices for seniors and caregivers to choose in-person activities throughout the city and increase food access with trips to the grocery store.



We are also increasing access to programming by continuing popular virtual programs, thanks to the Mayor's \$500,000 investment in citywide virtual wellness. For residents who aren't quite ready to return to our in-person programs, for those with mobility limitations, or for those who just find it more convenient to workout virtually, DACL will continue to provide robust online offerings for seniors no matter where they live in the District.

Equity, Consistency, Quality

In FY22, thanks to the Mayor's investments, we have an opportunity to create a stronger, more responsive system of support for our residents that strengthens community bonds, provides ease of access, uses a more comprehensive, multidisciplinary approach at the front door, and responds to the most up-to-date science on loneliness, and social isolation. This is an opportunity to provide the broadest array of senior programs than we have ever provided in this city's history. I am looking forward to working with our grantee partners, the community, and you Madam Chair, to see all that we can accomplish.

[End slide presentation]

Conclusion

Madam Chair, the Mayor is committed to an equitable recovery and building back stronger and better for all District residents. For DACL, this means a robust system of services and supports that are easy to access, consistent no matter who you are or where you live, and high quality. I'm so proud of the way our agency and network has responded to the pandemic and how we're working together towards what's next for our residents. And I'm excited that the Mayor has committed to maintain and even grow our support for our community-based organizations so that they can do the important work of meeting more seniors where they are at



as we continue to recover from the pandemic. Thanks to the leadership from our Mayor and your support, we continue to prove that DC is truly the best city in the world to age! Thank you for the opportunity to testify today. I look forward to answering your questions at this time.

