

DACL FY 2022 PERFORMANCE OVERSIGHT QUESTIONS

1. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel and note the date that the information was collected on the chart.

Please see Attachment Q1 - DACL Org Chart 12.28.21

- a. Please provide the number of divisions or bureaus within your agency, the number of staff in each division, the lead personnel of each division and their contact information, and the lead personnel's tenure in that division.

DACL has six different Divisions within the agency that consists of the following:

Office of the Director (OD)

The OD provides the vision, planning, and leadership for the Department of Aging and Community Living, including executive management, policy, legal, strategic and financial planning, communications, and resource management. OD also manages, leads, and directs all programs and services of DACL.

Additionally, OD controls and disseminates work assignments and coordinates agency operations to ensure the attainment of the agency's mission statement and achievement of the goals and objectives of DACL's State Plan.

Lead: Laura Newland, Director, laura.newland@dc.gov (Tenure: 6 yrs.)

Number of Staff: 9

General Services Division

The General Services team is responsible for building support services, information technology, risk management, human resource services, and overall administrative support for DACL. The team also works to improve the efficiencies of basic services and provide the most cost-effective management and maintenance resources.

Lead: Garret King, Chief of Staff, garret.king@dc.gov (Tenure: 7 yrs.)

Number of Staff: 12

Social Services Division (SSD)

District of Columbia Department of Aging and Community Living

SSD is one of the direct service arms of DACL. This division includes DACL's case management including Adult Protective Services, community social work, and nursing home transition.

Adult Protective Services

Investigates reports of alleged cases of abuse, neglect, and exploitation by third parties, and self-neglect of vulnerable adults 18 years of age or older. APS provides protective services to reduce or eliminate the risk of abuse, neglect, self-neglect, and exploitation.

Community Social Work

The Community Social Work unit are dedicated to helping seniors 60 and over, adults with disabilities 18-59, and their caregivers to improve their quality of lives through counseling, advocacy, and reporting. Social workers may provide direct counseling to families and communities, advocate on their behalf to community organizations or other health professionals.

Nursing Home Transition

The Nursing Home Transition unit was developed to assist and empower seniors who want to move from a nursing facility back to age in place in the community. This unit includes a housing coordinator provides information and support to assist with the transition of nursing home residents as they return to the community.

Lead: Dari Pogach, Interim Community Services Administrator,
dari.pogach@dc.gov (Tenure: 5 months)

Number of Staff: 46

External Affairs and Communications (EAC) Division

The External Affairs and Communication (EAC) team is charged with providing information about the events and activities of DACL to residents of the District of Columbia through a variety of channels, paid and earned media, community outreach, special events, campaigns, and social media engagement. Additional responsibilities include: monitoring performance measures, developing and articulating the vision for the agency to key administration stakeholders and the community; developing, championing, and implementing a comprehensive integrated strategic communications plan. This includes developing, directing, coordinating, and administering policies relating to all of the agency's internal and external communications. The team manages all press inquiries and oversees the informational content provided on the agency's website and social media sites.

District of Columbia Department of Aging and Community Living

Lead: Karen Dorbin, Strategic Communications Advisor, karen.dorbin@dc.gov (Tenure: 5 years)

Number of Staff: 7

Budget and Finance Division

The Budget and Finance team develops, maintains, and monitors the agency's budget and invoices to achieve the agency goals, while conforming to the policies and procedures established by the District and the federal government. Fiscal responsibility and transparency are achieved through the review of procurement transactions, expenditures, and projections.

Lead: Regat Hagos, Resource Allocation Officer, regat.hagos@dc.gov (Tenure: 10 months)

Number of Staff: 8

Programs Division

The Programs Division oversees the programmatic and fiscal efficiency of senior services provided through DACL grants and contracts. This includes the effective planning, developing, coordinating, and implementation of programs and services to ensure a continuum of services are available for District seniors, adults with disabilities, and caregivers. This team monitors DACL's Senior Service Network (SSN) composed of 20 community-based, non-profit, and private organizations that operate 40 programs in all eight wards to the District's older adult residents. These programs support a broad range of legal, nutrition, social, and health services for older adults as well as support programs for caregivers. In addition, the Programs Division includes nutrition assessments and the Aging and Disability Resource Center (ADRC). ADRC provides information and referral services, by phone and in person, for individuals seeking information about long term services and supports for seniors and adults with disabilities.

ADRC includes the following teams:

Information and Referral/Assistance

This team staffs the call center and provides information on programs and services available in the District and makes referrals as appropriate.

Medicaid Enrollment

This team provides information about eligibility and enrollment in the Elderly and Persons with Physical Disabilities (EPD) Waiver. The EPD Waiver provides

District of Columbia Department of Aging and Community Living

home- and community-based long-term care services, as an alternative to institutionalized care. This team provides assistance with application, submission, and linkage to EPD Waiver case management.

ADRC has one staff member dedicated to the State Plan Medicaid Adult Day Health Program (ADHP) enrollment. ADHP enrollment consists of receiving and processing ADHP referrals from Liberty (a DHCF provider) and completing a Person-Centered Plan for each interested ADHP applicant.

State Health Insurance counseling Project (SHIP)

SHIP provides free health insurance information, education, and counseling services to Medicare beneficiaries. In addition to assistance with health insurance issues, SHIP also assists seniors with resolving unpaid medical bills and resolving pharmacy issues.

Lead: Jessica Smith, Chief Program Officer, jessica.smith@dc.gov (Tenure: 4 months)

Number of Staff: 33

- b. Please provide an explanation of the roles and responsibilities of each division and subdivision.

See response to Q1a.

- c. Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

In FY22, the agency centralized some of its core services including case management, intake, and assessment to create a system that is easier to access for seniors. Due to this increased responsibility, the agency added new case management and nutrition assessment teams.

Due to the centralization of core services, the agency shifted the ADRC from the Social Services Division to the Programs Division, creating the new position of Chief Programs Officer and Director of SHIP and Medicaid Enrollment position to balance oversight responsibilities and streamline services. The agency also has created a Special Projects Offer position to support with strategic initiatives and performance reporting.

2.

Please provide a current Schedule A for the agency which identifies each position by program and activity, with the employee's title/position, salary, fringe benefits, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please separate salary and fringe and indicate whether the position must be filled to comply with federal or local law.

District of Columbia Department of Aging and Community Living

Please see Attachment Q2 - Schedule A.

3. Please list all employees detailed to or from your agency. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee's projected date of return.

Please see Attachment Q3 - Detail (FY21). No staff are currently detailed.

4. Please provide the Committee with:
- a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY21 and FY22 to date;

Please see Attachment Q4a – Employee Devices.

- b. A list of monthly costs for cell phones, tablets, and laptops.

Please see Attachment Q4a –Cellphone Cost.

- c. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned, as well as a description of all vehicle accidents involving the agency's vehicles in FY21 and FY22 to date;

Please see Attachment Q4c– Vehicle List.

- d. A list of travel expenses, arranged by employee for FY21 and FY22 to date, including the justification for travel; and

Please see Attachment Q4d – Travel Expenses.

- e. A list of the total workers' compensation payments paid in FY21 and FY22 to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

DACL currently has one open claim. The claim is from an incident in 1976.

Workers' Compensation	Financial Type			Grand Total
	Indemnity	Medical	Expense	
Payments by Fiscal Year				
FY21	\$19,657.32	\$240.04	\$14.78	\$19,912.14
FY22	\$4,970.72	\$945.00	\$2.23	\$5,917.95

District of Columbia Department of Aging and Community Living

Grand Total	\$24,628.04	\$1,185.04	\$17.01	\$25,830.09
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5. For FY21 and FY22 to date, please list all intra-District transfers to or from the agency.

Please see Attachment Q5 – Intra-District Transfers.

6. For FY21 and FY22 to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:
- The revenue source name and code;
 - The source of funding;
 - A description of the program that generates the funds;
 - The amount of funds generated by each source or program;
 - Expenditures of funds, including the purpose of each expenditure; and
 - The current fund balance.

In FY21 and FY22, DACL did not have any special purpose revenue funds maintained by, used by, or available for use by the agency.

7. Please list all memoranda of understanding (“MOU”) entered into by your agency during FY21 and FY22 to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.

Please see response to Q5 - DACL’s Intra-District transfers. DACL’s intra-District transfers are executed through MOUs.

8. Please list the ways, other than MOU, in which the agency collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in FY21 and FY22 to date.

DACL & Mary’s Center

The COVID-19 pandemic has impacted older adults with chronic health conditions more than any other demographic. To support seniors in maintaining their wellbeing and improving their health outcomes by increasing their access to healthy foods, DACL and Mary’s Center partnered and launched the Eat Well, Live Better! Senior Nutrition Program. This program provides low-income seniors with chronic health conditions home-delivered grocery boxes twice a month. The boxes include fresh seasonal vegetables, fruits, grains, and choice of protein. Mary’s Center provides the same seniors access to individualized nutrition education and coordinated care with the senior’s primary care provider, linking medical care, nutrition, and social supports. The program will serve up to 500 seniors in FY2021.

DACL & Delta Sigma Theta Sorority, Inc. Federal City Alumnae Chapter & Washington, DC Alumnae Chapter

District of Columbia Department of Aging and Community Living

In FY2021, DACL partnered with the Federal City Alumnae Chapter and Washington, DC Alumnae Chapter of the Delta Sigma Theta Sorority Incorporated in a volunteer project to engage homebound seniors during the public health emergency. Through this partnership, DST provided gift bags containing personal protective equipment (PPE) to 300 older residents of Wards 7 and 8. DST also engaged in a letter writing campaign, providing more than 11,000 personalized letters to be distributed to DC seniors in all eight wards.

DACL and U.S. ACL Collaboration

The Department of Aging and Community Living (DACL) and the U.S. Administration for Community Living (ACL) work in close collaboration. DACL's Director and staff regularly engage and are guided by ACL's Regional Administrator and staff with a focus on policy development, budget guidance, and service coordination. ACL's Regional Administrator oversees Older Americans Act programming for the District and other regional states. This collaboration allows DACL to keep in close communication with other state regional partners to compare programs, discuss challenges, and solutions to these challenges. DACL also recently partnered with ACL on a COVID-19 booster event for seniors at Kenilworth Recreation Center.

Senior Service Network

DACL collaborates continuously with the agency's Senior Service Network, which is comprised of more than 20 community based non-profit and private organizations, including local universities, operating 40+ programs that provide vital, life-sustaining and life-enhancing services and supports to the District's older adults (age 60 and older), adults with disabilities, and their caregivers.

Volunteer Opportunities

Despite challenges presented by the pandemic, DACL has maintained its objective of engaging volunteers to reach out to seniors. Over the past year, DACL partnered with George Washington University during their Freshman Day of Service to provide telephone reassurance calls to seniors during the PHE. DACL also facilitated an intergenerational virtual conversation with George Washington University incoming freshmen and seniors from various neighborhoods of the District to give the students a perspective of DC life from the eyes of long-time District residents.

DACL and Humane Rescue Alliance

In FY21, DACL formed a partnership with the Humane Rescue Alliance to combat senior isolation during the public health emergency by pairing seniors with adoptable pets and the pets' foster parents for meet and greets over zoom and safe in-person visits. Pet foster parents who volunteer for the program commit to a minimum of 6 months of engaging with their assigned senior and receive training on DACL services to ensure that they are equipped with the appropriate information to refer seniors for additional services if they identify needs during their visits.

DACL and Starbucks

District of Columbia Department of Aging and Community Living

In FY22, DACL partnered with Starbucks in support of the Mayor's Annual Senior Holiday Celebration by donating gift baskets for District seniors. In addition, Starbucks is donating 100 \$10 gift cards which will be used to incentivize District seniors to participate in activities to contribute their feedback regarding DACL services and programs through the Future of Aging human-centered design project. DACL and Starbucks are in continued conversations to develop more partnership opportunities to engage District seniors in the future.

DACL & AARP DC

In FY21, DACL partnered with AARP to present the virtual Mayor's Annual Senior Symposium to more than 900 District residents who joined online and received a special meal delivery. In addition, DACL regularly partners with AARP DC to produce town halls on various topics, including the DACL budget priorities, COVID-19 response, Adult Protective Services, caregiving, and other vital information to keep seniors healthy, safe, and engaged. AARP DC represents more than 83,000 members and all older adults 50+ living in the District of Columbia. AARP DC routinely makes between 14,000 and 18,000 outbound calls to District residents, including older residents not well connected to the internet to participate in these forums, which garner between 2,000 - 4,000 participants at each event. As a result of this partnership, DACL is able to reach seniors and soon-to-be seniors who may not be otherwise connected to the agency.

9. Please provide a table showing your agency's Council-approved original budget, revised budget (after reprogrammings, etc.), and actual spending, by program and activity, for FY19, FY20, FY21, and FY22 to date.
 - a. For each program and activity, please include total budget and break down the budget by funding source (federal, local, special purpose revenue, or intra-district funds).
 - b. Include any over- or under-spending. Explain any variances between fiscal year appropriations and actual expenditures for FY21 and FY22 for each program and activity code.
 - c. Attach the cost allocation plans for FY21 and FY22.
 - d. In FY21 or FY22, did the agency have any federal funds that lapsed? If so, please provide a full accounting, including amounts, fund sources (e.g. grant name), and reason the funds were not fully expended.

Please see Attachment Q9abcd – FY19, FY20, FY21 and FY22 Q1 DACL Budget

10. Please provide as an attachment a chart showing the agency's federal funding by program for FY21 and FY22 to date. Please breakdown into the following:
 - a. Name and amount of federal source of funding agency and program, broken down in percentage (%) and dollar amount (\$).
 - b. Name and amount of local source of funding agency and program, broken down in percentage (%) and dollar amount (\$).
 - c. Identify whether each funding source is recurring or one-time.

District of Columbia Department of Aging and Community Living

- d. Identify whether recurring funds fluctuates in its amount, the range of fluctuations, and why.

Please see Attachment Q10 – FY21 FY22 Federal – Local Funding by Program.

- 11. Please provide the following information regarding capital projects:

- a. A list of all capital projects in the financial plan.

Please see responses to 11b and 11c.

- b. For FY19, FY20, FY21, and FY22 an update on all capital projects under the agency's purview, including a status report on each project, the timeframe for project completion, the amount budgeted, actual dollars spent, and any remaining balances, to date.

Senior Wellness Centers Refreshers and Expansion:

The Department of General Services (DGS) was originally given a capital budget of \$4 million for upgrades and interior refreshers at six (6) of DACL's Senior Wellness Centers. DGS worked with DACL on the scope of work for the various sites, and in FY18 engaged the services of an architectural and engineering firm for the design and permitting services. Construction kicked off at the end of FY19, and DGS has finished all refresher work at the centers in FY21.

In DACL's FY19 budget, there was an additional \$1.5 million added for the expansion of Model Cities Wellness Center (Ward 5) and Congress Heights Senior Wellness Center (Ward 8). DGS and DACL worked with participant task forces at both senior wellness centers and determined the final designs for both sites. Due to the public health emergency, the process for the expansions were put on hold in FY20 but have since resumed.

Please note, the agency along with the Mayor's budget team had to allocate additional funding \$500,000 in order to fully fund the Model Cities and \$132,911 for Congress Heights SWC project due to volatile market factors. DGS is now in the process of soliciting bids for construction on both expansions. The total amount for this project is now \$6M and the total amount spent to date is \$4,003,965.13. The remaining balance to date is \$1,996,034.87, which will be spent on the Model Cities and Congress Heights expansion projects. Per DGS, Model Cities expansion should be completed in December 2022 and Congress Heights Senior Wellness Center in October 2022.

- c. An update on all capital projects planned for FY22, FY23, FY24, FY25, and FY26.

In FY2018, the Mayor announced an \$11.4 million investment for a new senior wellness center in Ward 8, projected to be completed in FY2023 (FY22: \$2.5M, FY23: \$8.4M). In FY19, this project was moved up in the capital schedule for

District of Columbia Department of Aging and Community Living

completion. Due to the public health emergency, the process for building the new center was put on hold but has since resumed. DGS and DCPS, in consultation with DACL, have chosen to build the new site next to Kramer Middle School located in Fairlawn. DGS has awarded the Architect/Engineer (A/E) to Perkins/Eastman and design and community engagement will begin in Q2 of this fiscal year. The project is slated for construction starting in March 2023 and completed by the end of December 2024.

- d. A description of whether the capital projects begun, in progress, or concluded in FY19, FY20, FY21, or FY22 to date, had an impact on the operating budget of the agency. If so, please provide an accounting of such impact.

The capital projects have not had an impact on the programmatic operations of DACL.

12. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY20, FY21, FY22 to date. For each, include a description of the need and the amount of funding requested.

DACL works with the Mayor's Office of Budget and Performance Management and the Office of the Deputy Mayor for Health and Human Services on developing each fiscal year's budget. Due to the public health emergency, DACL worked closely with OBPM to ensure that critical services were funded. OBPM transferred an additional \$1.2M to support the home delivered meals program in FY20. FY21 OBPM transferred an additional \$7.4M to support the increased demand in home delivered meals during the PHE. In FY22 the agency will continue to work with the Mayor's budget team (see response to Q11). DACL does not anticipate any other enhancement requests in FY22.

13. Please list, in chronological order, each reprogramming in FY21 and FY22 to date, that impacted the agency, including those that moved funds into the agency, out of the agency, and within the agency. Include the revised, final budget for your agency after the reprogrammings for FY21 and FY22 to date. For each reprogramming, list the date, amount, rationale, and reprogramming number.

Please see Attachment Q13 – FY21 & FY22 Reprogrammings.

14. Please list each grant or sub-grant received by your agency in FY21 and FY22 to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.
 - a. How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?

Please see Attachment Q13 – FY21 & FY22 Reprogrammings

District of Columbia Department of Aging and Community Living

15. Please list each contract, procurement, and lease, entered into, extended, and option years exercised by your agency during FY21 and FY22 to date. For each contract, please provide the following information, where applicable:
- The name of the contracting party;
 - The nature of the contract, including the end product or service;
 - The dollar amount of the contract, including amount budgeted and amount actually spent;
 - The term of the contract;
 - Whether the contract was competitively bid;
 - The name of the agency's contract monitor and the results of any monitoring activity; and
 - The funding source.

Please see Attachment Q15 - Contracts

16. Please list all pending lawsuits that name the agency as a party. Identify which cases on the list are lawsuits that potentially expose the District to significant financial liability or will result in a change in agency practices, and describe the current status of the litigation. Please provide the extent of each claim, regardless of its likelihood of success. For those identified, please include an explanation about the issues involved in each case.

Ivy Brown, et al., v. District of Columbia, Civil Action No. 10-2250 (ESH). Filed in 2010, this lawsuit alleges that the District unlawfully segregates people with disabilities in nursing homes when they are capable of and want to live in the community. The primary agencies involved in this litigation are DACL and DHCF. The court initially ruled for the District after a lengthy bench trial. In its ruling, the court found that there was no single injunction that could remedy the violations alleged by the class members, and that it was a lack of available, affordable housing, as opposed to deficient transition services, that resulted in plaintiffs' continued residence in nursing facilities. Plaintiffs appealed the ruling to the U.S. Court of Appeals for the D.C. Circuit, which reversed and remanded to the District court, while instructing that the proper question on remand for the trial court is whether the District has a working system of transition. Plaintiffs' requested relief includes assuming several functions that are, by regulation, nursing facilities' responsibilities, committing to a set number of discharges each year, and increased reporting. The bench trial concluded on December 20, 2021.

Employee 1 v. District of Columbia and Heather Stowe, Civil Action No. 2020 CA 003895 B. This lawsuit was filed in 2020 by a former at-will employee, who resigned from DACL in September 2019. The lawsuit alleges that DACL and plaintiff's immediate supervisor subjected her to disparate treatment and a hostile work environment in violation of the D.C. Human Rights Act, and seeks damages of \$5,000,000. Discovery has been extended to March 14, 2022.

Employee 2 v. Department of Aging and Community Living, OEA Matter No. 1601-0032-21. This lawsuit was filed in 2021 by a former employee who alleges that she was separated from employment due to age discrimination. A prehearing statement is

District of Columbia Department of Aging and Community Living

due January 5, 2022, and a prehearing conference is scheduled for January 13, 2022.

17. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY21 or FY22 to date, and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

For FY21 and FY22 to date, no settlements were entered into by the Agency or on its behalf.

18. Please list the administrative complaints or grievances that the agency received in FY21 and FY22 to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY21 or FY22 to date, describe the resolution.

Compensation Grievance on Behalf of AFSCME Local 2401 (Comp. Units 1 and 2) AFSCME Local 2401 (Compensation Units 1 and 2) filed a grievance with the District regarding not receiving the 3.5% wage increase for FY 2021, starting in October 2020. The 3.5% wage increase for FY 2021 under Compensation Units 1 and 2 Agreement was not funded in the District's approved FY 2021 budget. The Budget Support Act (BSA) required agencies to retain the FY 2020 salary schedules. In FY21, the District funded the 3.5% percent increase.

19. Please describe the agency's procedures for reporting and investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY21 and FY22 to date, whether or not those allegations were resolved.

DACL's sexual harassment policy complies with Mayor's Order 2017-313. All employees who know of incidents of sexual harassment, as well as behavior which may create an intimidating, hostile or offensive work environment, or who are victims of sexual harassment or inappropriate conduct, are to report the sexual harassment or inappropriate conduct to DACL's Sexual Harassment Officer, to the supervisor or manager of the employee engaging in inappropriate conduct, or to their own supervisor. If the alleged harasser is the employee's immediate supervisor, the employee should report the conduct to the alleged harasser's supervisor, or to the Sexual Harassment Officer.

Any supervisor or manager who receives a complaint or concern regarding sexual harassment or inappropriate conduct must take immediate steps to notify the Sexual Harassment Officer, who will ensure that an investigation is conducted and take other appropriate action. Where there is an allegation of criminal misconduct, after consulting its General Counsel, the agency will place the victim and/or the alleged harasser on administrative leave with pay, pending final administrative resolution of the complaint or any criminal proceeding. The complainant, at his or her choice, may report the

District of Columbia Department of Aging and Community Living

alleged criminal violation to a law enforcement agency, including the Metropolitan Police Department (MPD). If the agency or an appropriate law enforcement officer determines that a criminal violation occurred, the agency shall recommend discipline of the perpetrator up to, and including, termination.

When an allegation of sexual harassment is reported, including allegations of criminal conduct, the agency shall notify the agency's General Counsel, who in turn must notify the Mayor's Office of Legal Counsel (MOLC) of the allegation. Allegations of sexual harassment shall be investigated and resolved as soon as practicable, but no later than sixty (60) days after reporting. The agency or office investigating the charges must provide the employee and the alleged harasser with a written notification of its findings and conclusions after the sixty (60) day period and shall convey the same to MOLC. The agency shall also require that any employee found to have engaged in inappropriate conduct who is not terminated must attend mandatory sexual harassment training within sixty (60) days of receipt of the findings. Such training is supplemental to any disciplinary actions and must occur even if the employee recently received training.

In instances of misconduct, the complaint is referred to the agency's General Counsel to investigate, respond, or refer to other agencies to investigate.

There have been no allegations of sexual harassment or misconduct received by the agency in FY21 or FY22, to date.

20. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during FY21 and FY22 to date.

DC's Certified Annual Financial Report (CAFR) and Single Audit of 2020

This is an annual audit conducted by independent certified public accountants, McConnell & Jones, LLP, assisted by Regis & Associates, PC and UGY LLP of the District's financial statements and the consideration of DC's internal control over financial reporting and the outcome of auditors' test of the District's compliance with certain provision of laws, regulations, contracts, grant agreements, and other related requirements. Additionally, an audit was done with the US Office of Management and Budget Uniform Administrative Requirements for Federal Awards. This separate report, referred to as the [Single Audit Report](#), is issued by DBO, an independent public account.

OIG Triennial Comprehensive Risk Assessment of the District of Columbia's Procurement

The Office of the Inspector General's (OIG) completed a comprehensive risk assessment of the District of Columbia's procurement activities as require by D.C. Code § 1-301.115a.1 This engagement was included in the OIG's Fiscal Year 2021 Audit and Inspection Plan. The objectives of this risk assessment are to: (1) identify high-risk systemic issues, practices, or incongruent rules and regulations within the District's

District of Columbia Department of Aging and Community Living

procurement system; and (2) assess the status of high-risk areas and recommendations included in the Fiscal Year 2017 Procurement Practices Risk Assessment. The comprehensive risk assessment will pay particular attention to: (1) goods and services procured during the COVID-19 Public Emergency using emergency procurement authorities; (2) large-scale Information Technology system procurements; and (3) non-emergency goods and services procured using applicable laws, regulations, and policies. OIG will be releasing the results of this risk assessment iteratively through a series of reports. Based on these reports, the OIG will identify follow-on audits, inspections, or evaluations to address high-risk areas, starting in fiscal year (FY) 2022.

21. Please describe any spending pressures the agency experienced in FY21 and any anticipated spending pressures for the remainder of FY22. Include a description of the pressure and the estimated amount. If the spending pressure was in FY21, describe how it was resolved, and if the spending pressure is in FY22, describe any proposed solutions.

Due to unforeseen challenges resulting from the Public Health Emergency (PHE) declared in March 2020, the agency quickly shifted focus from in-person to virtual programs. The most significant shift was the conversion of congregate meals to home-delivered meals, along with the addition of thousands of additional seniors who qualified for home-delivered meals during the PHE. The agency worked closely with the Mayor's budget team and was able to resolve the spending pressure due to a significantly increased home-delivered meal expenditure in FY21. There were no other programmatic budget pressures in FY21.

The agency does not anticipate any programmatic spending pressures in FY22.

22. Please provide a copy of the agency's FY21 performance plan. Please explain which performance plan objectives are completed in FY21 and whether they were completed on time and within budget. If they were not, please provide an explanation.

See Attachment Q22 DACL FY21 Performance Plan.

23. Please provide a copy of your agency's FY22 performance plan as submitted to the Office of the City Administrator.

See Attachment Q23 - DACL FY22 Performance Plan DRAFT. Please note that the FY22 Performance Plan is still in draft form and the final plan may reflect slight changes to strategic initiatives.

24. Please provide the number of FOIA requests for FY21 and FY22 to date, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.

District of Columbia Department of Aging and Community Living

Please see Attachments Q24a – FOIA reports for FY21 and Q24b – FOIA reports for FY22 to date.

25. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY21 and FY22 to date. Please state the status and purpose of each. Please submit a hard copy to the Committee if the study, research paper, report, or analysis is complete.

DACL is currently working with George Washington University for thorough review and analysis of DACL nutrition programs to ensure all services are provided with the maximum operational effectiveness and cost efficiency. DACL's collection and review of participant data will assist the agency in optimizing the nutrition programs to better meet the needs of seniors living in the District.

Key task of the contract include:

1. Operationalization of key dietary and outcome variables based on data collected on nutrition intake forms.
2. Analysis of data collected as a part of nutrition intake procedures.
3. Development of summary tables describing key characteristics, nutrition information and other associated variables.
4. Develop a descriptive report detailing the characteristics of participants in the nutrition programs and services.
5. Conduct a detailed review of the nutrition intake and social support forms that are administered to all DACL program participants.
6. Review and compare program intake forms from other state agencies.
7. Recommendations for DACL nutrition intake forms.
8. Key informant interviews with managers and coordinators of other programs implemented by DACL, with an overall goal to develop an integrated system and decision process flow for screening and recommendations for new programs to serve district seniors.

DACL is currently working with OCP to solicit another contract (likely to post in the next few weeks) for an in-depth review of the prevailing reasons behind the issue of senior hunger in the District. The first phase of this contract, to be completed in FY22, will consist of a discovery and awareness phase which will include research with national leaders in the senior hunger space, feedback from seniors in the District (both those who currently access programs and those who don't), and an assessment of the community at large which will include holding in-depth conversations with community partners (both who directly work in senior nutrition and those who don't).

26. Provide a list of all publications, brochures and pamphlets prepared by or for the agency during FY21 and FY22 to date.

Paid Media:

Beacon Newspaper: The Living Boldly Column (Published Monthly)

The Informer: The Living Boldly Column (Published Monthly)

District of Columbia Department of Aging and Community Living

Press Releases/Media Advisories:

Media Advisory for Cupid's Kids Initiative: *#MLKDay: A socially distant way to serve - make cards for DC seniors* – January 15, 2021

Media Alert: DC Dept. of Aging partners with Humane Rescue Alliance to bring pawfect joy to seniors – March 5, 2021

Media Alert for Humane Rescue Alliance Partnership: DACL connects veteran seniors to pets, combating isolation amid COVID-19 – July 27, 2021

Media Advisory: ACL and CMS Host Joint Seniors COVID-19 Vaccine Booster Event – December 16, 2021

Special Event Programs and Graphics:

AARP Covid-19 Vaccine Tele-town hall graphic – Feb 12, 2021

AARP Covid-19 Tele-town hall graphic – Dec. 3, 2020

2021 Senior Budget Engagement Forum – February 10, 2021

DACL Holiday Mailer – December 14, 2020

Mayor's Annual Senior Holiday Celebration Program – December 15, 2021

Mayor's Annual Senior Holiday Celebration Flyer – December 15, 2021

Mayor's Annual Senior Symposium Flyer – May 12, 2021

2021 Ms. Senior DC Flyer – March 22, 2021

2022 Ms. Senior DC Flyer – December 22, 2021

Brain Games Competition Flyer – July 21, 2021

Centenarian Salute Program – September 14, 2021

Centenarian Salute Flyer – May 3, 2021

Cupid's Kids 2021 Flyer – January 15, 2021

Cupid's Kids 2021 Toolkit – January 14, 2021

Elder Abuse Awareness Month Flyer – June 10, 2021

DACL Senior Telephone Town Hall Flyer – June 4, 2021

Falls Prevention Awareness Day Flyer – August 31, 2021

Find the Rosies Flyer – July 15, 2021

Future of Aging Camera Rental Agreement – December 7, 2021

Senior Pet Connect Flyer – March 16, 2021

Program Information Fact Sheets and Flyers:

AARP Tax Prep for DC Flyer – February 11, 2021

Adult Protective Services Flyer – December 1, 2021

Caregiver Respite Program Flyer – October 26, 2021

Community Transition Program Flyer – February 9, 2021

Community Dining Sites by Ward Flyer – November 23, 2021

Caregiver Survey Flyer – October 8, 2020

COVID-19 Call & Talk Flyer – December 29, 2020

DACL COVID-19 Operating Status – December 22, 2021

DACL Fact Sheet (new flyer only in English) – August 12, 2021

Eat Well, Live Better Flyer – December 28, 2020

GW Caregiver Survey – January 4, 2021

LGBTQ Programs Flyer – June 23, 2021

District of Columbia Department of Aging and Community Living

Safe at Home Flyer (also published in Spanish, Amharic, and Mandarin) – October 13, 2021

EPD Waiver Flyer – August 12, 2021

EPD Fact Sheet – July 12, 2021

Medicaid SNAP Flyer (also published in Spanish, Amharic, and Mandarin) – October 13, 2021

Senior Wellness Center Flyer (English only) – August 12, 2021

Ambassador Program Flyer – November 19, 2021

Qualified Medicare Beneficiary Program Flyer (English, Chinese, Spanish, and Amharic) – August 12, 2021

Virtual Events Hub Flyer – April 12, 2021

Electronic Publications:

DACL External Newsletter (Monthly publication to 5,205 subscribers)

Age Friendly DC Task Force Meeting E-Blast (One-time E-blast to 5,205 subscribers)

DACL Ambassador Newsletter (Monthly publications to 191 subscribers)

DACL Volunteer E-blast (Publications sent out in November and December to 522 subscribers)

Publications:

EPD Waiver Self-Enrollment Packet - January 28, 2021

DACL Grants Policy Manual - November 6, 2020

27. Please separately list each employee whose salary was \$100,000 or more in FY21 and FY22 to date. Provide the name, position number, position title, program, activity, salary, and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list.

Please see Attachment Q27 – Salaries.

28. Please list in descending order the top 25 overtime earners in your agency in FY21 and FY22 to date, if applicable. For each, state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned.

Please see Attachment Q28 – Overtime Pay.

29. For FY21 and FY22 to date, please provide a list of employee bonuses or special pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.

No employee received bonuses or special pay in FY21 or FY22 to date.

30. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently in bargaining and its anticipated completion.

District of Columbia Department of Aging and Community Living

DACL's Adult Protective Services (APS) unit is covered by both the Compensation Units 1 & 2 Collective Bargaining Agreement, which is in effect through September 30, 2021, and the AFSCME Master Agreement. The latter agreement was effective through September 30, 2010 but has been renewed each year since that date and remains in effect.

DACL is not engaged in bargaining under either agreement. APS is the only unionized organizational unit within DACL.

Please see Attachment Q30a – Compensation Units 1&2 FY 2018 FY 2021 Executed Agreement.

Please Attachment Q30b – Master Agreement AFSCME

31. If there are any boards or commissions associated with your agency, please provide a chart listing the names, confirmation dates, terms, wards of residence, and attendance of each member. Include any vacancies. Please also attach agendas and minutes of each board or commission meeting in FY21 or FY22 to date, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.

Commission on Aging Voting Members <i>as of December 28, 2021</i>					
First Name	Last Name	Confirmation Date	Term Ends	Ward	Appointment Authority
Guleford	Bobo	10/27/2019	10/27/2022	8	Mayor
Carolyn	Matthews	11/10/2020	10/28/2023	1	Mayor
Nancy	Miranda	10/28/2019	10/28/2022	1	Mayor
Maria	Wilson	5/2/2019	10/28/2022	4	Mayor
Barbara	Lee	11/10/2020	10/28/2023	5	Mayor
Hattie	Pierce	10/28/2019	10/28/2022	5	Mayor
Mary	Taylor	11/10/2020	10/28/2023	7	Mayor
Gloria	Whitfield	10/30/2019	10/28/2022	8	Mayor

By statute, ex officio (non-voting) members of the Commission are the Directors or designees of the Department of Human Services (DHS), the Department of Housing and Community Development (DHCD), the Department of Recreation (DPR), the Department of Transportation (DDOT), the Department of Employment Services (DOES), the Public Library (DCPL), the Chief of the Metropolitan Police Department (MPD), and a member of the Council of the District of Columbia. Ex officio members from the Executive branch were identified in the Fall of 2016. The ex-officio member of the D.C. Council is Councilmember Anita Bonds.

There are currently six vacancies on the Commission.

Please see Attachment Q31a – COA Attendance

District of Columbia Department of Aging and Community Living

Please see Attachment Q31b - COA Agendas and Minutes

In FY21 the Commission did not meet in July and August 2021 due to recess. In FY22, they did not meet in November and December due to the Holidays.

32. Please list all reports or reporting currently required of the agency in the District of Columbia Code or Municipal Regulations. Provide a description of whether the agency is in compliance with these requirements, and if not, why not (e.g. the purpose behind the requirement is moot, etc.).

Legal Citation	Name of Report	Description
Sections 2(2) and 2(3) of the Language Access Act of 2004, as amended. (D.C. Official Code §§ 2-1931(2) and 1931(3)). See also 4 DCMR §§ 1213 and 1214.	Language Access Report	DACL submits reports due every quarter and annually to OHR.
D.C. Law 1-24. District of Columbia Act on the Aging, as amended and D.C. Law 19-321, as part of the District's Budget Submission to the U.S. Congress.	Agency Performance Plan	DACL submits reports every quarter to OCA. The Agency Performance Annual Report is submitted to Council through performance and budget oversight.
D.C. Act 22-130. Law L22-0033. Fiscal Year 2018 Budget Support Act of 2017. Subtitle C. Prior Budget Act. Sec. 7071. Short title. "Prior Budget Support Act Clarification Amendment Act of 2017." And, the Fiscal Year 2016 Budget Support Act of 2015, D.C. Law 21-36;62 DCR 10905, as amended.	Council Report	DACL submits to Council 30 days after the end of the 2nd and 4th Quarter of the Fiscal Year (Biannual)
D.C. Law 1-24. District of Columbia Act on the Aging, as amended; D.C. Code § 7-503.03(10).	5-year plan to be reviewed annually	DACL develops the State Plan with the advice of the Commission on Aging and the community.
D.C. Law 5-156, D.C. Official Code § 7-1913, Adult Protective Services Act of 1984, as amended.	Adult Protective Services Annual Report	APS report that includes data on cases, costs, and protective services provided. APS transferred to DACL in FY20.
D.C. Law 22-267, D.C. Official Code § 7-503.07, Senior Strategic Plan Amendment Act of 2018	10 year Senior Strategic Plan (SSP)	Due to the Public Health Emergency, the D.C. Council has postponed this plan along with the hiring of the three

District of Columbia Department of Aging and Community Living

		FTEs to support its development.
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33. Please provide a list of any additional training or continuing education opportunities made available to agency employees. For each additional training or continuing education program, please provide the subject of the training, the names of the trainers, and the number of agency employees that were trained.

Training	Trainer	# of Employees in Attendance
Dementia in the Black Community: Risks and Inequities	Dr. Carl V. Hill	1
New Ideas Study: Why Communities of Color Need to be Represented in Clinical Trials	Dr. Peggye Dilworth Anderson	1
Caregiving Challenges, Resources, and Candid Conversations	Rita Choula	1
Brain Health and Risk Reduction: The Role of Nutrition and Exercise in Brain Health	N/A	1
CMS NTP Virtual Workshop: Social Security Benefits	Centers for Medicare and Medicaid Services	2
AIRS Webinar – Aging and Disabilities Network; Creating Connections	Nanette Relave, Director of the National Information and Referral Support Center, NASUAD, and Patrice Earnest, Program Director for the Eldercare Locator, n4a	3
AIRS Webinar-Aging Awareness and Sensitivity	Kate Kunk, RN Area 8 Agency on Aging in Indianapolis, Indiana	3
HIPAA Awareness Training	Tina Curtis	15
Language Access Training	Priscilla Mendizabal (OHR) and Joe Matthews (Language Line)	46
DCHR – Sexual Harassment Officer (SHO) Training	Devonte Peterson	2
FOIA and FOIA Appeals Training	Niquelle Allen	1
Local Hatch Act Training; Seeking and Negotiating Future Employment and Post-	BEGA	1

District of Columbia Department of Aging and Community Living

Employment; Social Media and the Code of Conduct		
Introduction to the 1983: Defending the Government and Its Officers; March Madness and Legal Ethics; Due Process in a Nutshell: I Don't Like What the Government Did; Introduction to Appropriations Law; Rulemaking Issues and Lessons Learned; Effective Writing Skills & Oral Communication Skills training; Public Employees and Online Speech	OAG	1
The Virtual National HIPAA Summit	Global Health Care, LLC	1
AINS FOIAExpress Training	Caroline Ige	1

34. Does the agency conduct annual performance evaluations of all its employees? Who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements?

DACL conducts an annual performance evaluation of all its employees. Each manager conducts performance evaluations for each member of their team to ensure that each employee is meeting job requirements. Performance evaluations are reviewed before they are finalized to ensure consistency throughout the agency. The last performance evaluation was conducted at the end of FY21, per DCHR's annual requirement. Managers also hold mid- year performance conversations with each employee, as well as routine 1:1 meetings with each team member throughout the year.

Agency-specific Questions

I. Background and Overview

35. Please state DACL's mission and goals in the District, and include any changes, if any.

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.

District of Columbia Department of Aging and Community Living

DACL's current goals are as follows:

- Combatting senior hunger
- Combatting senior isolation
- Creating more streamlined access to services
- Bridging the technology divide
- Completing the State Plan on Aging

36. How has DACL met or is meeting its goals in FY21 and FY22 to date in serving District residents?

Combatting Senior Hunger

A top DACL priority in FY22 is to continue combatting senior hunger in the District. DC has the highest rate of senior hunger in the nation with 13.5 percent of seniors reporting they are food insecure according to a 2019 study¹. The PHE has further exacerbated the need for consistent access to nutrition services. During the PHE, DACL converted all dining participants to emergency meal delivery and delivered over 2.8 million meals to more than 8,300 unique clients throughout the PHE, which included 1,300 additional clients added during the height of the pandemic. In FY21 DACL worked with its grantees to reopen all community dining sites and assessed all meal participants to connect them to the most appropriate long-term resources.

Starting January 2022, all new clients requesting home delivered meals are now being assessed by DACL's internal nutrition services team who will also be responsible for completing reassessments and managing the nutrition supplement program. DACL's nutrition services team is led by a licensed dietitian who works in close partnership with nonprofits across the District as well as DC Health and Office on Planning.

In FY21, DACL launched the Eat Well, Live Better! Senior Nutrition Program pilot with Mary's Center. This program provides low-income seniors with chronic health conditions home-delivered grocery boxes twice a month. The boxes include fresh seasonal vegetables, fruits, grains, and choice of protein. Mary's Center provides the same seniors access to individualized nutrition education and coordinated care with the senior's primary care provider, linking medical care, nutrition, and social supports.

DACL will be taking an in-depth look at the prevailing reasons behind the intractable and unrelenting scourge of seniors experiencing hunger in DC. The results of this project will serve as a blueprint to pilot (in Washington, DC) a potential new model(s) for the effectuation of the ideal senior center to not only serve as a community hub and place for social connectedness, but ultimately to end senior hunger and malnutrition.

Combatting Social isolation

¹ Ziliak, J., Gundersen, C. (August 2021). The State of Senior Hunger in America in 2019: An Annual Report. Report for Feeding America. Available from Feeding America: <https://www.feedingamerica.org/research/senior-hunger-research>

District of Columbia Department of Aging and Community Living

DACL continues to prioritize combatting senior isolation. In FY21, DACL worked with its network of grantees to reopen in-person programs at all Senior Wellness Centers and most of the community dining sites. In addition to the in-person programs, sites continued to offer virtual programs available in various formats including video conferencing, telephone calls, and pre-recorded videos.

DACL has also executed citywide events in a socially distant manner including the Mayor's Annual Virtual Senior Symposium, in partnership with AARP, which aired on public television and included a meal kit delivery to more than 900 seniors. In addition, coordinated a citywide drive-up celebration at Senior Wellness Centers during Older American's Month to prepare for the reopening of sites with more than 400 participants, and continued to celebrate District Centenarians with support from DACL staff and the Mayor's Office who personally delivered medals and certificates from the Mayor to more than 40 District residents, aged 100 and older. The Mayor's Annual Senior Holiday Celebration was presented in a hybrid format with close to 1,000 seniors participating in person and hundreds more joining online and receiving a special meal delivery.

In FY21, DACL also made intergenerational connections with volunteers to provide holiday greetings via telephone to homebound seniors and engaged in a citywide effort, in partnership with DCPL, to have residents create valentine's day cards for meal delivery clients. DACL partnered with Delta Sigma Theta Sorority, Inc. in a letter-writing campaign that amassed more than 11,000 notes for District seniors. Also in FY21, DACL partnered with the Humane Rescue Alliance to develop neighborhood connections through the shared love of pets by connecting volunteer foster parents or adoptable dogs with homebound seniors to interact over Zoom calls or through home visits.

In FY22 DACL's Lead Agencies shifted some of their services to specifically address social isolation and food insecurity. Each of our Lead Agencies were given the opportunity to create programs from a hyperlocal perspective that allowed them to develop services that best meet the needs of the seniors in their wards. See Q69 for details on Lead Agency socialization hubs.

Creating an effective, seamless, and positive customer experience for residents accessing services

In FY22, DACL integrated case management and nutrition assessments into the agency to provide more streamlined access to programs and services for District residents. DACL also formed the Future of Aging work group to create a new design for the agency's intake and assessment system. The Future of Aging team is made up of three DACL staff members and a design consultant who conduct interviews, focus groups, workshops and other activities to engage community stakeholders, grantees, staff, and other constituents to provide insights on DACL's current intake and assessment processes. The Future of Aging project focuses on creating systems around the thoughts, perceptions, and experiences of diverse users to identify pain points in current systems and work together to co-create solutions to those pain points. Through this

District of Columbia Department of Aging and Community Living

project, DACL is committed to creating an effective, seamless, and positive experience for our older District residents as they access services and supports to help them live boldly!

Developing the 2023 – 2026 State Plan on Aging

In FY22, DACL will engage older District residents in developing the 2023 - 2026 State Plan on Aging, which is submitted to the Administration for Community Living and guides the agency's objectives and strategies over the next four years. DACL will hold a series of interactive workshops to gather feedback from older District residents that will be used to develop actionable goals for the State Plan. DACL will engage residents from all eight wards, community stakeholders, and the Commission on Aging in this process.

Increasing access to technology - In FY21 DACL launched a senior technology pilot program, providing about 500 iPads to low-income seniors to combat social isolation, promote connectedness to family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy. Preliminary survey results indicate self-reported increase in social connections with friends and family due to this program (74% of the 246 respondents), increased participation in community activities such as church (54%), and increased access to health care (37%) as well as overall satisfaction with the program (83%).

37. Does DACL have direct collaboration, such as enrollment and/or participation in District programs and services with other District agencies? If so, please fully describe those actions and results in details.

District agency/program/service	Description of actions and results
Age Friendly DC	Abuse, Neglect and Fraud — prevention and prosecution of financial exploitation, neglect, and physical, sexual and emotional abuse of seniors (District-specific) sub committee DACL participates in the Caregiving sub-committee
DBH	Planning Council (a requirement of the federal block grant) Hoarding Working Group Collaboration on Client Cases
DDOT	Move DC
DHCF	Long-Term Ombudsman Program EPD Waiver Medicaid Behavioral Health Integration and Stakeholder advisory group Long Term Care workgroup Citywide resource portal

District of Columbia Department of Aging and Community Living

DCHA	Voucher allocation/shallow subsidy applications
DDA	DD Council MOU on APS investigations Independent Living Services for Deaf and Blind Seniors State Planning Council
DHS	Collaboration on client issues
DISB	Bank on DC: Financial empowerment for the un/under banked
DC Primary Care Association	Citywide Resource Portal
DCPL	Cupid's Kids Campaign
DPW	Fleet Management
DCHR	Human Resources Services
DFHV	MedExpress and transportation of meals
DOES	Wellness Wednesday Presentations
DOH	Commodity Supplemental Food Program
Events DC	Mayor's Holiday Celebration
HSEMA & ODR	Disaster preparedness for people with physical disabilities
OAG	Legal Services for Adult Protective Services (APS) Long Term Care MDT MOU with Elder Justice Section to collaborate and share information on financial exploitation cases
OCFO	Integrated Financial System
OFRM	OFRM Financial Services Random Moment Time Study for MA billing
OCTO	Interagency Data Team Tech Together Sharepoint External Site
OUC	OUC - Communications

38. Please list each new policy initiative of the agency during FY21 and FY22 to date. For each initiative please provide:
- A detailed description of the program;
 - The name of the employee who is responsible for the program;
 - The total number of FTEs assigned to the program;
 - The amount of funding budgeted to the program.

Overcoming vaccine hesitancy

District of Columbia Department of Aging and Community Living

In Q2 of FY22, DACL will begin a partnership with Mary's Center to provide vaccines and boosters to seniors across the District. Mary's Center will be hiring a COVID-19 Case Manager who will focus on identifying and engaging groups of residents who still need vaccinations/boosters and working to cater to their specific needs/hesitancies. They will also work to connect those residents to other needed services and supports after their vaccinations are completed.

Mary's Center will also have peer vaccination ambassadors who will be trained on how best to spread the word to their friends and family members. They'll be implementing an incentive program to provide seniors with compensation for getting others vaccinated.

Mary's Center will also be holding a series of town halls and small booster clinics.

DACL and Mary's Center will also be partnering with Grandparents Against COVID who aim to train 500 grandparents, specifically in Ward 7 and 8, on how best to talk with their family members about vaccinations/booster.

Employee Responsible: Rinaldo Washington

FTEs: oversight of this grant is a part of the team's oversight responsibilities

Funding for program: \$307,000 (grant award)

Nutrition Assessments provided by DACL

In January 2022, DACL brought home delivered meal services in house. All new clients requesting home delivered meals are now being assessed by DACL's internal nutrition services team. DACL's nutrition services team will also be responsible for completing reassessments and managing the nutrition supplement program. DACL's nutrition services team works in close partnership with nonprofits across the District as well as DC Health and Office on Planning.

Employee Responsible: Paulett Costley, a licensed dietitian who has worked in the nutrition space in the District for several decades.

Total DACL FTEs: Ms. Costley plus 10 staff

Funding for Program: N/A. This program is run by DACL staff.

Case Management services provided by DACL

In Q4 of FY21, DACL transitioned case management services for D.C. residents aged 60 and over from lead agencies to DACL's Case Management Unit.

District of Columbia Department of Aging and Community Living

Prior to the transition of case management services in house, DACL provided services to individuals with disabilities ages 18 – 59. Bringing case management in house will provide more equitable and efficient services throughout the District. Now, all case management referrals will go through one centralized system, instead of dispersing to different lead agencies. This will shorten the time between referrals and case assignments and ensure all District residents receive the same high-quality services. With one centralized system, DACL case managers can share resources and connections with other District government and non-government agencies, building a program rooted in a strong base of institutional knowledge and a well-connected social services network.

Case management links clients to community-based services, including mental health supports. It does not directly provide therapeutic or mental health counseling. These services are always client driven and person-centered.

DACL provides case management services that help residents plan, secure, coordinate, and advocate for high quality services. Case managers provide ongoing support and frequent contact to help residents reach their identified goals. Case management links clients to community-based services, including mental health supports. It does not directly provide therapeutic or mental health counseling. These services are always client driven and person-centered. Case management is never provided against the wishes of the individual.

Examples of DACL case management services include:

- Assistance filling out public benefits applications and applying to long-term programs and supports.
- Linking to short-term housing, home repair/housekeeping, and financial supports to avoid eviction and/or homelessness.
- Connecting to transportation, nutrition, and socialization services.

Employee Responsible: Dari Pogach, Interim Community Services Administrator

Total DACL FTEs: 10 FTEs

Funding for Program: N/A. This program is run by DACL staff.

Hybrid Special Events

In FY22, DACL will begin providing citywide special events in a hybrid format, starting with the Mayor’s Annual Senior Holiday Celebration. Traditionally, prior to the PHE, these events have only been accessible to residents who were able to participate in person. Through this new hybrid format, homebound residents may join the activities and receive a special meal delivery and instructions for joining the activity online or watching on public access television. Events that will be offered in this format include the Mayor’s Annual Senior Symposium, the Annual

District of Columbia Department of Aging and Community Living

Brain Games, The Mayor's Annual Centenarian Salute, Older Americans Month activities, and the Mayor's Annual Senior Holiday Celebration. Providing these added opportunities will help to ensure optimal inclusivity at DACL special events.

Employee responsible: Angela Richardson

Total DACL FTEs: DACL has an external affairs and communications team of 7 FTEs. In addition, all DACL employees are required to complete at least 4 hours of outreach each quarter.

Funding for Program: N/A. In addition to the internal work effort, grantees also use grant funds to host events and conduct outreach.

39. Please describe any initiatives the agency implemented within FY21 and FY22 to date, to improve the internal operation of the agency, reduce waste, fraud and abuse, or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.

See response to Q38.

Program and Finance oversight improvements

During FY21, DACL developed a system to track case management process times and identify areas of improvement in service delivery.

DACL also developed processes to better track grantee expenditures. For grantees with multiple DACL grants, the team developed a Cost Allocation Plan that requires grantees to report allocation percentages of personnel, occupancy, communication, and supply costs across the grants to ensure government resources are being allocated properly. This has allowed DACL to more accurately track grantee expenditures.

In FY22, DACL's programs team shifted to a "multi-team approach". Instead of one grant monitor reviewing and approving all invoices on top of providing grantees with technical assistance, the team split into 3 divisions, each focusing on a different set of tasks. This allows for more thorough review of invoices by one team, which in turn provides more capacity for another team to provide grantees with technical assistance, conduct site visits, answer questions, collect feedback, etc. Finally, the finance team has more capacity to process budget requests and respond to changes, as necessary.

Customer Service Improvements

In FY22, DACL launched the Future of Aging project to create a new design for the agency's intake and assessment system. The Future of Aging team is made up of three DACL staff members and a design consultant who conduct interviews, focus groups, workshops and other activities to engage community stakeholders, grantees, staff, and other constituents to provide insights on DACL's current intake and assessment

District of Columbia Department of Aging and Community Living

processes. The Future of Aging project focuses on creating systems around the thoughts, perceptions, and experiences of diverse users to identify pain points in current systems and work together to co-create solutions to those pain points. Through this project, DACL is committed to creating an effective, seamless, and positive experience for our older District residents as they access services and supports to help them live boldly!

40. Please explain the impact on the agency of any legislation passed at the federal level during FY21 and FY22 to date. Specify such legislation and relevant provisions if possible.

Please see Attachment Q40 – Federal Legislation Passed.

41. Please describe the effects on the capacity of the agency due to federal budget changes.

DACL has not experienced any federal budget cuts in FY21 or FY22 to date.

42. Please describe any preparations by the agency in anticipation of policy and priority changes under the federal administration.

Based on current information provided by the Administration for Community Living (ACL), DACL does not expect any new policy or priority changes under the federal administration. The agency is in close contact with ACL should this change.

Additionally, ACL is rolling out Title III's New State Performance Report/Older Americans Act Performance System (SPR/OAAPS). The new system is for entry of required data on federal grants and services provided by DACL to District seniors. To prepare for the change, DACL has participated in webinars and technical assistance workshops. The nationwide launch of SPR/OAAPS is expected to occur in FY22.

43. Please describe the agency's efforts to utilize federal grants and other alternative funding sources.

Each fiscal year, DACL explores the use of different funding sources to improve and expand its service areas. The following are key efforts made by DACL in FY21 and FY22 to leverage non-local appropriated funds:

Medicaid Administrative Claiming – DACL has worked collaboratively with the Department of Health Care Finance (DHCF) and Office of Finance and Resource Management (OFRM) to make key updates to the agency's cost-allocation plan (CAP), including staff training, to ensure the agency is leveraging as many Medicaid dollars as possible. Significant changes included updating agency organizational structure to maximize Medicaid revenue.

Seeking No Cost Extensions – DACL was awarded a multi-year Alzheimer's Dementia Support Services Program grant by the U.S. Administration on Community Living (ACL) in FY2018 for a three-year period. While the grant was set to expire in

District of Columbia Department of Aging and Community Living

FY2021, DACL worked closely with ACL to receive approval of a no-cost extension and ensure any balance funds are spent in FY2022. DACL has continued to provide services to those experiencing cognitive loss through art, music, poetry, savvy caregiver supports, and early identification & care coordination.

Annual Funding for Money Follows the Person (MFP) – DACL has worked with DHCF, the state Medicaid agency, to secure a \$186,991 annual Medicaid allocation for the MFP program. With this allocation, DACL can fund 2 FTEs who focus on promoting transitions for District residents residing in institutions, particularly in nursing facilities (NF), to home and community-based services. The positions provide administrative and data support.

COVID-19 Pandemic Formula-Based Federal Funds – As a result of the pandemic and public health emergency, DACL has leveraged approximately \$10.4 million in federal Coronavirus Aid, Relief, and Economic Security Act (CARES), Coronavirus Response and Relief Supplemental Appropriation Act, Critical Relief funds for the pandemic Response, Consolidated Appropriation Act, and American Rescue Plan Act (ARPA) funding, which DACL has worked diligently to allocate in response to increased need for home delivered meals (food and delivery), groceries, caregiver supports, ombudsman services, and technology for clients. Please see our response to Q14 for a breakdown of all grants and allocations.

44. What steps, if any, has the agency taken during FY21 and FY22 to date, to reduce the following:
- a. Space utilization
 - b. Communications costs
 - c. Energy use
 - d. Criminal activity in and around developments

In FY21, staff shifted to partial telework status due to the PHE, which has decreased energy usage at the agency's headquarters. As a result of the transition to telework, the agency has lessened its usage of desk phones and will start to move away from using them. The agency will rely on only using cell phone service and other technology to communicate. DACL continues to work in partnership with the Metropolitan Police Department, the Department of General Services Protective Services Division and the General Counsel's office to ensure our facilities are safe and secure.

45. What District legislation has yet to be implemented by the agency, if any? If legislation has not yet been implemented, please explain why.

D.C. Law 22-267, D.C. Official Code § 7-503.07, Senior Strategic Plan Amendment Act of 2018 requires the agency to develop a 10-year comprehensive strategic plan that will serve as a long-term planning tool for District services for older adults. Due to the Public Health Emergency, the budget for implementing this legislation was removed, delaying the hiring of the three FTEs responsible for the development of the plan.

District of Columbia Department of Aging and Community Living

46. Please identify any statutory or regulatory impediments to the agency's operations.

There are no statutory or regulatory impediments to the agency's operations at this time.

47. Please provide a copy of the agency's FY21 **performance accountability report**.
- Please explain which performance plan strategic objectives and key performance indicators (KPIs) were met or completed in FY21 and which were not.
 - For any met or completed objective, also note whether they were completed by the project completion date of the objective and/or KPI and within budget. If they were not on time or within budget, please provide an explanation.
 - For any objective not met or completed, please provide an explanation.

See response to Q22.

48. Please provide a copy of your agency's FY21 and FY22 **performance plan** as submitted to the Office of the City Administrator. Please discuss any changes to outcomes measurements in FY21 or FY22, including the outcomes to be measured, or changes to the targets or goals of outcomes; list each specifically and explain why it was dropped, added, or changed.

Please see response to Q22 and Q23. There have been no changes to workload measures or targets between FY21 and FY22.

49. What are your top five priorities for the agency? Please provide a detailed explanation for how the agency expects to achieve or work toward these priorities in FY22.

Combatting senior hunger – DACL's top priority in FY22 is to continue combatting senior hunger in the District. DC has the highest rate of senior hunger in the nation with 13.5 percent of seniors reporting they are food insecure according to a 2019 study¹. The public health emergency (PHE) has further exacerbated the need for consistent access to nutrition services. During the PHE, DACL converted all dining participants to emergency meal delivery and delivered over 2.8 million meals to more than 8,300 unique individual clients throughout the PHE, which included 1,300 additional clients added during the height of the pandemic. In FY21 DACL worked with its grantees to reopen all community dining sites and assessed all meal participants to connect them to the most appropriate long-term resources. Starting January 2022, all new clients requesting home delivered meals are now being assessed by DACL's internal nutrition services team who will also be responsible for completing reassessments and managing the nutrition supplement program. DACL's nutrition services team is led by a licensed dietitian who works in close partnership with nonprofits across the District as well as DC Health and Office on Planning. In FY21, DACL launched the Eat Well, Live Better! Senior Nutrition Program pilot with Mary's Center. This program provides low-income seniors with chronic health conditions home-delivered grocery boxes twice a month. The boxes

District of Columbia Department of Aging and Community Living

include fresh seasonal vegetables, fruits, grains, and choice of protein. Mary's Center provides the same seniors access to individualized nutrition education and coordinated care with the senior's primary care provider, linking medical care, nutrition, and social supports. In FY22 DACL is taking an in-depth look at the prevailing reasons behind the intractable and unrelenting scourge of seniors experiencing hunger in DC. The results of this project will serve as a blueprint to pilot test (in Washington, DC) a potential new model(s) for the effectuation of the ideal senior center to not only serve as a community hub and place for social connectedness, but ultimately to end senior hunger and malnutrition.

Combatting social isolation – DACL continues to prioritize combatting senior isolation particularly during the ongoing PHE. In FY21, DACL worked with its network of grantees to reopen in-person programs at all Senior Wellness Centers and most of the community dining sites. In addition to the in-person programs, sites continued to offer virtual programs available in various formats including video conferencing, telephone calls, and pre-recorded videos. DACL has also executed citywide events that have been adapted to accommodate the PHE (social distancing, virtual participation, etc.) including the Mayor's Annual Virtual Senior Symposium, in partnership with AARP, which aired on public television and included a meal kit delivery to more than 900 seniors. DACL has also coordinated a citywide drive-up celebration at Senior Wellness Centers during Older American's Month to prepare for the reopening of sites with more than 400 participants, and continued to celebrate District Centenarians with support from DACL staff and the Mayor's Office who personally delivered medals and certificates from the Mayor to more than 40 District residents, aged 100 and older. The Mayor's Annual Senior Holiday Celebration was presented in a hybrid format with close to 1,000 seniors participating in person and hundreds more joining online and receiving a special meal delivery. In FY21, DACL also made intergenerational connections with volunteers to provide holiday greetings via telephone to homebound seniors and engaged in a citywide effort, in partnership with DCPL, to have residents create valentine's day cards for meal delivery clients. DACL also partnered with Delta Sigma Theta Sorority, Inc. in a letter-writing campaign that amassed more than 11,000 notes for District seniors. Also in FY21, DACL partnered with the Humane Rescue Alliance to develop neighborhood connections through the shared love of pets by connecting volunteer foster parents or adoptable dogs with homebound seniors to interact over Zoom calls or through home visits. In FY22 DACL's Lead Agencies shifted some of their services to specifically address social isolation and food insecurity. Each of our Lead Agencies were given the opportunity to create programs from a hyperlocal perspective that allowed them to develop services that best meet the needs of the seniors in their wards. See Q69 for details on Lead Agency socialization hubs.

Creating an effective, seamless, and positive customer experience for residents to access services– In FY22, DACL integrated case management and nutrition assessments into the agency to provide more streamlined access to programs and services for District residents. DACL also formed the Future of Aging work group to create a new design for the agency's intake and assessment system. The Future

District of Columbia Department of Aging and Community Living

of Aging team is made up of three DACL staff members and a design consultant who conduct interviews, focus groups, workshops and other activities to engage community stakeholders, grantees, staff, and other constituents to provide insights on DACL's current intake and assessment processes. The Future of Aging project focuses on creating systems around the thoughts, perceptions, and experiences of diverse users to identify pain points in current systems and work together to co-create solutions to those pain points. Through this project, DACL is committed to creating an effective, seamless, and positive experience for our older District residents as they access services and supports to help them live boldly!

Developing the 2023 – 2026 State Plan on Aging - In FY22, DACL will engage older District residents in developing the 2023 - 2026 State Plan on Aging, which is submitted to the Administration for Community Living and guides the agency's objectives and strategies over the next four years. DACL will hold a series of interactive workshops to gather feedback from older District residents that will be used to develop actionable goals for the State Plan. DACL will engage residents from all eight wards, community stakeholders, and the Commission on Aging in this process.

Increasing access to technology - In FY21 DACL launched a senior technology pilot program, providing close to 500 iPads to low-income seniors to combat social isolation, promote connectedness to family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy. Preliminary survey results indicate self-reported increase in social connections with friends and family due to this program (74% of the 246 respondents), increased participation in community activities such as church (54%), and increased access to health care (37%) as well as overall satisfaction with the program (83%).

50. What are five goals that DACL achieved in FY21?

1. **Re-opening of in-person programming** - In FY21, DACL worked with its lead agencies and grantee partners to reopen community dining sites and incrementally transition emergency meal delivery clients to in-person dining or appropriate long-term programs. DACL partnered closely with grantees to ensure appropriate safety protocols and promote safe in-person dining. DACL created systemwide processes to assess all participants in emergency COVID-19 meal delivery to connect them to the most appropriate long-term resources. In-person activities resumed in July 2021 in addition to the ongoing virtual activities. As a result of this effort, older District residents were able to maintain access to key nutritional support and socialization programming throughout the PHE and a return to full-service programs and much needed in-person socialization in a safe manner, by encouraging vaccinations and implementing safety standards.
2. **Expanding outreach through virtual and hybrid models** - In FY21, DACL increased outreach from FY20, by more than 50% by successfully adapting its outreach to changing COVID-19 restrictions. This included more than 150 virtual and hybrid events, four drive-up Older Americans Month celebrations, citywide social events livestreamed over public access television and social media sites,

District of Columbia Department of Aging and Community Living

Pride Month activities at all Senior Wellness Centers, and Centenarian celebrations provided through individual home visits. In addition, the agency launched a volunteer effort to call more than 200 homebound seniors over the holidays in FY21. As a result, DC residents were provided with more opportunities to engage with the agency through multiple formats, including in-person, online, via phone, through safe socially distanced home visits, and drive-up activities. DACL's traditional outreach format has been expanded through these offerings and the agency will continue to utilize these options for future engagement including more hybrid activities such as Mayor's Annual Senior Holiday Celebration, which was presented in a hybrid format with over 900 in-person attendees and hundreds of additional virtual participants who engaged online and received a special meal delivery to their homes. This new format will enable homebound or quarantined seniors to participate in major citywide activities from the comfort of their own homes.

3. **Increasing access to technology** - In FY21 DACL launched a senior technology pilot program, providing close to 500 iPads to low-income seniors to combat social isolation, promote connectedness to family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy. Preliminary survey results indicate self-reported increase in social connections with friends and family due to this program (74% of the 246 respondents), increased participation in community activities such as church (54%), and increased access to health care (37%) as well as overall satisfaction with the program (83%).
4. **Maintaining critical services throughout the PHE** – In FY21, DACL staff were able to adapt to the changing mandates throughout the public health emergency to continue to provide necessary services and supports to District residents, this included pivoting in-home visits to video conferencing, providing webinars and virtual outreach to long-term care residences, and obtaining approval to accept virtually signed documents for Medicaid waiver enrollment clients. In addition, DACL followed guidance from DC Health and EOM to ensure that services and programs were delivered in line with current health guidance enabling staff to quickly resume in-person home visits, when it was safe to do so.
5. **Improvements to Grant standards** - In FY21, DACL's new Grants Policy Manual (GPM) was finalized. The revised GPM sets DACL's requirements and expectations of grantees, from grant award to grant close-out. It explains the administrative, operational, and financial responsibilities of all entities receiving DACL grant funds. The revised GPM provides more clarity, transparency, and consistency to the grantee partners. DACL allowed for a review and comment period, committing to transparency and partnership with grantees. In addition, In FY21, DACL developed processes to better track grantee expenditures. For grantees with multiple DACL grants, DACL developed a Cost Allocation Plan that requires grantees to report allocation percentages of personnel, occupancy, communication, and supply costs across the grants to ensure government resources are being allocated properly. This has allowed DACL to more accurately track

District of Columbia Department of Aging and Community Living

grantee expenditures.

51. What are five areas that DACL hopes to improve upon in FY22?

1. **Combatting senior hunger** – DC has the highest rate of senior hunger in the nation with 13.5 percent of seniors reporting they are food insecure according to a 2019 study¹. The public health emergency (PHE) has likely further exacerbated the need for consistent access to nutrition services. During the PHE, DACL converted all dining participants to emergency meal delivery and delivered over 2.8 million meals to more than 8,300 clients throughout the PHE, which included 1,300 additional clients added during the height of the pandemic. In FY21 DACL worked with its grantees to reopen all community dining sites and assessed all meal participants to connect them to the most appropriate long-term resources. Starting January 2022, all new clients requesting home delivered meals are now being assessed by DACL's internal nutrition services team who will also be responsible for completing reassessments and managing the nutrition supplement program. DACL's nutrition services team is led by a licensed dietitian who works in close partnership with nonprofits across the District as well as DC Health and Office on Planning. In FY21, DACL launched the Eat Well, Live Better! Senior Nutrition Program pilot with Mary's Center. This program provides low-income seniors with chronic health conditions home-delivered grocery boxes twice a month. The boxes include fresh seasonal vegetables, fruits, grains, and choice of protein. Mary's Center provides the same seniors access to individualized nutrition education and coordinated care with the senior's primary care provider, linking medical care, nutrition, and social supports. In FY22 DACL will be taking an in-depth look at the prevailing reasons behind the intractable and unrelenting scourge of seniors experiencing hunger in DC. The results of this project will serve as a blueprint to pilot test (in Washington, DC) a potential new model(s) for the effectuation of the ideal senior center to not only serve as a community hub and place for social connectedness, but ultimately to end senior hunger and malnutrition.
2. **Combatting Social isolation** – DACL's continues to prioritize combatting senior isolation particularly during the ongoing PHE. In FY21, DACL worked with its network of grantees to reopen in-person programs at all Senior Wellness Centers and most of the community dining sites. In addition to the in-person programs, sites continued to offer virtual programs available in various formats including video conferencing, telephone calls, and pre-recorded videos. DACL has also executed citywide events in a socially distant manner including the Mayor's Annual Virtual Senior Symposium, in partnership with AARP, which aired on public television and included a meal kit delivery to more than 900 seniors. In addition, DACL coordinated a citywide drive-up celebration at Senior Wellness Centers during Older American's Month to prepare for the reopening of sites with more than 400 participants and continued to celebrate District Centenarians with support from DACL staff and the Mayor's Office who personally delivered medals and certificates from the Mayor to more than 40 District residents, aged 100 and older. The Mayor's Annual Senior Holiday Celebration was presented in a hybrid format with more than 900 seniors participating in person and hundreds more joining

District of Columbia Department of Aging and Community Living

online and receiving a special meal delivery. In FY21, DACL also made intergenerational connections with volunteers to provide holiday greetings via telephone to homebound seniors and engaged in a citywide effort, in partnership with DCPL, to have residents create valentine's day cards for meal delivery clients. DACL also partnered with Delta Sigma Theta Sorority, Inc. in a letter-writing campaign that amassed more than 11,000 notes for District seniors. Also in FY21, DACL partnered with the Humane Rescue Alliance to develop neighborhood connections through the shared love of pets by connecting volunteer foster parents or adoptable dogs with homebound seniors to interact over Zoom calls or through home visits. In FY22 DACL's Lead Agencies focused their services to specifically address social isolation and food insecurity. Each of our Lead Agencies were given the opportunity to create programs from a hyperlocal perspective that allowed them to develop services that best meet the needs of the seniors in their wards. See Q69 for details on Lead Agency socialization hubs.

3. **Creating an effective, seamless, and positive customer experience for residents to access services**– In FY22, DACL integrated case management and nutrition assessments into the agency to provide more streamlined access to programs and services for District residents. DACL also formed the Future of Aging work group to create a new design for the agency's intake and assessment system. The Future of Aging team is made up of three DACL staff members and a design consultant who conduct interviews, focus groups, workshops and other activities to engage community stakeholders, grantees, staff, and other constituents to provide insights on DACL's current intake and assessment processes. The Future of Aging project focuses on creating systems around the thoughts, perceptions, and experiences of diverse users to identify pain points in current systems and work together to co-create solutions to those pain points. Through this project, DACL is committed to creating an effective, seamless, and positive experience for our older District residents as they access services and supports to help them live boldly!
4. **Increasing information and awareness** – DACL continues to focus on ensuring seniors, adults with disabilities, and caregivers are informed with the most up-to-date information, particularly throughout the PHE. As information develops and changes rapidly, DACL uses all available communications channels to ensure information is timely and reaches a population who might not be connected to online information sources. DACL works closely with the Executive Office of the Mayor's Communications Team and DC Health to amplify all COVID-19 updates to our population. DACL also works closely with senior villages and volunteer organizations like We are Family in addition to its network of 20 + grantees, providing regular updates. Since the start of the PHE, DACL has increased subscriptions to its monthly e-newsletter to 5,205 (compared to approximately 2,800 in 2019). In FY22, DACL is launching on-demand Ambassador trainings specifically for LEP/NEP populations through videos presented in Spanish, Amharic, French, and Mandarin to provide information on DACL programs and services and tips on how residents can reach out to older neighbors in their community to connect them to

District of Columbia Department of Aging and Community Living

DACL.

5. **Increasing access to technology** - In FY21 DACL launched a senior technology pilot program, providing close to 500 iPads to low-income seniors to combat social isolation, promote connectedness to family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy. Preliminary survey results indicate self-reported increase in social connections with friends and family due to this program (74% of the 246 respondents), increased participation in community activities such as church (54%), and increased access to health care (37%) as well as overall satisfaction with the program (83%).
52. Please list the 5 biggest challenges that are faced today by District seniors, and what actions DACL has undertaken to assist seniors with these challenges.
 1. **Consistent access to nutritious food** – DC has the highest rate of senior hunger in the nation with 13.5 percent of seniors reporting they are food insecure according to a 2019 study¹. The public health emergency (PHE) has likely further exacerbated the need for consistent access to nutrition services. During the PHE, DACL converted all dining participants to emergency meal delivery and delivered over 2.8 million meals to more than 8,300 clients throughout the PHE, which included 1,300 additional clients added during the height of the pandemic. In FY21 DACL worked with its grantees to reopen all community dining sites and assessed all meal participants to connect them to the most appropriate long-term resources. Starting January 2022, all new clients requesting home delivered meals are now being assessed by DACL’s internal nutrition services team who will also be responsible for completing reassessments and managing the nutrition supplement program. DACL’s nutrition services team is led by a licensed dietitian who works in close partnership with nonprofits across the District as well as DC Health and Office on Planning. In FY21, DACL launched the Eat Well, Live Better! Senior Nutrition Program pilot with Mary’s Center. This program provides low-income seniors with chronic health conditions home-delivered grocery boxes twice a month. The boxes include fresh seasonal vegetables, fruits, grains, and choice of protein. Mary’s Center provides the same seniors access to individualized nutrition education and coordinated care with the senior’s primary care provider, linking medical care, nutrition, and social supports. In FY22 DACL is also taking an in-depth look at the prevailing reasons behind the intractable and unrelenting scourge of seniors experiencing hunger in DC. The results of this project will serve as a blueprint to pilot test (in Washington, DC) a potential new model(s) for the effectuation of the ideal senior center to not only serve as a community hub and place for social connectedness, but ultimately to end senior hunger and malnutrition.
 2. **Social Isolation and loneliness** – More than half of District residents 60+ live alone. Social isolation and loneliness have profoundly negative health impacts, similar to smoking 15+ cigarettes a day, and are more consequential than inactivity and obesity. DACL’s continues to prioritize combatting senior isolation particularly during the ongoing PHE. In FY21, DACL worked with its network of grantees to reopen in-person programs at all Senior Wellness Centers and most of the community dining sites. In addition to the in-person programs, sites continued to offer virtual programs

District of Columbia Department of Aging and Community Living

available in various formats including video conferencing, telephone calls, and pre-recorded videos. DACL has also executed citywide events in a socially distant manner including the Mayor's Annual Virtual Senior Symposium, in partnership with AARP, which aired on public television and included a meal kit delivery to more than 900 seniors. In addition, coordinated a citywide drive-up celebration at Senior Wellness Centers during Older American's Month to prepare for the reopening of sites with more than 400 participants, and continued to celebrate District Centenarians with support from DACL staff and the Mayor's Office who personally delivered medals and certificates from the Mayor to more than 40 District residents, aged 100 and older. The Mayor's Annual Senior Holiday Celebration was presented in a hybrid format with close to 1,000 seniors participating in person and hundreds more joining online and receiving a special meal delivery. In FY21, DACL also made intergenerational connections with volunteers to provide holiday greetings via telephone to homebound seniors and engaged in a citywide effort, in partnership with DCPL, to have residents create valentine's day cards for meal delivery clients. DACL also partnered with Delta Sigma Theta Sorority, Inc. in a letter-writing campaign that amassed more than 11,000 notes for District seniors. Also in FY21, DACL partnered with the Humane Rescue Alliance to develop neighborhood connections through the shared love of pets by connecting volunteer foster parents or adoptable dogs with homebound seniors to interact over Zoom calls or through home visits. In FY22 DACL's Lead Agencies shifted some of their services to specifically address social isolation and food insecurity. Each of our Lead Agencies were given the opportunity to create programs from a hyperlocal perspective that allowed them to develop services that best meet the needs of the seniors in their wards. See Q69 for details on Lead Agency socialization hubs.

3. **The digital divide** - The public health emergency has created a greater urgency to bridge the technological divide with older generations. As social activities, healthcare appointments, and access to information and services have moved online, DACL is focused on ensuring older residents can stay connected. In FY21 DACL launched a senior technology pilot program, providing close to 500 iPads to low-income seniors to combat **social** isolation, promote connectedness to family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy. Preliminary survey results indicate self-reported increase in social connections with friends and family due to this program (74% of the 246 respondents), increased participation in community activities such as church (54%), and increased access to health care (37%) as well as overall satisfaction with the program (83%). DACL continues to work with OCTO and DCPL on providing ongoing training and engagement opportunities for older adults to access and navigate new technologies.
4. **COVID-19 and the ongoing Public Health Emergency** – Older adults are considered a highly vulnerable population to the negative health impacts of COVID-19. However, the risks significantly decrease with vaccinations, boosters, and following public health guidance. COVID-19 continues to be challenge for older residents as they navigate appointment systems to obtain boosters and testing kits. DACL has worked closely with

District of Columbia Department of Aging and Community Living

DC Health and the Mayor's Office to ensure older residents have access to information and resources throughout the PHE. In FY21 and FY22, DACL coordinated vaccination and booster clinics at its senior wellness centers and other senior sites in addition to providing a booster clinic at the Mayor's Annual Senior Holiday Celebration. In addition, DACL conducted a mask mailing to 8,000 older District residents in FY21. In FY22 DACL will continue to engage in citywide outreach campaigns to ensure older residents have information and access to boosters across the city.

5. **Preventing Falls and Other Accidents** - Falls among older adults are the leading cause for both fatal and nonfatal injuries for older adults and may lead to severe physical and cognitive health problems that result in extended stays in hospitals and long-term care facilities. The Safe at Home program continues to make homes of older District residents safer through in-home adaptations. Since the launch of the program in FY16, Safe at Home has made nearly 3,600 homes safer for the District's seniors and adults with disabilities. In addition, DACL continues to provide virtual wellness activities to keep older adults engaged and healthy and provides falls prevention workshops and activities, including a series of virtual workshops through our Senior Wellness Centers.
53. Please provide a list of The Community Transition and Social Work team that is comprised of social workers, transition coordinators, case managers, and a housing coordinator who provide transition assistance for adults with disabilities and older adults from institutional long-term care settings back to the community.

NAME	POSITION
Akinola, E.	Transition Care Specialist
Baxter, E.	Transition Care Specialist
Darku, J.	Community Outreach Coordinator
Edwards, V.	Supervisory Social Worker
Jones, G.	Transition Care Specialist
Nwanze, B.	Special Assistant
Wallace, O.	Transition Care Specialist
Watson, P.	Housing Coordinator
Woods, M.	Transition Care Specialist
Wray, R.	Transition Care Specialist

54. Please describe programs and activities that the DACL deemed successful in FY21 and FY22 to date. Include:
- Program name;
 - Whether it is a new or existing program;
 - Metrics used to determine success;
 - Whether DACL plans to continue the program in FY22 and FY23.

District of Columbia Department of Aging and Community Living

Program Name	Description	New or Existing	Metrics	Plans to Continue in FY 22 and FY 23
Mary's Center Eat Well Live Better Senior Nutrition Program	<p>The goals of this program operated by Mary's Center are:</p> <ul style="list-style-type: none"> • Increase fruit/vegetable intake • Provide referrals to supportive services • Decrease the number of participants that report that they couldn't afford to eat balanced meals • Improve lab results of participants with diabetes, dyslipidaemia and NAFLD • Improve/stabilize sarcopenia and physical capacity scores 	New in FY 21	<p># of seniors receiving grocery deliveries</p> <p># of seniors receiving visits and Nutrition Education from a Nutritionist</p> <p>Surveys of participants</p>	DACL plans to continue this program and potentially even expand it.
Senior Tech Connect Pilot program	This program seeks to provide ipads to some DC Seniors, socially isolated without the technology to access the internet and virtual platforms.	New in FY 21	<p># of socially isolated seniors receiving ipad</p> <p>Surveys of participants</p>	We are continuing the program in FY 22 by providing training on how to use the ipads and providing technical support for recipients
Cupid's Kids	This program connects homebound seniors with DCPS	Existing, but expanded in	# of cards delivered to seniors	Will be continued

District of Columbia Department of Aging and Community Living

	students on Valentine's Day and promotes intergenerational connections. DCPS students are provided materials to create handmade Valentine's Day cards for District seniors. Teachers are provided information to include in their lesson plan to educate students on older adults in their community. DACL distributes cards with home-delivered meals and provides seniors an easy way to write back to their students.	FY21 with support from DCPL to include all residents		
Hybrid Special Events	In FY22, DACL presented the Mayor's Annual Holiday Celebration as a hybrid event with guests attending in-person or joining online with a special home meal delivery and streaming access over social media, enabling homebound or quarantined seniors to participate from their homes.	New in FY21	# of seniors participating	Hybrid special events will be the standard going forward for Holiday Celebration and Senior Symposium

II. Information and Outreach

55. What has the agency done in FY21 and FY22 to date to make agency activities more transparent to the public? Please also identify ways in which the activities and information of the agency could be made more transparent.

Town Halls (Virtual and in-Person). FY21, the Mayor hosted her annual telephone town hall with seniors across the city to hear directly from them about their issues and priorities before the presentation of her proposed fiscal year's budget. In FY21, the agency held a citywide telephone town hall to discuss the Mayor's proposed FY22 budget for District seniors. In addition, the agency partnered with AARP to host a telephone town hall with District residents on COVID-19 safety precautions. The DACL Director regularly joins the senior wellness centers and other senior service providers' monthly town halls to provide agency updates, budget presentations, and an opportunity for the public to provide feedback.

Reporting. DACL reports on its operations on a regular basis. DACL submits bi-annual reports to the Council; provides an annual Agency Performance Plan and Accountability Report to the Council with the DACL's key performance indicators (KPIs); the Aging and Disability Resource Center (ADRC) develops bi-weekly and

District of Columbia Department of Aging and Community Living

quarterly reports for DHCF to measure the successes of the Elderly and People with Physical Disabilities (EPD) Waiver and the Adult Day Health Programs (ADHP).

Commission on Aging (COA) and Senior Service Network Grantees (SSN). Prior to and during the public health emergency, DACL meets regularly with the Commission on Aging (currently monthly) and grantee network on a regular basis (currently biweekly) to provide agency updates, trainings, answer questions, and receive ideas for how DACL can improve. In addition, new information or changes to programs, operations, and events are circulated to the network to be passed on to their participants. These meetings also provide the agencies a collaborative opportunity to share best practices and ideas. DACL constantly updates its policies and procedures based on community and provider feedback to create a more effective system.

DACL Website and Splash site. DACL continues to update the agency website regularly and on an as needed basis to ensure that current forms and information are available in a timely manner. In FY21, the agency launched an online virtual events hub, which houses a variety of agency and Senior Service Network virtual events.

Community outreach (Virtual, Hybrid, and in-Person). In FY21, DACL adapted to the changing public health requirements and held a variety of outreach activities in all eight wards to provide information and connections to the agency and community. DACL completed more than 150 outreach activities, a 50% increase from FY20.

Media channels. DACL Continues to promote agency updates through its paid media contracts, including a monthly newsletter in the *Senior Beacon* and the *Washington Informer*, as well as a quarterly radio spot on the SeniorZone. In addition, DACL has worked with media outlets to promote campaigns, including providing interviews for WHUR, NBC4, ABC7, Voice of America, Telemundo, *Washington Informer*, *Washington City Paper*, and DCist. DACL also posts regular updates on its social media sites, which include Facebook (2,000 followers), Twitter (5,554 followers), and Instagram (1,457 followers), and sends a monthly e-newsletter to 5,205 subscribers.

56. Will DACL continue to advertise its activities on its website? Please also discuss how to reach residents not connected to the Internet for their awareness and participation.

DACL continues to work with grantees to promote activities on the DACL.dc.gov website. In addition to online promotional activities, DACL uses a variety of communications channels to reach older District residents including in-person and virtual outreach activities, flyers, monthly newsletters, earned media opportunities, quarterly radio spots, robocalls, and mass mailings.

57. Is there progress on the development of the Senior Strategic Plan? Please explain your response by noting why there is or there is not progress of the Plan.

District of Columbia Department of Aging and Community Living

Due to the Public Health Emergency, the budget for implementing this legislation was removed, delaying the hiring of the three FTEs responsible for the development of the plan.

58. In what ways does DACL ensure there is sufficient information dissemination from the agency to the senior population?

DACL continues to promote agency updates through its paid media contracts, including a monthly newsletter in the Senior Beacon and the Washington Informer, as well as a quarterly radio spot on the SeniorZone. DACL also posts regular updates on its social media sites, which include Facebook (2,000 followers), Twitter (5,554 followers), and Instagram (1,457 followers), and sends a monthly e-newsletter to 5,205 subscribers. In addition, DACL has worked with media outlets to promote campaigns, including providing interviews for WHUR, NBC4, Voice of America, Telemundo, Washington Informer, and DCist.

In FY21, DACL adapted to the changing public health requirements and held a variety of outreach activities in all eight wards to provide information and connections to the agency and community. DACL completed more than 160 outreach activities, a 50% increase from FY20.

In FY21, the agency held a citywide telephone town hall to discuss the Mayor's proposed FY22 budget for District seniors. The agency regularly partners with AARP to host telephone town halls with District residents, on a variety of topics including budget, caregiver support, elder abuse, and COVID-19 updates. The DACL Director also regularly joins the senior wellness centers and other senior service providers' monthly town halls to provide agency updates, budget presentations, and an opportunity for the public to provide feedback.

DACL also continues to update the agency website regularly and on an as needed basis to ensure that current forms and information are available in a timely manner. In response to the public health emergency, the agency launched an online virtual events hub, which houses a variety of agency and Senior Service Network virtual events.

59. Please describe the type(s) of outreach efforts currently in place to communicate the agency's services to the community.

Please see responses to questions 55, 58, and Attachment to Q61.

60. Please describe how the agency solicits feedback from all residents in FY21 and FY22.
- What has the agency learned from this feedback?
 - How has the agency changed its practices as a result of this feedback?
- DACL continuously seeks opportunities to engage with seniors, and the community, and solicits feedback through:

District of Columbia Department of Aging and Community Living

- **Annual Surveys:** Providers in DACL’s Senior Service Network assess customer satisfaction on an annual basis via survey evaluations, which are included in their annual reports to DACL.
- **Senior Wellness Centers:** Senior Wellness Centers are required to hold open budget meetings to solicit feedback on program offerings from participants of the wellness center and make changes based on the feedback. This is required by all senior wellness center grantees before budgets are given final approval by DACL. SWCs also hold regular town halls for updates and feedback.
- **Town Halls:** The DACL Director regularly conducts and attends virtual town halls at senior wellness centers and other community centers on a regular basis to provide agency updates, budget presentations, and an opportunity for the public to provide feedback.
- **Community Outreach:** The agency wide community outreach initiative provides an opportunity for staff at all levels to spend more time engaging directly with older residents in the community and hear feedback from more residents in more neighborhoods. In FY21, the agency participated in more than 150 outreach events, virtual, hybrid, and in person.
- **Site visits:** DACL program analysts regularly conduct site visits to DACL-funded programs and in FY21, the Senior Leadership Team conducted drop-in visits to all community dining sites upon opening to observe participants and address any concerns or questions.
- **Future of Aging project:** In FY22, DACL launched the Future of Aging (FOA) project to review the agency's intake and assessment system. The Future of Aging team is made up of three DACL staff members and a design consultant who conduct interviews, focus groups, workshops and other activities to engage community stakeholders, grantees, staff, and other constituents to provide insights on DACL’s current intake and assessment processes. In FY22, FOA conducted an interactive activity to gather insights from older District residents on how certain interactions with the agency made them feel. In addition, FOA launched the first-ever Senior Diary Studies project where a group of seniors were asked to maintain a diary of their daily experiences over a period of five weeks.
- **Phone/Email:** The Information & Referral/Assistance phone number, “Ask the Director” email, and “Ask ADRC” email are widely circulated in print and online media, the agency website and social media accounts, and provided at all in-person outreach events.
- **Social Media:** DACL’s social media accounts are regularly monitored for comments and tags.

Through these feedback processes, DACL has identified several recurring themes from the community this past year:

- Social isolation and loneliness continue to be a top concern for the community

District of Columbia Department of Aging and Community Living

- Seniors wanted a safe return to their in-person programs and more options to participate such as hybrid and continued virtual programs
- The PHE has also created greater urgency in bridging the digital divide

As a result of the feedback, DACL has done the following:

- **Combatting Social Isolation and Loneliness:** DACL continues to prioritize combatting senior isolation particularly during the ongoing PHE. In FY21, DACL continued to make intergenerational connections with volunteers to provide holiday greetings via telephone to homebound seniors and engaged in a citywide effort, in partnership with DCPL, to have residents create valentine's day cards for meal delivery clients. DACL also partnered with Delta Sigma Theta Sorority, Inc. in a letter-writing campaign that amassed more than 11,000 notes for District seniors. Additionally, DACL partnered with the Humane Rescue Alliance to develop neighborhood connections through the shared love of pets by connecting volunteer foster parents or adoptable dogs with homebound seniors to interact over Zoom calls or through home visits. In FY22 DACL's Lead Agencies shifted focus to specifically address social isolation and food insecurity. Each of our Lead Agencies were given the opportunity to create programs from a hyperlocal perspective that allowed them to develop services that best meet the needs of the seniors in their wards. See Q69 for details on Lead Agency socialization hubs.
- **Safe return to in-person and more options for programming:** In FY21, DACL worked with its network of grantees to reopen in-person programs at all Senior Wellness Centers and most of the community dining sites. In addition to the in-person programs, sites continued to offer virtual programs available in various formats including video conferencing, telephone calls, and pre-recorded videos. DACL has also executed citywide events in a socially distant manner including the Mayor's Annual Virtual Senior Symposium, in partnership with AARP, which aired on public television and included a meal kit delivery to more than 900 seniors. In addition, DACL coordinated a citywide drive-up celebration at Senior Wellness Centers during Older American's Month to prepare for the reopening of sites with more than 400 participants. The Mayor's Annual Senior Holiday Celebration was presented in a hybrid format with close to 1,000 seniors participating in person and hundreds more joining online and receiving a special meal delivery. DACL intends to continue offer all citywide events in a hybrid format to ensure optimal inclusivity for all residents.
- **Bridging the Digital Divide:** DACL is focused on ensuring older residents can stay connected to social activities, healthcare appointments, and programs and services. In FY21 DACL has partnered with its first-ever technology grant partner, Wild Tech, to implement a new senior tech connection program. Close to 500 iPads have been allocated to low-income seniors to combat social isolation, promote connectedness to

District of Columbia Department of Aging and Community Living

family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy. Wild Tech provides ongoing technical assistance to seniors, including ongoing specialized training, and managing a help desk to assist seniors with troubleshooting issues. Preliminary survey results indicate self-reported increase in social connections with friends and family due to this program (74% of the 246 respondents), increased participation in community activities such as church (54%), and increased access to health care (37%) as well as overall satisfaction with the program (83%). DACL grantees have also supported this effort by providing technology workshops on a variety of topics including how to use Zoom, social media, and Google drive.

61. Please list specific outreach activities that DACL conducted in FY19, FY20, FY21, and FY22 to date. (Please list each year's activities separately).

Please see Attachment Q61 - DACL Outreach.

62. Please list specific outreach activities that Senior Villages conducted in FY21 and FY22 to date.

Please see Attachment Q62 - Villages.

63. Please list specific outreach activities that the Commission on Aging conducted in FY21 and FY22 to date.

The Commission has not conducted outreach activities as a collective; however, each commissioner regularly attends community meetings and events throughout the District to engage with seniors. Commissioners share any information they've collected with the Commission. Commissioners share any concerns they've heard in their respective wards and communities with DACL staff and/or the Commission's Ex-Officio members.

64. Please list all planned outreach activities by DACL, Senior Villages, and the Commission on Aging in FY22 and upcoming FY23. (Please indicate which entity will take the lead in each activity listed).

Please see response to Q62 for planned outreach activities by Senior Villages for FY21. The grant period only extends through FY21.

Please see response to Q63 regarding Commission on Aging planned outreach.

Ongoing DACL media outreach includes:

Print

Senior Beacon (Monthly printed newsletter)

The Washington Informer (Monthly printed newsletter)

District of Columbia Department of Aging and Community Living

Broadcast

The SeniorZone (Quarterly radio spot)

Digital

Social Media: Twitter, Instagram, and Facebook

DACL Website: dacl.dc.gov

DACL Virtual Events Calendar: daclvirtualevents.splashthat.com

DACL E-News (Monthly)

DACL Ambassador News (Quarterly)

In addition, DACL regularly engages in earned media opportunities with local and national news outlets.

Outreach Events Include*:

FY2021

December	Holiday Celebration (mailing and volunteer calls during PHE)
February	Cupid's Kids Community Edition Ambassador Roundtable
March	Humane Rescue Alliance Pet Connect Launch Notes from Neighbors with Delta Sigma Theta, Inc. National Nutrition Month Campaign Women's History Month Campaign
May	Older Americans Month Drive up Celebration Virtual Centenarian Salute Campaign Launch Ambassador Roundtable Mayor's Annual Senior Symposium
June	Virtual Ms. Senior DC Virtual Pride Celebrations World Elder Abuse Awareness Day Campaign
August	Ambassador Roundtable
September	Brain Games Championship National Falls Prevention Awareness Day National Centenarian Day

FY2022**

November	Vaccine booster clinics
December	Mayor's Annual Senior Holiday Celebration
February	Cupid's Kids Black History Month Campaign

District of Columbia Department of Aging and Community Living

March	National Nutrition Month Campaign Women's History Month Campaign
May	Older American's Month Activity
June	Mayor's Annual Senior Symposium (tentative) DPR SeniorFest Capital Pride Parade and Festival World Elder Abuse Awareness Day Ms. Senior DC Pageant
September	National Falls Prevention Awareness Day Brain Games (Tentative)

*In addition, DACL conducts 10 – 15 outreach events monthly. See Attachment Q61 for examples of outreach events which have already occurred. All dates are tentative.

**All activities for FY22 are tentative pending return to in-person events. List is not comprehensive as many events are planned throughout the year depending on community interest or need.

65. Please discuss the level of collaboration between DACL, Senior Villages, Age-Friendly DC, and the Commission on Aging. Please include activities, programs, services that are conducted by each entity and indicate if there are any overlaps. Please also include how each entity could increase collaboration to reach more residents.

Although DACL, Age-Friendly DC, the Commission on Aging, and senior villages operate independently from each other, DACL values its partnership and collaboration with government, community, and neighborhood partners.

DACL continues to work closely with (and provide significant funding to) the District's senior villages as DACL recognizes the villages play an essential role in the community, particularly as DACL works to address senior isolation. DACL views the Senior Villages as playing a major role in being able to reach isolated seniors in the community. Senior Villages provide in-home support services and other community-based activities necessary to age in place. Services may include transportation, friendly home visits, help with shopping, help running errands, household maintenance and cleaning, fitness activities, social outings, and assistance during a doctor visit. In FY22, Mayor Bowser provided an additional \$500,000 to enhance the work of villages, including to support staff and volunteer development, increase diversity in senior villages, and the creation of innovative and creative programming. During DACL's work in the community, DACL learned that some seniors have expressed an interest in an LGBTQ Senior Village. DACL has connected seniors with the Villages to continue this conversation.

DACL attends Age-Friendly DC committee meetings and regularly meets with Age-Friendly DC staff to ensure DACL is collaborating and working towards the same goals. The villages also attend Age-Friendly DC committee meetings.

DACL regularly participates in and contributes to 10 of the 14 Age-Friendly domains: Outdoor Spaces and Buildings, Transportation, Housing, Social Participation, Respect

District of Columbia Department of Aging and Community Living

and Social Inclusion, Community Support and Health Services, Emergency Preparedness and Resilience, Abuse, Neglect, and Undue Influence, Public Safety, and Caregiving.

DACL participates in monthly Commission on Aging meetings to provide updates on the agency and receive feedback from Commissioners. Please see response to Q136 for activities by the Commission on Aging as provided by the Commission on Aging.

Each entity has a different focus and supports the other entities where it is not the lead.

66. Please discuss the strengths of DACL, Age-Friendly DC, Senior Villages, and the Commission on Aging. (This list may include, but not limited to, strength in the number of volunteerism, community outreach, funding availability, membership, etc.)

DACL, Age-Friendly DC, the Commission on Aging, and senior villages operate independently, which means that all four entities together have a broad reach and diverse perspective of aging issues as it pertains to their individual interests. Age-Friendly DC has a high-level perspective from the Office of the Deputy Mayor for Health and Human Services, working across all District government agencies to ensure Age-Friendly policies are an integral part of District government planning. DACL provides direct support to the community through its social services and network of 20+ grantee partners, while senior villages provide direct, neighborhood-based support to older District residents (and are supported in part by DACL). The Commission on Aging consists of Mayoral appointments and provides direct links to the community, advocating for residents in their respective wards and providing valuable feedback to the Mayor's Office, DACL, and Age-Friendly. Together, all groups provide valuable insights into the complex and changing needs of the city's vibrant and diverse aging population.

67. Please discuss the weaknesses of DACL, Age-Friendly DC, Senior Villages, and the Commission on Aging.

DACL, Age-Friendly DC, the Commission on Aging, and senior villages operate independently insofar as each maintains its own diversity of perspectives, interagency relationships and outreach activities. It is apparent that four entities with diverse perspectives may at times result in a seemingly complex system of implementation of services and supports for older residents. Nonetheless, maintaining this level of decentralization ensures a broader and more complete picture of aging in DC and a wider range of successful initiatives, executed at multiple levels, to serve and support DC's diverse senior population.

68. Please discuss how the strengths of DACL, Age-Friendly DC, Senior Villages, and the Commission on Aging may help strengthen each entity's weaknesses.

Please see responses to Q66 and Q67.

District of Columbia Department of Aging and Community Living

69. What is the progress of the newly developed socialization hubs allocated in FY22's budget? Please include process for participation, activity types, number of participants by Ward.

In FY22, DACL's Lead Agencies shifted some of their services to specifically address social isolation and food insecurity. Each of our Lead Agencies were given the opportunity to create programs from a hyperlocal perspective that allowed them to develop services that best meet the needs of the seniors in their wards.

As many of the programs offered by the socialization hubs are new, the grantees have spent much of FY22 developing the infrastructure for the new services, which will be tracked in DACL's database. As we conclude Q1 of FY22, most of grantees are in the 1st stage of their redesign Work Plan which includes interviewing and hiring new staff and developing program infrastructure. We anticipate seeing more of the socialization hub services implemented in Q2 of FY 22.

Number of Participants by Ward

Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8
591	649	627	373	712	389	662	633

TERRIFIC Inc – Wards 1, 2, & 4

TERRIFIC will implement special events throughout the Fiscal Year with the purpose of identifying seniors not previously engaged and providing them with fun, culturally diverse, recreational experiences. TERRIFIC is in the process of hiring their team.

Iona Senior Services- Ward 3

During the first quarter, Iona used the additional resources allocated for the socialization hub to implement a new service delivery model. To date, programs newly implemented and/or enhanced to serve additional older adults include Community Outreach & Support (socialization calls, support groups, and LGBTQ programs as well as the hiring of a new outreach coordinator), Adult Day Care Program, Nutrition Services (connecting food insecure older adults at high nutrition risk to food and food resources through community partnerships), and Around Town D.C. (decentralized senior wellness programming offered virtually, hybrid, and in-person).

Seabury Resources for Aging- Wards 5 & 6

Seabury DC has spent most of the 1st quarter staffing up their socialization hub and moving to their new office which will help them better conduct their programs. They have also worked on building partnerships for the socialization hub. As they have been building their program, they have been continuing to conduct their Nutrition Education and Health Promotion programs, having meetings with Age in Place and Home First, and having movie nights as part of their Out and About LGBTQ program.

East River Family Strengthening Collaborative Wards 7 & 8

In FY22, ERFSC established the East River Regional Socialization Hub, with the goal to bring nutritional and socialization awareness to isolated seniors. Part of the services include neighborhood pop up events in the communities to reach seniors who are not

District of Columbia Department of Aging and Community Living

part of the Agency. The program was divided into three divisions: Senior Connection Division, Community Dining Division, and Partnership and Community Engagement Division. The Senior Connection Division is fully staffed. The Community Engagement Division is partially staffed with eight (8) vacancies of 20 positions total. There are three (3) vacancies within the Partnership and Community Engagement Division. ERFSC has started to redesign their dining sites as Friendship Cafes to make them more inviting for returning and new seniors and offer improved programming. EOTR utilizes social media to promote the activities of the socialization hub. The EOTR program developed a quarterly newsletter which was distributed to seniors during the first week of December. EOTR utilizes a user-friendly virtual platform which provides seniors the opportunity to access aerobic programs and health related information sessions.

Process for Participation:

Seniors who are interested in receiving a service from a Lead Agency Socialization hub are either referred to the Agency by DACL's Intake/Referral and Assistance team or by reaching out directly to the Agency. In order to address isolation in Wards 7 & 8, East River Family Strengthening Collaborative will host several neighborhood pop up events with the purpose of identifying new seniors to take advantage of our services.

III. Program Specific

a. Safe at Home

70. Please provide the following information pertaining to the Safe at Home program.

- a. Total number of applications **received** in FY19, FY20, FY21, and FY22 to date, with a breakdown by Ward.

		FY19		FY20		FY21		FY22 YTD	
		Intake Completed	Enrolled	Intake Completed	Enrolled	Intake Completed	Enrolled	Intake Completed	Enrolled
Ward	1	105	55	94	56	75	31	12	8
	2	49	25	26	18	30	18	2	2
	3	35	21	32	17	37	24	5	4
	4	412	202	346	202	283	155	54	45
	5	476	234	409	250	326	177	64	48
	6	194	100	166	95	160	82	22	27
	7	523	239	472	277	339	208	69	52
	8	401	201	358	228	309	197	58	50
Age	Age 18 – 59	183	87	177	104	139	73	30	20
	Age 60 and Over	2,012	990	1,726	1,039	1,420	819	256	216
Total		2,195	1,077	1,903	1,143	1,559	892	286	236

District of Columbia Department of Aging and Community Living

- b. Total number of applicants that were **approved** in FY19, FY20, FY21, and FY22 to date, with a breakdown by Ward.

Ward	FY19	FY20	FY21	FY22 YTD
1	60	45	31	6
2	19	14	20	2
3	17	15	23	5
4	202	125	185	25
5	238	160	190	37
6	119	64	80	22
7	294	164	227	42
8	213	137	211	35
Total	1,162	724	967	174

- c. Timeline from application approval to project commencement and completion.

FY	Enrolled to contractor first visit	Enrolled to project completion
21	106	89
22 YTD	58	38

- d. Please provide the age breakdown of the participants of the Safe at Home program.

SAH Program serves District residents, age 60 and over, or adults with disabilities, age 18 and over, who are homeowners or renters of a property used as a primary residence. Please see section (a) above for the age breakdown in FY19, FY20, FY21 and FY22 to date.

- e. Please provide a category breakdown of the in-home adaptations completed in the homes in FY19, FY20, FY21, and FY22 to date.

Please see Attachment Q70e - In-Home Adaptions by Type FY19, 20,21, 22

- f. Please provide the average cost per program participant in FY19, FY20, FY21, and FY22 to date.

- In FY19, the average cost per project was \$5,278.76.
- In FY20, the average cost per project was \$5,173.01
- In FY21, the average cost per project was \$4,519.27

- g. How do applicants access the Safe at Home program? How are determinations made as to eligibility? What office makes these decisions?

District of Columbia Department of Aging and Community Living

Applicants access the SAH program through the DACL Information & Referral Assistance (I&RA) line. The I&RA team provides information on SAH program services, informs applicants of eligibility requirements (income and falls-risk), collects basic demographic information, and refers interested applicants to SAH grantees.

The SAH grantee contacts the applicant by phone to administer the Vulnerable Elders Survey (VES-13), a simple function-based tool that screens for those in need of SAH services. Applicants with a score of four or higher (out of thirteen) have moderate or higher mobility challenges and are eligible to apply for SAH program services. These applicants are sent a program application. Once the grantee receives eligibility documentation back from the client to verify age, income, and residency, the applicant is enrolled in the SAH program.

Due to the COVID-19 pandemic and for a need to keep seniors safe from the virus, DC Health and DACL agreed upon objective criteria to prioritize installations for seniors in two priority categories. From March 2020 – Q2 of FY 21 SAH was only serving seniors who are assessed and determined to be medium or high risk for falls. The priority categories were seniors who scored a 19 or higher on the FROP-com assessment tool, indicating a high risk of falls. The FROP-com is a reliable tool developed by the National Aging Research Institute to determine the falls risk of the client. Seniors in the medium priority category scored 11-18 on the FROP-com, and have at least one of the following:

- Lost caregiver due to COVID-19 restrictions/concerns.
- Unable to exit the house.
- Unable to move between floors in the house.
- Inside falls greater than six per year.
- Caregiver with impaired function/mobility.
- Recent hospital/rehab discharge with change in function.

Seniors who meet the objective criteria in these two categories are the highest priority and receive services from the grantee ahead of those who have a lower risk of falls.

71. Does DACL's Safe at Home program still include security camera installation and services? Please provide the following information:
- a. If yes, does it include continued technical support and maintenance of the security camera?
 - b. If not, what programs or services are available to residents in need of security camera and maintenance support?
 - c. How many cameras are residents eligible for?

District of Columbia Department of Aging and Community Living

The security camera component of Safe at Home was discontinued due to decrease in demand. All interested residents are referred to the private security camera rebate program at the Office Victim Services and Justice Grants.

72. Please provide the total number of requests for a private security camera system in FY19, FY20, FY21, and FY22 to date.

FY19	1,210
FY20	960
FY21	260

DACL's private security camera program was discontinued in FY21 due to low participation and therefore no data is available for FY22. DACL now refers interested residents to the Office of Victim Services and Justice Grant's (OVSJG) private security rebate program.

b. Housing

73. Please list the number of callers the Housing Coordinator within DACL's ADRC received, and a breakdown of the housing requests in FY20, FY21, and FY22 to date.

	FY20	FY21	FY22
Total Contacts	177	204	32
Housing Requests	66	87	4

The Housing Coordinator's primary responsibility is to provide information on the application process and resources for housing opportunities for nursing home transition clients. He also responds to requests for information from community sources.

The "total contacts" column reflects the universe of calls/in-person contacts the housing coordinator received during the period. These calls range from individuals who are asking for a landlord contact list, to those seeking information about reverse mortgages or more complicated issues that require a referral to legal services.

The "housing requests" column is specific to individuals who have no housing and are seeking assistance to find housing in the community.

74. Please provide details on the types of housing services or programs that DACL provide, which may include collaboration with other agencies, private entities such as real estate firms, banks, etc.

While DACL is not housing organization, we do work in close partnership with many agencies that do provide these services to refer resident to appropriate programs (e.g., Housing Counseling Services (HCS); The Department of Housing and Community Development (DHCD); the Department of Human Services (DHS); So Others Might Eat (SOME); DC Housing Authority (DCHA); and the Office of the Tenant Advocate).

District of Columbia Department of Aging and Community Living

DACL has been allotted a small number of vouchers for its clients in nursing facilities to transition back to the community. The allocated vouchers are assigned to residents currently in nursing facilities and some community clients that need housing. DACL social workers assist the clients with completing the applications to be submitted to the DC Housing Authority (DCHA) for approval of a voucher.

DCHA and DACL also work together to get eligible seniors into the Shallow Subsidy Program. Seniors 62 years of age and older can be awarded up to \$600 monthly for rental assistance if their rent expense exceeds 30% of their income.

Clients who are delinquent with their monthly rent are referred to the Emergency Rental Assistance Program (ERAP) administered by community non-profit organizations, e.g., Housing Counseling services, The Salvation Army, and others.

There may be clients experiencing delinquency with their mortgage and they are referred to organizations such as Housing Counseling Services (HCS), or the Department of Housing and Community Development (DHCD).

Clients who are interested in purchasing homes are referred to DHCD to receive information on the Home Purchase Assistance Program (HPAP), or to HCS to be referred to a realty company.

75. Does DACL refer residents to financial education, such as home financing, foreclosure prevention, reverse mortgage, etc.? Please provide details of programs and services provided and/or referred out.

While DACL does not provide these services directly, the Information & Referral/Assistance team as well as the Case Management team provides residents with referrals to partner agencies who provide these services (e.g., Housing Counseling Services, Greater Washington Urban League, The Department of Insurance, Securities, and Banking, and Legal Counseling Services for the Elderly).

See response to Q74 for more information.

76. Please provide the following information pertaining to DHCD's Single Family Rehabilitation Program for FY19, FY20, FY21, and FY22 to date:
- Number of referrals made to the program.
 - Number of referrals by Ward.
 - Status of referrals. (Broken down in approvals, rejections, etc.)
 - Timeline from approval to project commencement and completion.
 - Status of completed projects by Ward

DACL does not track referrals made to Single Family Rehabilitation. DACL's SAH program grantee may occasionally refer clients whose requested scope of work may not meet the requirements of the SAH program or whose necessary

District of Columbia Department of Aging and Community Living

home modifications may exceed the SAH cost per project allocation, but the grantee does not consistently track these referrals.

DCHD would maintain all data related to SFRP.

77. Please provide the number of individuals received seeking rental or mortgage assistance, homeownership education and foreclosure prevention.

DACL does not systematically track this data across all programs.

78. What is the frequency of DACL communicating with senior housing buildings? Please include private and public housing buildings.

DACL regularly provides outreach activities to senior housing buildings, both public and private, during non-pandemic times. On average, DACL's outreach team visits between 4 – 8 senior buildings on a monthly basis when in-person activities are safe. During the PHE, outreach was conducted primarily via Zoom and conference calls with delivery of flyers to senior buildings. In addition, DACL funds community dining sites located in more than 20 senior buildings with daily access to meals and information.

79. What services are made available from DACL to senior housing buildings?

DACL's outreach team visits senior buildings to publicize a wide array of available programs such as case management, meal services, Long-Term Care planning, Medicaid enrollment, Safe at Home, etc. Tenants may need a larger unit and or abuilding with an elevator due to medical and health issues, and DACL will assist with submitting Reasonable Accommodation forms to the proper party.

80. What information is available through DACL regarding the need for housing or the senior population? Please identify the needs by income levels, household size, age, and Ward.

While DACL does not track this specific information, many seniors would benefit from subsidized housing.

c. Meals and Socialization

81. Please discuss any changes to DACL's meal programs in FY21 and FY22 to date?

- a. Please include process of enrollment, participation, and options for emergency meals in exceptional circumstances.
- b. What are the successes and failures of the current meal program(s)?

During the PHE, DACL shifted congregate dining site participants temporarily to the COVID Emergency Meal Program. At the height of the pandemic, there were approximately 4,270 participants on this COVID Emergency Meal Program, between March 2020 and June 2021.

District of Columbia Department of Aging and Community Living

In August 2021, Lead Agencies began calling each participant to ask if they could return to their now open dining site or if they wanted to be assessed for the Home Delivered Meal program in order to continue to receive meals directly at their home long term.

Approximately, 1,300 participants of the COVID Emergency Meal Program wanted to be assessed for Home Delivered Meals. That process is currently underway by DACL's nutrition services team. No one will be cut off meals prior to being assessed if participants would like to continue receiving meals.

In FY22, DACL shifted the Home Delivered Meal program, previously managed by Lead Agencies, in house. Residents interested in enrolling in this program can call DACL's Information and Referral/Assistance line for more information. Initially qualified residents will be referred to DACL's nutrition services team for an assessment. There are approximately 2,850 participants on the Home Delivered Meal program in FY22.

DACL has quickly shifted and adapted meal programs to meet senior's needs during the pandemic and post-pandemic. DACL continues to build out nutrition services to ensure DACL is meeting nutritional needs. DACL is currently reviewing participant data as well as collaborating with government and non-government partners in hopes of matching services to data.

82. How is DACL addressing food security?

DACL has more than 40 congregate dining sites in neighborhoods across the District. Dining sites provide meals for seniors during the week. In addition, DACL provides Home Delivered Meals for seniors who are frail and homebound. Hunger is closely linked to social isolation, and DACL is working closely with grantees to address social isolation and senior hunger through their new socialization hubs (see response to Q70).

83. Is DACL collaborating with other sister-agencies in addressing food security for District residents? Please identify the following:

- a. Opportunities and challenges in such collaboration
- b. The name(s) of agencies involved
- c. Activities and/or plans involved in addressing and/or improving food security
- d. Areas of evaluation in determining food security

DACL works closely with DC Health and the Office of Planning to address food insecurity across the District. DACL and DC Health are currently working on a data sharing agreement that will allow each agency to cross reference program participation and find additional ways for collaboration and partnership.

84. Is DACL increasing food access to its constituencies? How?

District of Columbia Department of Aging and Community Living

DACL has directed Lead Agencies with creating new ways to tackle social isolation and food insecurity in the coming year. Each Lead Agency has created unique ways to meet these needs in their Wards (see response to Q70). This includes finding and engaging with residents that Lead Agencies haven't had contact with before to address food needs through DACL meal programs.

FY22, DACL also expanded access to the Hungry Harvest service which provides residents with access to fresh fruits and vegetables. This program is targeted to residents living in Wards 7 and 8.

85. Has DACL identified any opportunities for the District to increase food access across all neighborhoods in the city? If yes, please describe. If not, why not?

DACL is currently working to solidify a data collection and research strategy to combat senior food insecurity in the District. DACL is also working with DC Health and Office on Planning to find ways to collaborate to reach more seniors in need of food support. DACL's Lead Agencies, which are located directly in communities are working expand outreach efforts to reach more seniors in more neighborhoods and try new programs to combat senior hunger.

86. How many clients participated in and received DACL services in FY19, FY20, FY21, and FY22 to date? Please provide breakdown for various services (i.e. congregate meals, case management, etc.) for DACL-funded program areas overall, then broken down by each provider.

DACL Senior Service Network Service Numbers		
FY19	16,162	
FY20	17,729	
FY21	14,923	
FY22 (to date)	9,326	
DACL Aging and Disability Resource Center Service Numbers		
	Residents Served	Total Calls
FY19	2,763	36,111
FY20	2,668	37,622
FY21	2,645	31,649
FY22 (to date)	672	6,803

DACL hosted or participated in 208 outreach events across the city in FY19, 108 outreach events in FY20, and 168 outreach events in FY21.

Please see Attachment Q86A - FY19 Clients Served by service by Agency
Please see Attachment Q86B - FY19 Clients Served by Service by Service
Please see Attachment Q86C - FY20 Clients Served by service by Agency
Please see Attachment Q86D - FY20 Clients Served by Service by Service
Please see Attachment Q86E - FY21 Clients Served by service by Agency
Please see Attachment Q86F - FY21 Clients Served by Service by Service

District of Columbia Department of Aging and Community Living

Please see Attachment Q86G - FY22 Clients Served by service by Agency
Please see Attachment Q86H - FY22 Clients Served by Service by Service

87. How many meals were provided in FY19, FY20, FY21, and FY22 to date?

a. Provide breakdowns of home-delivered meals with a breakdown by Ward.

Home-Delivered Meals Served				
Ward	FY19	FY20	FY21	FY22 YTD
1	59,190	145,255	180,129	8,945
2	54,661	100,076	98,315	7,018
3	45,124	84,693	105,625	8,863
4	80,074	170,353	224,936	26,079
5	117,614	258,628	376,952	40,865
6	78,584	156,368	231,026	26,227
7	185,504	281,408	382,170	45,722
8	130,187	254,977	378,714	31,465
Total	750,938	1,451,758	1,977,867	195,184

b. How many seniors are enrolled in the home-delivered meal program? Please provide a breakdown by Ward.

Home-Delivered Meals Clients Served				
Ward	FY19	FY20	FY21	FY22 YTD
1	374	879	788	189
2	297	555	479	148
3	207	385	354	218
4	376	1,144	1,160	515
5	525	1,449	1,549	990
6	394	923	1,050	494
7	834	1,472	1,573	910
8	548	1,311	1,403	557
Total	3,555	8,118	8,356	4,021

c. How does this count compare to the number of requests received?

Residents requesting home-delivered meals are assessed to determine the most appropriate meal program to meet their specific needs. While not all residents meet the criteria for home-delivered meals, all participants are connected to nutrition programs most suitable for their situation.

d. How does this count compare to the official census of elderly residents by Ward?

Participation in meal programs is based on need, not merely population counts.

District of Columbia Department of Aging and Community Living

- e. Provide the number of congregate meals with a breakdown by Ward?

Congregate Meals Served				
Ward	FY19	FY20	FY21	FY22 YTD
1	39,680	25,204	5,362	6,173
2	45,830	23,398	3,774	5,964
3	10,303	4,644	465	610
4	32,157	19,585	4,000	3,894
5	80,896	41,728	4,238	8,194
6	31,979	17,677	3,462	2,277
7	27,584	15,484	2,915	2,550
8	43,102	22,562	2,892	2,763
Total	311,531	170,282	27,108	32,425

- f. Provide a list of congregate meal sites by Ward.

See Attachment Q87f - DACL Congregate Meal Sites by Ward.

- g. If there are significant fluctuations in numbers from each FY, please explain its significance and reasoning.

There was a sharp increase in the number of clients and meals delivered in FY20 from FY19 because of the PHE that was announced March 2020. . There continues to be an increase in FY21, which represents a continuation of the PHE and reflects a full fiscal year of increased clients and meals (compared to half of FY20). DACL expects a decrease in clients and meals in FY22, as the agency has worked to transition people from COVID emergency meals back to dining sites. Additionally, the DACL nutrition services team continues to assess clients from the COVID emergency meal list to see what services and supports best fit their needs.

Similarly, there is a sharp decrease in congregate clients and meals in FY20 and FY21 due to the closure of sites during the PHE. Sites re-opened in Q4 of FY21, and DACL expects an increase in congregate numbers in FY22.

88. What type(s) of assistance does DACL provide to seniors without technology and Internet connectivity to ensure they are not left without important public announcements, especially urgent matters?

DACL provides an Information Referral and Assistance call center to answer any questions, mail information, and refer seniors to services not provided by our agency. DACL also partners closely with the Mayor's Office and other District agencies to share information through their communications.

District of Columbia Department of Aging and Community Living

Please see response to Q89.

89. How does DACL continue to bridge the gap between seniors connected to social media and online activities with those who are disconnected?

DACL uses a variety of communications channels to reach older District residents including in-person and virtual outreach activities, flyers, monthly printed newsletters distributed at sites throughout the city, earned media opportunities in television, radio and newspapers, quarterly radio spots, robocalls, and mass mailings. See response to Q58.

DACL also supports grantees to increase access and tech support/education to participants and members. See response to Q91.

90. What is the status of tablet distributions? Please provide the following information, in FY20, FY21, and FY22 to date:

- a. How many tablets total were available?

498 (plus 2 iPads for training)

- b. How many tablets to be distributed?

14 (redistribution scheduled. Initial distribution cancelled or returned) 2 iPads are being used by Wildtech staff for Interest Group training sessions.

- c. How many has been distributed?

FY21	FY22	Total
479	5	484

- d. Breakdown by Wards.

FY21	
Ward	iPad Distribution
1	63
2	29
3	19
4	51
5	59
6	64
7	65
8	130
FY22	

District of Columbia Department of Aging and Community Living

Ward	iPad Distribution
1	1
2	0
3	0
4	0
5	0
6	0
7	4
8	0

- e. Breakdown by age groups.

Age	Participants
60 – 69	52.3%
70 – 79	32.2%
80 – 89	12.4%
90 – 99	2.8%
100+	0.3%

- f. Breakdown by the number of recipients needing technical assistance, Internet connections.

Participants are required to attend three group training sessions for instruction of how to use the iPad and its features. Over 60% of participants have completed all their required training. Interest groups are available to learn about specific tasks, such as navigating social media, sending attachments, downloading apps, etc. We also provide a help desk to assist with needs on an individual basis.

51% of participants reported having no internet access. All iPads include broadband internet. Seniors were not required to have internet access to participate in the program. 80% of participants did not even have a computer.

- g. Overall feedback by recipients.

Results based on 50% of mid-program surveys completed.

1. 74% of participants said they've been in contact with friends and families more since receiving their iPads.
2. 83% of participants said they are happier as a result of receiving their iPad.
3. 37% of participants reported having more access to health care services. Over 100 participants have had at least one health appointment using the iPad. Over 40 participants have attended 5 or more health care appointments using their iPad.
4. 32% of participants reported having more access to food, medication and household supplies.
5. 57% of participants reported having more access to church and community programs.

District of Columbia Department of Aging and Community Living

6. Participants were asked what has changed most in their life as a result of receiving their iPad. The top 3 responses were increased socialization/activities, improved digital literacy and access to information-news/email/entertainment.
 7. Participants were asked to rank 1 to 5 with 5 being best, how much their use of technology has improved. 52% responded **5**. 92% responded 3 or higher.
 8. 46% have participated in DACL funded programs using their iPad.
91. In addition to tablet distribution, what other related programs and/or services are offered and provided? (Internet, tech classes, help desk, one-on-one lessons, etc.)

DACL's partner WildTech provides weekly online and in-person classes on various subjects related to the internet, iPad, social media, and nutrition. In addition, one-on-one sessions are held in person and virtually by appointment. WildTech provides a help desk to answer questions, schedule training, and resolve any technical issues.

Lead agencies and villages also provide assistance with technology based on the needs of their clients/members.

d. Transportation

92. Please provide a list of current transportation options for seniors.
- a. Please also include transportation methods that have been eliminated or undergoing changes with its respective effective dates.

Access to transportation is very important for seniors. To that end, DACL provides several transportation options for seniors in the District including:

- **MedExpress:** operated by YellowCab, this program provides curb to curb transportation for seniors to their medical appointments, dialysis treatments, and other essential services.
- **ConnectorCard:** operated by Seabury, the Connector Card provides seniors with a pre-loaded debit card to utilize any form of transportation they choose (Uber, Lyft, Metro, etc.). This program gives seniors independence and choice to choose the form of transportation that they desire. Funds are loaded on the Connector Cards monthly, and seniors contribute to the amount on the card on a sliding fee scale. DACL has connected all former participants of the transportation program to sites and activities with this program.

DACL sites were closed for in person programming in March 2020 because of the PHE. At that time, DACL also paused providing group transportation. DACL is currently exploring new options for providing group trips for seniors in FY22.

District of Columbia Department of Aging and Community Living

93. What has been the impact of FY22's transportation budget increase?

- a. How many additional clients are being served from the increase?
- b. Are there additional needs that are not met despite the budget increase?

DACL expects to serve an additional 1,000 seniors through the Connector Card program in FY22. DACL has not identified additional Connector Card program needs.

94. How many clients received transportation services in FY19, FY20, FY21, and FY22 to date?

- a. Provide a breakdown of transportation services by Ward and the general reason for transportation (i.e. medical, recreational, etc.)

See Attachment Q94a - Transportation Breakdown.

- b. If there are significant fluctuations in numbers from each FY, please explain its significance and reasoning.

The PHE had a significant impact on DACL's transportation services. When the PHE was first announced in March 2020, all in-person services were stopped, including all transportation services. MedExpress began operating again during the PHE, but there was a slight decline in medical trips in FY20 because of the temporary pause in service. In FY21, the number of trips increased as the service was provided continuously.

Trips to sites and activities (e.g., to and from wellness centers) and group trips were also paused in March 2020. As in-person services re-opened in Q4 of 2021, DACL worked with each site to ensure that site participants who had previously received a ride to and from their site were signed up for the Connector Card, which would allow them to use any form of transportation they wanted to get to wellness and other congregate sites.

Iona Senior Services is overseeing the transportation for adult day sites (Iona in 3 and 8; Zion Baptist).

95. How is DACL communicating transportation services to the community?

DACL holds outreach events throughout the community to provide information on programs and services, including transportation. Additionally, DACL's Intake/Referral and Assistance team relays transportation options to seniors when they receive calls inquiring about transportation options. The senior service network is also signing seniors up for the Connector Card program to provide seniors with transportation to their centers.

e. Lead Agencies

District of Columbia Department of Aging and Community Living

96. Please provide a list of services that each Lead Agency provides by Ward. Please include the number of times each service has been provided in each Ward.

See Attachment Q96 - Service Unit by Lead Agency.

97. Please provide details on how DACL conducts oversight and review of each Lead Agency throughout the year.

DACL provides monitoring of all Lead Agencies through both announced and unannounced site visits throughout the fiscal year. During these site visits, DACL conducts reviews of client files, observes grant operations, and obtains client feedback on services. DACL reviews the services Lead Agencies provide on a monthly basis by ensuring the services provided at Lead Agencies are in alignment with DACL service standards. DACL Service Standards are quality assurance measures that ensure uniformity in service delivery and reporting.

Additionally, DACL grantees submit monthly reports that provide feedback on program objectives. Through these reports DACL is able to track program objectives as well as monthly expenses.

98. Please describe whether DACL has any tool for oversight of social workers under each Lead Agency. Why or why not?

As of FY22, Case Management services are now in house at DACL. DACL has internal standards to review cases and monitor social workers. Social workers and case managers work in teams of 5-6 with a supervisor, and each supervisor reports to a program manager. The program manager is responsible for ensuring consistent quality across teams. DACL developed and implemented an internal Standard Operating Procedure for case managers.

99. Please discuss the status of case management and any feedback received, thus far.

Currently, 11 DACL case managers serve approximately 206 case management clients. Each case manager has a caseload of 20 – 25 clients. The case management social work supervisors and program manager maintain these caseloads by strategically assigning cases based on the complexity of the client's issues and individual case managers' expertise. Given the consistent nature of incoming referrals, the number of clients is expected to increase. DACL will hire two additional case managers to maintain caseloads to allow case managers to provide the best possible services to each client.

DACL began the transfer of case management services in Q4 of FY21 and completed the transfer in Q1 of FY22. DACL has not received any feedback on the change, which indicates that DACL met its goal of ensuring a smooth transition.

100. Please include the quarterly scorecards for grantees for their services that were conducted in FY21 and FY22, to date.

District of Columbia Department of Aging and Community Living

DACL no longer uses quarterly scorecards for grantees. In FY20, DACL implemented an internal Grantee Profile to allow the agency to more effectively track programmatic and financial data. DACL's current M1 monthly invoice template allows DACL to effectively track grantee burn rates. DACL is also able to accurately monitor grantee progress toward completion of their goals.

101. Please discuss any changes in DACL's process for distributing funding to its grantees from FY21 to FY22?

In FY22 DACL provided grantees an increase in their Indirect rate from 10% to 12% of personnel costs. There have been no changes to DACL's process for distribution funding to grantees from FY21 to FY22. However, DACL did simplify the continuation process for grantees to alleviate grantee burden. DACL requested only core documents for continuing grants, which allowed grantees to focus more on programs and allowed DACL to provide more substantive assistance to grantees implementing new programs.

102. Has DACL made any improvements to its grant processes in FY21? FY22 to date?

DACL has made significant improvements to its grants processes. After collaboration with the grantees, DACL successfully rolled out a standard automated invoicing template (M-1) that all grant recipients use when submitting their monthly invoices for reimbursement by DACL. The template provides the agency and grantees with increased transparency into how program costs are allocated across cost categories and services. As a result, the invoicing template has improved the quality of monitoring across grant programs and improved programmatic and financial dialogue between the agency and grant recipients.

DACL released an updated simplified grants policy manual in FY21 along with continuing to update service standards. In FY21, DACL implemented an online continuation grant submission process through ZOOM grants. Furthermore, in FY22 DACL streamlined the continuation process for grant submission allowing our grantees to submit less documents. The net effect of these updates will create more transparency and create standardized expectations amongst grants and grantees.

103. How do the changes in funding distribution impact service delivery?

DACL has not seen changes in funding distribution impact service delivery, but grantees do appreciate the indirect cost increase to 12% (from 10%) of their personnel costs.

f. Senior Villages

104. Please give a detailed description of each senior village including:

- a. Updated status of the village;

District of Columbia Department of Aging and Community Living

Please see Attachment Q62 – Villages.

- b. Description of programs carried out at each village;

Please see Attachment Q62 – Villages.

- c. Operating budget of each village;

Each village operates independently, so DACL does not know the operating budget of each village. DACL does financially support the villages using a method that all the villages agree upon, which helps support the work of villages.

In FY 22, DACL allocated \$847,830 to fund the senior villages. This includes \$650,000 to be divided evenly between 13 of D.C. Villages (i.e. \$50,000/village), and additional \$154,350 for other direct expenses, \$38,510 for personnel, and \$4,970 for administrative costs to cover the grantee's additional insurance and bookkeeping to administer the grant.

- d. Biggest challenge that each village faces; and

Each village is operated independently and has unique organizational needs. Generally, the villages seek to diversify their membership, reach more seniors, and improve their diversity, equity, and inclusion efforts.

- e. Anticipated changes and/or improvements for FY22.

Villages will focus on improving in the areas listed in (d) in FY22.

105. How has each Village utilized the increased FY22 funding, thus far?

Village	FY 22 Proposed Programs Due to Increased Funding	FY 22 Progress to Date
Capitol Hill Senior Village	<ul style="list-style-type: none">● Develop, pilot and revise online volunteer training for CHV's primary programs, including basic services, transportation, and Village Connections● Document additional background info on volunteers and members for use in programming● Conduct outreach in sections of CHV footprint that are predominantly African-American	<ul style="list-style-type: none">● Antiracism Working Group continues to meet● Bike Ride: Capital Crescent Trail

District of Columbia Department of Aging and Community Living

Cleveland & Woodley Park Senior Village	<ul style="list-style-type: none"> ● Fall prevention program with physical therapy– pilot program ● Postcard promotions for summer concert series and other community-based activity ● Increase weekly e-blast to reach 1,150 households ● Increase membership by 25 (to 185) and increase those receiving subsidized memberships to 30% of those members that receive services 	<ul style="list-style-type: none"> ● Volunteers cooked, delivered Thanksgiving meals ● Held yoga and morning stretches classes ● Partnered with DC Public Library and two main street programs to hold our monthly community speaker series
Dupont Circle Village	<ul style="list-style-type: none"> ● Expand their case management services ● 10 older adults will be recruited to join DCV as Open Village members in 2022 ● Hybrid programming system training ● User training for all DCV CareGroup members on the new Google Workspace platform 	<ul style="list-style-type: none"> ● Continuing case management services ● Conducting hybrid meetings such as yoga classes and happy hours
East Rock Creek Village	<ul style="list-style-type: none"> ● Expand case management services ● Consistently collect and record volunteer statistics ● Pilot project to increase connectivity for socially isolated households ● Retain a majority of the 70 members who joined during complimentary COVID-19 period and increase new memberships by 10% 	<ul style="list-style-type: none"> ● Engaged with local organizations, associations, and businesses ● Nineteen public programs (16 health/wellness, 3 educational/social) were held and promoted ● Provided health and wellness options that may be delivered online or in other COVID-safe ways. May include meditation and outdoor exercise options
Foggy Bottom West End Village	<ul style="list-style-type: none"> ● Provide short-term professional support for members during transitions or crises ● Implementation of strategic plan with an emphasis on addressing diversity, equity and inclusion within Village ● Provide programs both online and in-person as the pandemic and weather permits ● Increase understanding of 	<ul style="list-style-type: none"> ● Fall prevention classes ● Program on U.S. presidents and music ● Regular phone contact with isolated and vulnerable members ● Increased case management to serve more village members ● Information on community events

District of Columbia Department of Aging and Community Living

	issues impacting villages and further regional and national relationships with other villages	
Georgetown Senior Village	<ul style="list-style-type: none"> ● Set up Membership Mentor program to help new members integrate into Village and feel comfortable to participate in social activities ● Coordinate Health Care Committee to offer health-care and wellness programs for GV members and volunteers ● Purchase technology to offer hybrid programming for those unable to attend in-person events ● Hybrid Programming System Training 	<ul style="list-style-type: none"> ● Class about the optimal time for claiming your Social Security retirement benefits ● Program held that is proven to stimulate the brain's pre-frontal cortex ● Increased case management to serve more village members
Glover Park Village	<ul style="list-style-type: none"> ● Increased programming in Service Development 	<ul style="list-style-type: none"> ● Historian present to members about history of Glover Park ● Volunteers made holiday bags for members
Kingdom Care Senior Village	<ul style="list-style-type: none"> ● Offer programs to Knox Hill Senior facility community ● Use a variety of communication methods to reach seniors ● Obtain 1,000 inquiries from seniors using multiple methods of communication ● Provide virtual and in person social events and activities to engage and entertain seniors 	<ul style="list-style-type: none"> ● Buddy Calls ● Added Chair exercises ● Kingdom Care Wellness Walkers ● Website training

District of Columbia Department of Aging and Community Living

Mt. Pleasant Senior Village	<ul style="list-style-type: none"> ● Make social work services available to Village members ● Present events, activities, and interactive programs designed to engage Village members and others in the community ● Development of relationships and joint activities with organizations representing and serving a range of populations in Mount Pleasant. 	<ul style="list-style-type: none"> ● Expanding volunteer program ● Made face mask for seniors in neighborhood
Northwest Neighbors	<ul style="list-style-type: none"> ● Reach 6,500 local seniors using multiple methods of communication ● Provide facilitated training for board and staff on Diversity, Equity, and Inclusion ● Incorporate recommendations made by the Diversity, Equity and Inclusion Working Group to ensure NNV programs reflect a diverse range of interests and topics 	<ul style="list-style-type: none"> ● Added a program on ageism to better educate village members and the community through a guest speaker ● Increased case management to serve more village members ● Added yoga classes ● Provided transportation to seniors
Palisades Senior Village	<ul style="list-style-type: none"> ● Increase Social, Wellness and Education Events and Activities that will focus on socialization, health and wellness and may include a Planning group, Horse Therapy series, Equity seminars, Memoir Writing workshops, fitness and/or aqua classes, nutrition programs, etc. 	<ul style="list-style-type: none"> ● Provided health and wellness resources to members and the community ● Added Yoga classes ● Walking groups
Waterfront Senior Village	<ul style="list-style-type: none"> ● Conduct 30 specific events to engage members on a variety of topics using multiple venues and activities ● Conduct 30 specific events to engage members on a variety of topics using multiple venues and activities ● Send two targeted mailings to every household in target area listing resident 60 years and older. 	<ul style="list-style-type: none"> ● Medicare open season presentation ● Hearing clinic ● Walking club ● Arts Club lecture on DC Native American presence ● "Friendsgiving" group dinner

District of Columbia Department of Aging and Community Living

Greater Brookland Intergenerational Village	<ul style="list-style-type: none"> ● Promote crisis/direct care services offered by DACL and relevant lead agencies ● Design, print and distribute new GBIV collateral ● Expand print and social media presence 	<ul style="list-style-type: none"> ● Provided assistance in job queries across the career/age ● Trained seniors on how to use Zoom.
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g. Medicaid and Home Health

106. How many people in the Elderly and Persons with Disabilities (EPD) Waiver are people with developmental disabilities under the age of 60? Please provide the numbers from FY20, FY21, and FY22 to date.

DHCF administers the EPD waiver and collects and maintains client data. The Department of Disability Services (DDS) also administers a waiver for qualifying beneficiaries with intellectual/developmental disabilities.

107. What services are available to people with Developmental Disability under the age of 60 in the EPD waiver?

EPD waiver services include:

1. Adult Day Health Program (ADHP)
2. Assisted Living Facilities (ALF)
3. Case Management Services
4. Chore Aide Services
5. Community Transition Services
6. Environmental Accessibility Adaptation Services (EAA)
7. Homemaker Services
8. Occupational Therapy (OT)
9. Participant-Directed Services (Services My Way)
10. Personal Care Aide Services (PCA)
11. Personal Emergency Response Services (PERS)
12. Physical Therapy (PT)
13. Respite Services (Similar to PCA services)

108. Please provide the procedure for which individuals obtain services such as social workers and home health aides through DACL. Please include the steps and timeline from initial phone call to the start of services.

DACL has transitioned case management services to be provided in-house rather than through separate grants. The case management procedure involves intake, comprehensive assessment, care plan development, and case closure. Individuals may

District of Columbia Department of Aging and Community Living

request services through the ADRC call center or by sending an email to ask.ADRC@dc.gov. DACL staffs the call center from 9:00am to 4:30pm Monday through Friday, except holidays.

DACL CASE MANAGEMENT PROCESS

1. Referral and Case Assignment: DACL staff answer the call and engage the caller to determine why they are calling and what service they are requesting. The caller provides basic demographic and contact information. If this is deemed to be an emergency, they will receive a call within 24 hours.
2. Initial Contact: Within two business days of case assignment, the case manager will contact the client, or within one day if the case is an emergency.
3. Case Consult: Within 5 days of contact with the person, the case manager consults with the person to confirm that they want case management services and to determine the scope of the case management services. Once the client agrees to continue with case management, the case manager completes the Comprehensive Assessment, which includes a Plan of Care.
4. Ongoing Case Management: Ideally case managers will maintain at least biweekly contact with their clients and engage with a multidisciplinary team of professionals to assist the client in achieving their goals.
5. Case Closure: The case manager and client will determine together when it is appropriate to close the client's case. Ideally the case is closed when the client's goals are fulfilled to the greatest possible extent.

HOMEMAKER PROGRAM STEPS AND TIMELINE:

- Grantee receives referrals from DACL, APS, lead agencies, government agencies, social workers, and other community partners.
- Once the referral is received, grantee Case Managers complete the DACL initial intake and assessment by phone or in-person within 36 hours.
- Eligible clients must be DC residents 60+, who are not receiving services through Medicaid or the EPD waiver program. If clients are not eligible for the DACL in-home funded service, grantee provides the client with additional resources.
- Once the client is approved to receive the in-home service, a plan of care and assessment is completed by HCP Case Managers within seven working days.
- The Case Manager determines how many hours of the in-home service the client may receive based on their needs. Clients may only receive up to 15 hours per week.
- Grantee then matches the clients with a home health aide based on their location and availability within 48 hours of receiving the client comprehensive assessment and plan of care.

District of Columbia Department of Aging and Community Living

- If an aide is available, the client can immediately start the in-home service on the next specified day within the plan of care. This timeframe can take less than a week from referral, if an aide is available.

109. What factors are used to determine eligibility for in-home health aides? Please also include the process for determining eligibility, whether re-certification is required and its frequency.

The Department of Health Care Finance (DHCF) takes the lead on work with home health aides. They have an internal assessment tool that they use to determine eligibility.

110. What role does DACL have in ensuring there is adequate supply of aides versus demand?

DACL does not have a role in ensuring adequate supply of aides. This is a workforce issue that is better addressed on the training/creating pathways to successful careers.

DACL also recognizes the critical role for unpaid family caregivers and provides a variety of programs and supports to assist in alleviating burnout through respite care, adult day care, and connecting caregivers with a peer support group.

111. Are there anticipated changes in the needs for home-health aides in the next five years? Why?

The District anticipates an increased need for home-health aides as the District's population continues to age.

112. How is DACL preparing for any anticipated changes in the demands for home health aides?

See response to Q110. DACL collaborates with DC Health and DHCF in adjusting to home care and workforce needs.

In addition, DACL works closely with DHCF to address home health aide issues through Medicaid and the EPD waiver.

h. Senior Wellness Centers

113. Please discuss the current operations status of each senior wellness center and include the following information for each center:

- a. Average number of daily and weekly participants.
- b. Activity type(s) available.
- c. Safety and cleaning measures.

District of Columbia Department of Aging and Community Living

Participation by week, each month		East River Family Strengthening Ward 7	East River Family Strengthening Ward 8	Hattie Holmes Senior Wellness Center	Howard University Hayes Senior Wellness Center	Mary's Center Bernice Fontenau Senior Wellness Center	Seabury Resources for Aging Ward 5
October	1	21	48	40	20	11	45
	2	93	132	124	64	75	155
	3	74	143	107	50	88	161
	4	131	155	136	58	78	272
	5	166	151	129	58	76	276
November	6	178	168	144	62	31	293
	7	166	148	128	60	4	267
	8	188	153	154	63	0	288
	9	150	139	97	47	0	213
November/December	10	128	121	95	42	0	211
		138	108	112	0	0	129
December*	11	160	127	138	0	0	126
	12	113	143	116	0	0	115
	13	56	81	5	0	0	0

**The December data is not complete.*

Name	Current Operational Status	Activity Types	Safety and Cleaning Measures
Bernice Fonteneau Senior Wellness Center	Open for Virtual programing. Center provides Grab and go lunches daily	Fitness classes, Nutrition counseling by a Nutritionist	DGS provides cleaning and maintenance. Face masks are available for seniors that do not have them. Hand sanitizing stations are available at the site
Hattie Holmes Senior Wellness Center	Open for Virtual programing. Center provides Grab and go lunches daily	Fitness classes, Nutrition counseling by a Nutritionist	DGS provides cleaning and maintenance. Face masks are available for seniors that do not have them. Hand sanitizing stations are available at the site

District of Columbia Department of Aging and Community Living

Model Cities Senior Wellness Center	Open for Virtual programing. Center provides Grab and go lunches daily	Fitness classes, Nutrition counseling by a Nutritionist	DGS provides cleaning and maintenance. Face masks are available for seniors that do not have them. Hand sanitizing stations are available at the site
Hayes Senior Wellness Center	In person programing on Tuesdays, Wednesdays, Thursdays and virtual programming on Mondays. Grab and go lunches are provided daily	Fitness classes, Nutrition counseling by a Nutritionist	DGS provides cleaning and maintenance. Face masks are available for seniors that do not have them. Hand sanitizing stations are available at the site
Washington Senior Wellness Center	Open for Virtual programing. Center provides Grab and go lunches daily	Fitness classes, Nutrition counseling by a Nutritionist	DGS provides cleaning and maintenance. Face masks are available for seniors that do not have them. Hand sanitizing stations are available at the site
Congress Heights Senior Wellness Center	Hybrid programming offering in person and virtual programs. Provides Grab and go lunches daily	Fitness classes, Nutrition counseling by a Nutritionist	DGS provides cleaning and maintenance. Face masks are available for seniors that do not have them. Hand sanitizing stations are available at the site

114. What issues/needs have been raised in FY21 and FY22 to date by each senior wellness center? Have they been resolved? Why or why not?

Model Cities Senior Wellness Center seniors raised concerns about the staffing pattern of their Center in FY22. In FY22, Seabury is using the Wellness Center Nutritionist and Activities Coordinator to assist with nutrition and activity coordination at their other sites in Wards 5 & 6 in order to enhance overall programming. Model Cities members were concerned that the staff at Model Cities would not be able to provide them with the same level of programming they have seen in the past. Seabury Resources for

District of Columbia Department of Aging and Community Living

Aging reassured the seniors at Model Cities that the program quality would not decline as a result of the changes.

Model Cities Senior Wellness Center seniors expressed concerns about some of the changes that were being made in the renovations at the Center. Due to increase in construction costs, there were proposed changes to the renovations at Model Cities. DACL worked with the budget office to secure additional funding so seniors could receive the renovations originally planned.

DACL continues to work with our partners at DGS to address repair and maintenance issues that arise at the Centers. In addition, DACL has a monthly meeting with Wellness Center Directors to listen to and address concerns.

115. Have there been or are there planned changes to the facility of each center?

DACL continues to work with DGS on expansions at Model Cities Senior Wellness Center and Congress Heights Senior Wellness Center. There are no other planned changes to each center's facility at this time.

IV. Public Safety

116. Please provide the number of individuals seeking assistance pertaining to crime, traffic and pedestrian safety, disturbance of peace, and gun violence.

DACL does not track this information. The agency works in partnership with and refers individuals seeking assistance pertaining to crime, disturbance of peace, and gun violence to the Deputy Mayor for Public Safety and Justice and the Metropolitan Police Department.

117. Please describe the protocol for addressing issues of violence and public safety.

If there are issues of violence and public safety, the agency works and refers these issues to the Metropolitan Police Department (MPD) and the Deputy Mayor for Public Safety and Justice. If issues arise within any of the agency's senior wellness centers, DACL also seeks the assistance of the Department of General Services' General Counsel and Protective Services Division to investigate and remediate any issue, this can include residents being barred or being suspended from participation at senior wellness centers.

118. Please describe three initiatives, programs, or projects currently underway within your agency directed at preventing homicide in the District of Columbia. If you currently do not have any initiatives, programs, or projects currently underway directed at homicide prevention, please describe three ways in which your agency could play a role in reducing homicides in the District of Columbia.

Public Education and Awareness: DACL's Adult Protective Services provides educational presentations to other District government agencies and the community at

District of Columbia Department of Aging and Community Living

large on how to identify signs of elder abuse and exploitation, as well as information on how to report suspected abuse. DACL also participates in the Elder Abuse Prevention Committee which conducts public education campaigns on the prevention of elder abuse and exploitation.

MPD Investigation Support: DACL's Adult Protective Services regularly partners with MPD to assist in investigations of abuse and financial exploitation of vulnerable adults.

Security Camera Installations: Although DACL's Safe at Home Security Camera Program ended in FY21, DACL continues to work closely with and refer the community to the Office of Victim Services and Justice Grants, which has a private security camera incentive and rebate program. These programs are intended to help deter crime and assist law enforcement with investigations.

119. Please describe how your agency is working collaboratively with other DC agencies toward the goal of reducing homicides and crime in general. Please also describe how your agency is engaging non-governmental organizations and the community at large on the issue of homicide prevention.

DACL's Adult Protective Services regularly partners with MPD to assist in investigations of abuse of vulnerable adults and the Office of Attorney General to support in prosecution. In addition, DACL works with several local and federal agencies, community-based organizations, and private institutions as a member of the Elder Abuse Prevention Committee. The goal of the EAPC is to prevent abuse, neglect, and exploitation of vulnerable adults in the District of Columbia through community outreach, professional training, and public awareness campaigns. Agencies represented include: DACL and its Adult Protective Services (APS); the U. S. Attorney's Office; The Office of the Attorney General; Legal Counsel for the Elderly; the DC Department of Insurance, Securities, and Banking; the Financial Planning Association of the DC Area; the DC Housing Authority; the DC Department on Disability Services; the DC Metropolitan Police Department, the U. S. Department of Justice; the DC Commission on Aging; NASA Federal Credit Union; Seabury Aging Services; and Iona Senior Services.

120. Please describe how you currently measure the efficacy of the aforementioned initiatives, programs, or projects. Additionally, are there key metrics related to homicide prevention that were added to your Key Performance Indicators (KPIs)? Please identify, if any.

Public safety metrics are tracked through MPD and DMPJ. DACL's work is further upstream as it is primarily focused on education, outreach, and support to the community. There is not a direct causal link to the community supports provided by DACL and the prevention of homicide in the District.

V. COVID-19 Operations

121. Does DACL provide public communication regarding the COVID-19 vaccine booster availability and registration process? If so, how?

District of Columbia Department of Aging and Community Living

DACL coordinates with the Executive Office of the Mayor and DC Health to ensure seniors are informed with the most up-to-date information concerning the vaccine. DACL uses its Senior Service Network, comprised of more than 20 community partners, to amplify important vaccine information to seniors and to support seniors with registration. DACL also continues to use senior-focused communication channels like the Senior Beacon Newspaper, the Washington Informer, the Senior Zone radio show, DACL social media channels, electronic newsletters and email blasts sent to 5,205 subscribers, in addition to participating in telephone town halls to share updates on the vaccine.

In FY22, DACL held booster clinics at Senior Wellness Centers, Kenilworth Rec, API Senior Center, Vida Senior Center, and Golden Rule Apartments. DACL is coordinating additional vaccine clinics throughout the month of January and February.

DACL has also started a partnership with Mary's Center to help overcome vaccine hesitancy across the District. Mary's Center has a multitiered approach which includes hiring a COVID-19 Case Manager who will focus on identifying and engaging groups of residents who still need vaccinations or boosters and working to cater to their specific needs/hesitancies. They will also work to connect those residents to other needed services and supports after their vaccinations are completed.

Mary's Center will also have peer vaccination ambassadors who will be trained on how best to spread the word to their friends and family members. They'll be providing seniors with incentives for getting others vaccinated, a method we've seen positive results from in the past.

Mary's Center will be holding a series of town halls and small booster clinics, as well.

DACL and Mary's Center will also be partnering with Grandparents Against COVID, an initiative of Help Age USA, which aims to train 500 grandparents, specifically in Ward 7 and 8, on how best to talk with their family members about getting vaccinated and boosted. DACL is providing Mary's Center with \$307,000 for this effort.

122. Does DACL provide special transportation services for COVID-19 vaccinations?

DACL provides COVID-19 vaccination rides to seniors enrolled in the Senior MedExpress (SME) Program. This program provides eligible DC residents (individuals must be 60+ and have a certified medical condition) free round-trip transportation to essential medical appointments such as chemotherapy or dialysis, or to health-related public benefits appointments. Vaccination trips are available on a first-come, first-served basis. Additionally, DACL funds the Connector Card Program, a cost-share program that provides qualified older adults a debit card that can be used for ground transportation services to the destination of their choice, including to and from vaccination sites. Seniors interested in signing up for Connector Card can call 202-844-300.

District of Columbia Department of Aging and Community Living

Senior villages are providing transportation for vaccinations, and Iona Senior Services is also providing transportation for vaccinations city-wide.

123. What type(s) of assistance does DACL currently provide to aid seniors completing government forms to enroll in the government programs and services, including certification and/or recertification processes?

DACL case managers and social workers assist seniors by assessing their needs, discussing their goals, and sharing information with seniors about the relevant and available government programs and services for which the senior may be eligible. In addition, DACL staff provide direct assistance to seniors with procuring necessary documentation and completing applications. Government programs and services include:

- Temporary Cash Assistance
- Medical Assistance
- Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamps)
- Burial Assistance, Interim Disability Assistance
- Parent and Adolescent Support Services (PASS)
- Refugee Cash Assistance
- Department of Energy utility assistance
- Trash removal
- Accessible Parking Permits
- Metro Access applications

DACL Medicaid Eligibility Services unit assists with applications to the Elderly and Persons with physical Disabilities (EPD) Waiver program. The team completes and submits referrals and works with clients to assist them in determining eligibility for services. This team also completes 15-30 Person-Centered Care Plans per month to complete Adult Day Health Program (ADHP) enrollment and coordinate with client/caretaker/ADHP facility staff.

DACL Senior Health Insurance Assistance Program (SHIP) provides free health insurance advice and information on Medicaid and Medicare programs, counseling, education, and assistance with medical/pharmacy claims resolution.

124. Please list specific activities that reduces isolation in the senior community during this ongoing COVID-19 pandemic and its newly evolved variants, while maintaining safety measures.

DACL prioritizes combatting senior isolation. In FY21, DACL continued to make intergenerational connections with volunteers to provide holiday greetings via telephone to homebound seniors and engaged in a citywide effort, in partnership with DCPL, to have residents create Valentine's Day cards for meal delivery clients. DACL also partnered with Delta Sigma Theta Sorority, Inc. in a letter-writing campaign that

District of Columbia Department of Aging and Community Living

amassed more than 11,000 notes for District seniors. Additionally, DACL partnered with the Humane Rescue Alliance to develop neighborhood connections through the shared love of pets by connecting volunteer foster parents or adoptable dogs with homebound seniors to interact over Zoom calls or through home visits. In FY22, DACL's Lead Agencies shifted focus to specifically address social isolation and food insecurity. Each of our Lead Agencies were given the opportunity to create programs from a hyperlocal perspective that allowed them to develop services that best meet the needs of the seniors in their wards. See response to Q69 for details on Lead Agency socialization hubs.

In FY21, DACL worked with its network of grantees to safely reopen in-person programs at all Senior Wellness Centers and most of the community dining sites with safety measures in place. In addition to the in-person programs, sites continued to offer virtual programs available in various formats including video conferencing, telephone calls, and pre-recorded videos. DACL has also executed citywide events in a socially distant manner including the Mayor's Annual Virtual Senior Symposium, in partnership with AARP, which aired on public television and included a meal kit delivery to more than 900 seniors. In addition, DACL coordinated a citywide drive-up celebration at Senior Wellness Centers during Older American's Month to prepare for the reopening of sites with more than 400 participants. The Mayor's Annual Senior Holiday Celebration was presented in a hybrid format with close to 1,000 seniors participating in person and hundreds more joining online and receiving a special meal delivery. DACL intends to continue offer all citywide events in a hybrid format to ensure optimal inclusivity for all residents.

Safe return to in-person and more options for programming: In FY21, DACL worked with its network of grantees to reopen in-person programs at all Senior Wellness Centers and most of the community dining sites. In addition to the in-person programs, sites continued to offer virtual programs available in various formats including video conferencing, telephone calls, and pre-recorded videos. DACL has also executed citywide events in a socially distant manner including the Mayor's Annual Virtual Senior Symposium, in partnership with AARP, which aired on public television and included a meal kit delivery to more than 900 seniors. In addition, DACL coordinated a citywide drive-up celebration at Senior Wellness Centers during Older American's Month to prepare for the reopening of sites with more than 400 participants. The Mayor's Annual Senior Holiday Celebration was presented in a hybrid format with close to 1,000 seniors participating in person and hundreds more joining online and receiving a special meal delivery. DACL intends to continue to offer all citywide events in a hybrid format to ensure optimal inclusivity for all residents.

VI. Racial Equity and Social Justice

125. Please list three opportunity areas, programs, or initiatives that DACL may facilitate to address racial inequity.

Addressing Health Disparities - DACL is committed to programs and supports that address health disparities impacting communities of color, which have been amplified

District of Columbia Department of Aging and Community Living

due to COVID-19. In FY21, DACL, in partnership with Mary's Center, launched a senior nutrition pilot program, Eat Well, Live Better! This program is designed to address health disparities by providing access to healthy supplemental food for low-income DC residents who are 60 and older with a chronic illness. Through this program, participants receive a monthly delivery of supplemental food, such as vegetables, fruits, and grains, virtual meetings with a nutritionist, chronic illness care management, assessments and referrals to other resources. Of the current participants in the program 72% are African American, 6% are Hispanic, and 1% are Asian.

In addition, DACL is funding a new Adult Day Program in Ward 8, to provide 1) therapeutic services to functionally-impaired District residents 60 years and older, in order to avoid or forestall institutionalization; 2) respite for family members and caregivers, engaging them in prevention health and education activities; 3) specialized services to easily access resources and support services needed to effectively navigate long-term care options to remain independent and connected to the community and; 4) information on services and supports.

Increased Access to Wellness Activities through Capital Investments - the Mayor has prioritized capital investments in Ward 5, 7, and 8, areas that are predominantly African-American. These investments will expand wellness opportunities to residents and include building a new senior wellness site in Anacostia in Ward 8, expansions of Congress Heights Senior Wellness Center in Ward 8 and Model Cities Senior Wellness Center in Ward 5, as well as a \$35 million investment towards rebuilding the therapeutic recreation site in Ward 7 to include dedicated space for caregiver programming.

Bridging the Digital Divide - The public health emergency has created a greater urgency to bridge the technological divide with older generations, particularly low-income residents. As social activities, healthcare appointments, and access to services have moved online, DACL is focused on ensuring older residents can stay connected. In FY21 DACL launched a senior technology pilot program to help bridge this divide. DACL has partnered with its first-ever technology grant partner, Wild Tech, to implement a new senior tech connection program. This collaboration is bringing 500 iPads to low-income seniors who are not currently connected to technology to combat social isolation, promote connectedness to family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy. Wild Tech provides ongoing technical assistance to seniors, including ongoing specialized training, and managing a help desk to assist seniors with troubleshooting issues. Preliminary survey results indicate self-reported increase in social connections with friends and family due to this program (74% of the 246 respondents), increased participation in community activities such as church (54%), and increased access to health care (37%) as well as overall satisfaction with the program (83%). DACL grantees have also supported this effort by providing technology workshops on a variety of topics including how to use Zoom, social media, and Google drive.

126. Please discuss whether there are any areas or programs that DACL has been successful in building racial equity in FY21 and FY22 to date. Please also include any shortcomings.

District of Columbia Department of Aging and Community Living

Please see response to Q125

127. Please discuss one operational data point and one performance data point where you already collect race information or could collect such information.

Race and demographic data is self-reported and not a requirement to access services based on federal requirements. DACL collects data on race for the Administration of Community Living (ACL) Title III Older Americans Act (OAA) State Program Report (SPR) on persons served, services provided, and expenditures on Title III and VII funded services. The SPR is used to evaluate each state's performance in delivering Title III services to eligible seniors and caregivers. Race is one of several data elements used by ACL to understand social and economic need nationally. Data on race is collected on the following federally funded services: Congregate Meals, Nutrition Counseling and Assisted Transportation, Chore/Heavy House Cleaning, Case Management, Home Delivered Meals, Homemaker and Adult Day Care. Additionally, DACL collects data on the ward where the client resides as a part of the intake and referral process. In addition, DACL collects race information across all programs and services; however, race is self-reported and not a requirement to access services, which means that data reporting on race is not be comprehensive.

128. How could DACL use race information for future programmatic decisions? Please include weaknesses and opportunities in including race for future decisions.

DACL consistently uses equity considerations (include racial equity) when developing all new programs and while monitoring current programs. However, demographic data is self-reported and not a requirement to access services so data reporting on race is not comprehensive, which is a weakness.

129. In considering a racially equitable District of Columbia, please discuss the three ways that DACL would reflect such achievement.

Improving Health Outcomes - Improving health outcomes will be a critical metric in determining the success of ensuring racially equitable service delivery.

Service Consistency - DACL continues work with our grantee network to ensure consistency in service and a strong continuum of services--both within the agency and throughout the aging network--across all eight wards of DC. Through the Future of Aging design process, we are working with the community to identify pain points in access services and co-creating strategies to resolve those pain points to ensure more equitable access to services for residents, no matter who they are or where they live in the city.

Quality of Services - In addition to consistency in the level of services available, residents should be able to experience the same quality of programs, services, supports, and customer experience no matter who they are or where they live.

District of Columbia Department of Aging and Community Living

130. Please list three metrics that DACL already uses or could use to measure progress towards racial equity.

Please see response to question 129.