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

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February 14, 2023

Charon Hines, Acting Director  
Department of Aging and Community Living  
500 K Street, NE  
Washington, DC 20002

Dear Acting Director Hines:

The annual performance hearing for the Department of Aging and Community Living is scheduled for **Friday, March 3, 2023, beginning at 9:30 AM**. The hearing will be held virtually, and government witness(es) will testify following public testimony. Please plan to arrive in time to listen to the entirety of the public testimony presented with respect to the agency. Pursuant to Council rule 522(a), we ask all executive witness(es) to submit their hearing testimony 48 hours in advance of their performance oversight hearing.

Written pre-hearing questions for your agency are attached. Please provide **five hard copies** of your responses as well as electronic versions in Microsoft Word and PDF format **by no later than 5:00 PM on Monday, February 27, 2023**, one week before the hearing to account for the time constraints in between receiving these questions and the hearing date.

If you feel that I could use additional information outside the scope of the attached questions, please feel free to include an additional written statement. If your office requires any clarification of the attached questions, please contact Amanda Chulick, at [achulick@dccouncil.gov](mailto:achulick@dccouncil.gov). Thank you in advance for your timely and comprehensive response.

Sincerely,

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

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

**DACL FY 2023 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.

- 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.

Please see Attachment Q1 – DACL Org Chart.

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

**Office of the Director**

The Office of the Director provides the vision, planning, and leadership for the Department of Aging and Community Living (DACL), including executive management, policy, human resources, legal, strategic and financial planning, communications, and resource management. The office also manages, leads, and directs all programs, supports and services of DACL. Additionally, the office 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:* Charon Hines, Acting Director, [charon.hines@dc.gov](mailto:charon.hines@dc.gov) (Tenure: Less than 1 month)

Number of Staff: 9

**General Services Division**

The General Services team is responsible for building support services, information technology, risk management, 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:* Jacob Wong, Chief Operating Officer, [jacob.wong@dc.gov](mailto:jacob.wong@dc.gov) (Tenure: 4 months)

*Number of Staff:* 9

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### **Social Services Division (SSD)**

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.

#### *Case Management Services*

Case management services is 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. Case managers may provide direct counseling to families and communities, advocate on their behalf to community organizations or other health professionals.

#### *Community Transition*

The Community Transition unit was developed to assist and empower seniors who want to move from a nursing home, hospital, or rehabilitation back to age in place in the community. This unit includes a housing coordinator that provides information and support to assist with the transition residents as they return to the community.

*Lead:* Garret King, Chief of Staff, [garret.king@dc.gov](mailto:garret.king@dc.gov) (Tenure: 5 months)

*Number of Staff:* 49

### **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.

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*Lead:* Angela Richardson, Director of Communications,  
angela.richardson@dc.gov (Tenure: 3 years)

*Number of Staff:* 6

### **Budget and Finance Division**

The Budget and Finance team develops, maintains, and monitors the agency's budget and invoices to achieve 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:* Jacob Wong, Chief Operating Officer, jacob.wong@dc.gov (Tenure: 4 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.

*Lead for Programs:* Jacob Wong, Chief Operating Officer, jacob.wong@dc.gov (Tenure: 4 months)

*Number of Staff:* 7

### **Entry Services - 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.

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### *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 aids 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 DHCFC 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.

### *Nutrition Services*

Nutrition Services provides District residents 60 years and older with nutrition assessment and referrals to DACL's nutrition programs designed to serve seniors through DACL's community dining, home-delivered meals, or one of DACL's food programs used to support food insecure residents. The unit also helps to provide individualized nutrition counseling and education programs.

*Lead for ADRC:* Garret King, Chief of Staff, garret.king@dc.gov (Tenure: 5 months)

*Number of Staff:* 37

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

Please see response to Question 1a.

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

Mayor Muriel Bowser appointed a new Acting Director for DACL, Charon P.W. Hines, on February 13, 2023. Additionally, the agency added a new Chief Operating Officer (COO), Jacob Wong, who took over oversight of the General Services unit. Due to some staff departures, the COO took over oversight of the Programs Units, and the agency's Chief of

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Staff is supervising the Aging and Disability Resources Center and Social Services Division.

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.

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.

No staff have been detailed in FY22 through present.

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 FY22 and FY23 to date;

Please see Attachment Q4a – FY22 Employee Devices and FY23 YTD Employee Devices.

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

Please see Attachment Q4b – Monthly Costs.

- 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 FY22 and FY23 to date;

Please see Attachment Q4c – Vehicles List.

On October 5, 2021, a DACL owned vehicle, driven by a DACL employee, collided with another vehicle while attempting to make a right turn. Both the driver and passenger of the DACL car were DACL employees. The other car was driven by a private citizen and did not have any additional passengers. None of the individuals suffered any injuries, but both cars were damaged. The DACL car sustained damage on the front bumper and the private citizen's car sustained damage on the left side. The private citizen later filed a claim with the Office of Risk Management.

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- d. A list of travel expenses, arranged by employee for FY22 and FY23 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 FY22 and FY23 to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

DACL did not have any workers' compensation claims or payments in FY22 and FY23 to date.

5. For FY22 and FY23 to date, please list all intra-District transfers to or from the agency.

Please see Attachment Q5 – Intra-District Transfers.

6. For FY22 and FY23 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:

- a. The revenue source name and code;
- b. The source of funding;
- c. A description of the program that generates the funds;
- d. The amount of funds generated by each source or program;
- e. Expenditures of funds, including the purpose of each expenditure; and
- f. The current fund balance.

DACL does not have any special purpose revenue funds.

7. Please list all memoranda of understanding (“MOU”) entered into by your agency during FY22 and FY23 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 Question 5; each of the agency's intra-districts is associated with an MOU.

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 FY22 and FY23 to date.

### ***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

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communication with other state regional partners to compare programs, discuss challenges, and solutions to these challenges.

### ***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.

### ***External Volunteers***

DACL's commitment to creating an impactful experience for our seniors relies heavily on the external partnerships with Pepco, DCPS Eastern High School Jr. ROTC program, and AARP. For our citywide events, we partnered with these groups as the need for event volunteers was vital to the success of these events. By working together, we were able to leverage each other's strengths to help create memorable experiences for our senior population. This includes coordinating activities, managing volunteers, and supporting with the coordination of transportation services.

### ***DACL and the National Foundation to End Senior Hunger (NFESH)***

DACL began a partnership with NFESH in FY22 to address food insecurity and nutrition equity. The partnership includes 3 key elements:

1. Obtaining research from Dr. James Ziliak on the drivers of rates of food insecurity in the District with the goal of knowing how to target efforts to meet the needs of older adults.
  2. Working with Dr. Martha Kubrik of George Mason University to evaluate programs in Senior Wellness Centers and Community Dining Sites and to develop interventions to ensure DACL programming is addressing the specific health and wellness needs of District residents. Within this work, nursing students and professionals from Trinity Washington University, George Mason University, and the University of the District of Columbia are engaging in evaluation and wellness programming.
  3. Provide virtual learning opportunities for professionals in the Senior Service Network.
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 FY20, FY21, FY22, and FY23 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 FY22 and FY23 for each program and activity code.
  - c. Attach the cost allocation plans for FY22 and FY23.



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- d. In FY22 or FY23, 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 Q9 – FY20, FY21, FY22 and FY23 Q1 DACL Budget for responses to Questions 9a through 9d.

- 10. Please provide as an attachment a chart showing the agency’s federal funding by program for FY22 and FY23 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.
  - d. Identify whether recurring funds fluctuates in its amount, the range of fluctuations, and why.

Please see Attachment Q10 – FY22 - FY23 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 Questions 11b and 11c.

- b. For FY20, FY21, FY22, and FY23 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.

In FY19, \$1.5 million was allocated within DACL’s capital budget for the expansion of Model Cities Senior Wellness Center (SWC) (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 expansions were put on hold in FY20 but have since resumed. Due to volatile market factors stemming from the pandemic, the agency, along with the Mayor’s budget team, had to allocate an additional funding of \$500,000 in order to fully fund the Model Cities project and add \$132,911 to the Congress Heights SWC project.

Both expansions are now being constructed with Congress Heights SWC set to be finished by Spring 2023 and Model Cities Senior Wellness Center by Fall 2023.

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There is no remaining balance to date for the project since all funds have been utilized to finish both expansions.

- c. An update on all capital projects planned for FY23, FY24, FY25, FY26, and FY27.

In FY18, Mayor Bowser announced an \$11.4 million investment for a new senior wellness center in Ward 8. In FY19, this project was moved up in the capital schedule, but due to the global pandemic the process for building the new center was put on hold. Work on the project 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 Salvi. The design of the center has been completed and community engagement has continued through FY23. Per DGS, the project is slated for construction starting in August 2023 and completion by the end of December 2024. Currently, \$988,809 has been spent on the project and \$10,399,246 remains in to fund the project.

- d. A description of whether the capital projects begun, in progress, or concluded in FY20, FY21, FY22, or FY23 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 FY21, FY22, and FY23 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 (OBPM) and the Office of the Deputy Mayor for Health and Human Services on developing each fiscal year's budget. In FY23, DACL received \$2.65M to support an initiative to distribute iPads to District seniors to combat social isolation and \$1M to expand the popular Connector Card program. In previous fiscal years, during the COVID-19 public health emergency, DACL worked closely with OBPM to ensure critical services were funded; for example, in FY21, DACL received \$7.4M to support increased demand for home delivered meals to seniors.

- 13. Please list, in chronological order, each reprogramming in FY22 and FY23 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 FY22 and FY23 to date. For each reprogramming, list the date,

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amount, rationale, and reprogramming number.

Please see Attachment Q13 – FY22 & FY23 Reprogramming's.

14. Please list each grant or sub-grant received by your agency in FY22 and FY23 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 Q14 – FY22 & FY23 Grants, Sub-Grants and Multi-Year Grants Received by DACL.

15. Please list each contract, procurement, and lease, entered into, extended, and option years exercised by your agency during FY22 and FY23 to date. For each contract, please provide the following information, where applicable:
  - a. The name of the contracting party;
  - b. The nature of the contract, including the end product or service;
  - c. The dollar amount of the contract, including amount budgeted and amount spent;
  - d. The term of the contract;
  - e. Whether the contract was competitively bid;
  - f. The name of the agency's contract monitor and the results of any monitoring activity; and
  - g. 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

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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. We are awaiting the court's decision.

**Employee v. District of Columbia and Heather Stowe**, Case No. 22-CV-0759. 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. On September 1, 2022, the D.C. Superior Court dismissed the case, and the plaintiff has appealed to the D.C. Court of Appeals.

17. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY22 or FY23 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 FY22 and FY23 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 FY22 and FY23 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 FY22 or FY23 to date, describe the resolution.

On 6/24/22, DACL received an Equal Employment Opportunity Commission (EEOC) Notice of Charge Discrimination related to the denial of a medical and religious exemption to the COVID-19 vaccine requirement. On 1/25/23, the EEOC closed its investigation and issued a Notice of the Right to Sue to the complainant.

On 2/7/23, DACL received a grievance from the American Federation of State, County and Municipal Employees (AFSCME) Local 2401 regarding whether the Adult Protective Services (APS) team should receive a one-hour lunch break without extending their tour of duty. DACL responded on 2/13/23 that there has been no change in work rules or conditions and that DACL employees can take a one-hour lunch break provided that they work 8 hours a day as required by the District Personnel Manual and Master Agreement. DACL met with AFSCME Local 2401 on 2/16/23.

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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 FY22 and FY23 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 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.

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In FY22, DACL responded to and investigated one allegation of sexual harassment and found it to be unsubstantiated. As required by Mayor's Order 2017-313, DACL issued its findings to the Mayor's Office of Legal Counsel and to the address of record of the complainant.

20. Please list and describe any investigations of the agency (or any employee of the agency) that were completed during FY22 and FY23 to date.

Please see response to Question 19.

21. Please list and describe any independent audits of the agency. Include the scope of the audit and whether it is completed annually. Attach a copy of the findings for any audit completed in FY22 and FY23 to date.

### [DC's Annual Comprehensive Financial Report](#)

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.

22. Please describe any spending pressures the agency experienced in FY22 and any anticipated spending pressures for the remainder of FY23. Include a description of the pressure and the estimated amount. If the spending pressure was in FY22, describe how it was resolved, and if the spending pressure is in FY23, describe any proposed solutions.

DACL did not experience any spending pressures in FY22, and, at this time, the agency does not anticipate any FY23 spending pressures.

23. Please provide a copy of the agency's FY22 performance plan. Please explain which performance plan objectives are completed in FY22 and whether they were completed on time and within budget. If they were not, please provide an explanation.

Please see Attachment Q23 – DACL FY22 Performance Plan.

Key accomplishments for the agency in FY22 include the transition of case management and nutrition services in-house and the launch of the Future of Aging (FOA) initiative.

In FY22, DACL staffed the Case Management team and provided more than 700 clients with case management services. DACL also created an internal Nutrition team, which worked to assess more than 3,000 seniors who were receiving COVID emergency meals and continued to operate the Home Delivered Meal Program, which serves more than 3,000 clients daily.

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Additionally, in FY22, DACL launched the Future of Aging initiative to engage community stakeholders. FOA’s goal is to take a holistic look at the agency’s intake and assessment process, identify pain points in the system, and gather ideas from the community to alleviate issues. DACL connected with more than 400 community members across all eight wards.

- 24. Please provide a copy of your agency’s FY23 performance plan as submitted to the Office of the City Administrator.

Please see Attachment Q24 – DACL FY23 Performance Plan.

- 25. Please provide the number of FOIA requests for FY22 and FY23 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.

Please see Attachments Q25a – FOIA report for FY22 and Q25b – FOIA report for FY23 to date.

- 26. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY22 and FY23 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.

<b>Report</b>	<b>Purpose</b>	<b>Status</b>
Accounting for the Rise in Senior Food Insecurity in the District of Columbia	To analyze the rise of food insecurity in seniors in the District.	Completed. Report included in Attachment Q26.
DACL State Plan	As required by ACL, the State Plan details how DACL will deliver services and fulfill mandates from the Older Americans Act across the next four years.	Currently being drafted
American University Safe at Home Program Evaluation	To determine the reach, impact, and outcomes of SAH in reducing falls and fear of falls among clients.	Completed. Report included in Attachment Q26.

Please see Attachment Q26.

- 27. Provide a list of all publications, brochures and pamphlets prepared by or for the agency during FY22 and FY23 to date.

Please see Attachment Q27 – DACL Publications.

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28. Please separately list each employee whose salary was \$100,000 or more in FY22 and FY23 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 Q28 – Salaries.

29. Please list in descending order the top 25 overtime earners in your agency in FY22 and FY23 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 29 – Overtime. All of DACL's overtime is to support the APS program; APS operates 24 hours a day, 7 days a week, 365 days a year.

30. For FY22 and FY23 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 FY22 or FY23.

31. 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.

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, 2025, 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 Q31a – Compensation Units 1 and 2, FY 2022 to FY 2025 Executed Agreement and Attachment Q31b – AFSCME Master Agreement.

32. 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 FY22 or FY23 to date if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.



**District of Columbia Department of Aging and Community Living**

<b>Commission on Aging Voting Members</b> <i>as of Jan. 02, 2022</i>					
<b>First Name</b>	<b>Last Name</b>	<b>Confirmation Date</b>	<b>Term Ends</b>	<b>Ward</b>	<b>Appointment Authority</b>
Guleford	Bobo	10/27/2019	10/28/2025	8	Mayor
Carolyn	Matthews	11/10/2020	10/28/2023	1	Mayor
Maria	Wilson	5/2/2019	10/28/2025	4	Mayor
Barbara	Lee	11/10/2020	10/28/2023	5	Mayor
Hattie	Pierce	10/28/2019	10/28/2024	5	Mayor
Mary	Taylor	11/10/2020	10/28/2023	7	Mayor
Gloria	Whitfield	10/30/2019	10/28/2025	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.

In FY22, the Commission did not meet in July and August 2022 due to recess. In FY23, they did not meet in November and December due to the holidays.

33. 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.).

<b>Legal Citation</b>	<b>Name of Report</b>	<b>Description</b>
D.C. 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. Code § 7-503.03(5)	Agency Performance Plan	DACL submits reports every quarter to OCA. The Agency Performance Annual Report is submitted to Council through performance and budget oversight.

**District of Columbia Department of Aging and Community Living**

D.C. Code § 7-521	Council Report	DACL submits to Council 30 days after the end of the 2 <sup>nd</sup> and 4 <sup>th</sup> Quarter of the Fiscal Year (Biannual)
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. Code § 7-1913	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. Code § 7-503.07	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 FTEs to support its development.

34. 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.

Please see Attachment Q34 – Training and CEUs.

35. 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 end of FY-22, 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**

36. Please state DACL’s mission and goals in the District.

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 of Columbia Department of Aging and Community Living

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.

DACL's current goals are as follows:

- Combatting senior hunger
- Combatting senior isolation
- Creating more streamlined access to services across our Senior Service Network
- Bridging the technology divide
- Completing the State Plan on Aging
- Creating more awareness of DACL's programs and services for our seniors

37. What are the divisions of services within DACL? Please provide an organizational chart of all DACL programs. For each, please include:
- a. The name of the supervisor/director
  - b. A description of the mission and purpose

Please see response to Question 1.

38. Please provide the most recent staff organizational chart for the agency.

Please see Response to Question 1 and Attachment Q1 – DACL Org Chart.

39. Did DACL meet its goals in FY22; is the agency on pace to meet its goals for FY23?

### **Combatting Senior Hunger**

DACL continues to prioritize addressing food insecurity in the District. In FY21, DACL worked with grantees to open all community dining sites and restarted in-person health and wellness programming. Also, in FY22, all new clients requesting home-delivered meals were assessed by DACL's internal nutrition services team. 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 a choice of protein. As a result of the Mayor's FY22 investment of \$646,000, we were able to continue this program, serving 911 seniors and delivering more than 16,500 food boxes.

## District of Columbia Department of Aging and Community Living

In FY23, the Mayor invested \$750,000 in nutrition programming, and DACL launched a new pilot program called Food4Choice. Through this program, seniors receive \$125 monthly in grocery funds. They also receive nutrition education resources and the power to make their own nutritional decisions. Throughout this program DACL will be testing the impact these nutritional decisions have on seniors' physical and mental health.

In FY22, DACL also began taking an in-depth look at the prevailing reasons behind the seemingly high rates of food insecurity in DC. This research showed that seniors in the District did not recover financially after the Great Recession at similar levels to seniors in comparable cities and across the country. The research found that high rates of poverty, high rates of seniors residing in rental housing, and declines in the share of seniors who are married are the three indicators of food insecurity driving the high number of seniors who are at risk of food insecurity.

DACL is also partnering with the National Foundation for Senior Hunger to evaluate current nutrition programming and develop program enhancements to better meet the needs of seniors in the District. Early reports on this work have found high rates of high blood pressure in participants. The team is currently designing program enhancements and will begin implementing and testing these enhancements this spring.

DACL is in partnership with the LAB@DC to start the process of developing a Food Access Tool, fostering coordination and collaboration among organizations across the District to connect seniors to the food programs that best meet their nutritional needs. There are numerous organizations across the District that provide nutrition resources but without the proper coordination and collaboration, seniors are left going from organization to organization to get food, instead of using a streamlined approach which will point them to the specific resources that best fit their unique needs.

### **Combatting Social Isolation**

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 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.

In FY22, DACL also returned to in-person city-wide events. These include: SeniorFest (May 2022), the Mayor's Senior Symposium (June

## District of Columbia Department of Aging and Community Living

2022), and the Mayor's Annual Holiday Celebration (December 2022). In addition, DACL 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 50 District residents, aged 100 and older. These events, including our community outreach activities across the District, engaged over 10,000 DC seniors.

In FY22, DACL continued to make intergenerational connections with DC Public School and DC Public Charter School students through our 6th Annual Cupid's Kids Initiative. In partnership with DCPL, students and community members created Valentine's Day cards for 3,000 home-delivered meal clients.

### **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.

In January 2022, DACL launched the Future of Aging listening project which has since engaged with over 400 community members from all 8 wards and professionals in senior services. This project helped DACL better understand the priorities of seniors and their thoughts on current services. DACL has used these insights to inform new initiatives and to develop budget priorities.

### **Increasing access to technology**

In FY22, DACL continued our senior technology program, providing close to 1,514 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. Through the Mayor's \$2.6 million investment, DACL expanded our home delivered meal program to ensure homebound seniors were provided with a direct connection to a DACL nutritionist and the opportunity to participate in a virtual dining site and wellness center that featured virtual programming specifically designed for older adults with limited mobility. All of these features are available in our DACL App, which also includes a direct dial to DACL's Information, Referral, and Assistance team.

40. 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 of Columbia Department of Aging and Community Living**

<b>District agency/program/service</b>	<b>Description of actions and results</b>
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 subcommittee
DBH	Hoarding Working Group Collaboration on client cases
DDOT	Sit as Ex-officio member of Commission on Aging
DHCF	Long-Term Care Ombudsman Program EPD Waiver Long Term Care Workgroup Citywide resource portal
DCHA	Voucher allocations/Shallow Subsidy Applications
DHCD	Ex-officio member on Commission on Aging
DDS - DDA	DD Council Co-location Meetings State Planning Council
DHS	Collaboration on client issues; Ex-officio member on Commission on Aging
DISB	Bank on DC: Financial empowerment for the un/under banked.
DCPL	Cupid Kids Campaign; Ex-officio member on Commission on Aging; Senior Tech Program
DPW	Fleet Management
DCHR	Human Resources Services
DFHV	Transport DC, MedExpress
DOES	Support re: Senior Employment; Ex-officio on Commission on Aging
DPR	Senior Picnic; Ex-officio member on Commission on Aging
DC Health	Commodity Supplemental Food Program, DC Brain Health Initiative; Ex-officio member on Commission on Aging
Events DC	Mayors Holiday Celebration
HSEMA and ODR	COOP Planning; Olmstead Reporting; Disaster preparedness
OAG	Legal Services for APS; Work around Financial Exploitation Cases

**District of Columbia Department of Aging and Community Living**

OCFO	Integrated Financial System
OCFO-OFRM	OFRM Financial Services; Work with Medicaid Billing
OCTO	Interagency Data Team, Mobile App
OHR	Language Access
Mayor’s Office of Community Affairs	Senior Events, Language Access, and Senior Case collaboration
MPD	Case collaboration (APS); Ex-officio member on Commission on Aging

41. Please list each new policy initiative of the agency during FY22 and FY23 to date. For each initiative, please provide:

- a. A detailed description of the program;
- b. The name of the employee who is responsible for the program;
- c. The total number of FTEs assigned to the program;
- d. The amount of funding budgeted to the program.

Future of Aging: Implemented in FY22, the Future of Aging Project is designed to utilize human-centered design principles to listen to community members and respond to the rapid changes within senior services through direct community feedback. FOA’s goal is to take a holistic look at potential barriers to the agency’s programs, identify pain points in information and application systems, and gather ideas from the community to alleviate issues.

- i. Employee Responsible: Chelsea Geyer
- ii. FTEs: 1
- iii. Funding for program: \$63,000

Food4Choice: The Food4Choice Pilot Program was launched in FY23 and is designed to address senior food insecurity. 450 seniors are participating in the program. Participants receive \$125 in grocery funds a month until September 2023. The Food4Choice program provides seniors with the autonomy to purchase the food items of their choosing to best fit their nutritional lifestyle. The funds can be used at any grocery store within the District. DACL partners with grantees to connect seniors to nutrition resources throughout the program.

- i. Employee Responsible: Dee’ Anna Segee
- ii. FTEs: 1
- iii. Funding for program: \$750,000

42. Please describe any initiatives the agency implemented within FY22 and FY23 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.

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DACL prioritizes financial management and works diligently with agency grantees and contractors to ensure the appropriate and accountable use of all agency funds.

As a significant portion of the agency's budget is used for grantmaking, 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 grantee expenditures.

In FY22, DACL shifted to a "multi-team approach" to monitor grants. 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.

43. Please explain the impact on the agency of any legislation passed at the federal level during FY22 and FY23 to date. Specify such legislation and relevant provisions if possible.

Please see the Attachment Q43 – Federal COVID Funds.

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

DACL has not experienced any capacity changes at the agency due to federal budget changes.

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

DACL maintains a strong working relationship with the Administration for Community Living (ACL) and based on current information provided by ACL, DACL does not anticipate any new policy or priority changes. DACL follows guidance from the Office the Deputy Mayor for Health and Human Services and the Executive Office of the Mayor as it relates to federal engagement.

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

DACL works diligently to maximize federal funds, including federal grants, and alternative funding sources.



## District of Columbia Department of Aging and Community Living

Key, active workstreams include:

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.

Annual Funding for Money Follows the Person (MFP) – DACL has worked with DHCF, the state Medicaid agency, to secure a \$217,041 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.

47. What steps, if any, has the agency taken during FY22 and FY23 to date, to improve:

a. Communication with communities

In January 2022, DACL launched Future of Aging – a community listening project – that has since engaged over 400 older adults, adults with disabilities, and unpaid care providers. Through in-person and virtual sessions across the city, DACL listened to the priorities and concerns of residents from all 8 wards. 79% of the participants were Black, and 75% of participants had low incomes. Workshops were also held in Spanish and Mandarin, and specific sessions were held with LGBTQ+ older adults to understand their needs. Additionally, through the project, DACL met with community organizations and advocates to understand their priorities and concerns as well. DACL has since used the information to inform our budgeting process and new initiatives.

b. Utilization of space

In FY21, DACL shifted to a partial telework posture due to the public health emergency. The agency remains in a partial office-telework posture and continues to follow guidance provided by the Office of the City Administrator and D.C. Department of Human Resources. DACL maintains a modest space footprint, leveraging office space at the Hayes Senior Wellness Center, as well as at the Department of Disability Services’ headquarters located at 250 E St SW, via an inter-agency MOU.

48. What steps, if any, has the agency taken during FY22 and FY23 to date, to reduce the following:

a. Public safety incidents and violence in and around facilities

## District of Columbia Department of Aging and Community Living

DACL works in partnership with the Metropolitan Police Department and the Department of General Services, Protective Services Division to ensure DACL facilities are safe for seniors and staff alike.

### b. Energy consumption

As noted in Question 47, DACL operates in a partial telework posture. As a result, energy use at headquarters has likely decreased modestly.

49. What percent of DACL's budget is used on energy consumption? Have you noticed an increase from FY21, FY22, and FY23, to date? If so, how do they account for the increase?

DACL's energy budget is managed by the Department of General Services.

50. Has DACL taken part in any conversations regarding gas stoves?

DACL has not taken part in any conversations regarding gas stoves.

50. Please indicate whether senior wellness centers have provided any reports regarding energy consumption and/or public safety issues.

The Senior Wellness Centers (SWC) have not provided reports regarding energy consumption, as such reports are not required. Furthermore, no SWC has submitted a report regarding public safety issues. SWCs in Wards 1, 2, 4, 5 and 6 have a security presence onsite during operating hours. Additionally, all the centers have security cameras outside of their respective facility.

51. What District legislation has yet to be implemented by the agency, if any?

- Senior Strategic Plan Amendment Act of 2018 (D.C. Law 22-267, D.C. Official Code § 7-503.07). 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.
- No Senior Hungry Omnibus Amendment Act of 2021 (D.C. Act 24-730 with a projected law date of March 16, 2023). This legislation is subject to appropriation and will cost \$1.6 million in FY23 and a total of \$75 million over the financial plan.
- Senior Nutrition, Health, and Well-Being Equity Amendment Act of 2022 (D.C. Act B24-0996 with a projected law date of March 16, 2023). This legislation is subject to appropriation and will cost \$388,000 in fiscal year 2023 and \$1.6 million over the four-year financial plan.

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

## District of Columbia Department of Aging and Community Living

There are no statutory or regulatory impediments to the agency's operations currently.

53. Please provide a copy of the agency's FY22 **performance accountability report**.
- Please explain which performance plan strategic objectives and key performance indicators (KPIs) were met or completed in FY22 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.

Please see Attachment 53 – DACL FY22 Performance Accountability Report.

DACL's FY22 performance accountability report (PAR) includes information on key agency accomplishments, objectives, operations, strategic initiatives, and key performance indicators and workload measures.

Section 5 of the PAR includes information on strategic initiatives, including whether they were completed. For initiatives that were not completed, there is an explanation as to why.

Section 6 includes information on KPIs and whether performance targets were met.

54. Please provide a copy of your agency's FY22 and FY23 **performance plan** as submitted to the Office of the City Administrator. Please discuss any changes to outcomes measurements in FY22 or FY23, 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 responses to Questions 23 and 24, respectively, for the FY22 and FY23 performance plans.

There are no changes to KPIs (outcome measures) between the FY22 and FY23 plans.

55. 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 FY23.

**Combatting senior hunger and promoting nutrition equity** – DACL continues to prioritize addressing food insecurity in the District. In FY22, DACL worked with grantees to open all community dining sites and restarted in-person health

## District of Columbia Department of Aging and Community Living

and wellness programming. Also, in FY22, all new clients requesting home-delivered meals were assessed by DACL's internal nutrition services team. 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 a choice of protein. As a result of the Mayor's FY22 investment of \$646,000, we were able to continue this program, serving 911 seniors and delivering more than 16,500 food boxes.

In FY23, the Mayor invested \$750,000 in nutrition programming, and DACL launched a new pilot program called Food4Choice. Through this program, seniors receive \$125 monthly in grocery funds. They also receive nutrition education resources and the power to make their own nutritional decisions. Throughout this program, DACL, will be testing the impact these nutritional decisions have on seniors' physical and mental health.

In FY22, DACL also began is taking an in-depth look at the prevailing reasons behind the seemingly high rates of food insecurity in DC. This research showed that seniors in the District did not recover financially after the Great Recession at similar levels to seniors in comparable cities and across the country. The research found that high rates of poverty, high rates of seniors residing in rental housing, and declines in the share of seniors who are married are the three indicators of food insecurity driving the high number of seniors who are at risk of food insecurity.

DACL is also partnering with the National Foundation for Senior Hunger to evaluate current nutrition programming and develop program enhancements to better meet the needs of seniors in the District. Early reports on this work have found high rates of high blood pressure in participants. The team is currently designing program enhancements and will begin implementing and testing these enhancements this spring.

DACL is in partnership with the LAB@DC to start the process of developing a Food Access Tool, fostering coordination and collaboration among organizations across the District to connect seniors to the food programs that best meet their nutritional needs. There are numerous organizations across the District that provide nutrition resources but without the proper coordination and collaboration, seniors are left going from organization to organization to get food, instead of using a streamlined approach which will point them to the specific resources that best fit their unique needs.

**Combatting social isolation** – DACL continues to prioritize combatting senior isolation. In FY22, DACL worked with its network of grantees to reopen in-person programs at all Senior Wellness Centers and 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.

In FY22, DACL also returned back to in-person city-wide events. These include: SeniorFest (May 2022), the Mayor's Senior Symposium (June 2022), and the Mayor's Annual Holiday Celebration (December 2022). In addition, DACL 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 50 District residents, aged 100 and older. These events, including our community outreach activities across the District, engaged over 10,000 DC seniors.

In FY22, DACL continued to make intergenerational connections with DC Public School and DC Public Charter School students through our 6th Annual Cupid's Kids Initiative. In partnership with DCPL and DC Public Charter Schools, students and community members created Valentine's Day cards for 3,000 home-delivered meal clients.

**Creating an effective, seamless, and positive customer experience for residents to access services across the Senior Service Network**– In FY22, DACL integrated case management and nutrition assessments into the agency to provide more streamlined access to programs and services for District residents.

In January 2022, DACL launched the Future of Aging listening project which has since engaged with over 400 community members from all 8 wards and professionals in senior services. This project helped DACL better understand the priorities of seniors and their thoughts on current services. DACL has used these insights to inform new initiatives and to develop budget priorities.

**Increasing access to technology** - In FY22, DACL continued our senior technology program, providing close to 1,514 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. Through the Mayor's \$2.6 million investment, DACL expanded our home delivered meals program to ensure homebound seniors were provided with a direct connection to a DACL nutritionist and the opportunity to participate in a virtual dining site and wellness center that will feature virtual programming specifically designed for older adults with limited mobility. And all of these features are available in our DACL App, which also includes a direct dial to DACL's Information, Referral, and Assistance team.

**Increasing access to and awareness of DACL programs and services** - DACL continues to focus on ensuring seniors, adults with disabilities, and caregivers are informed with the most up-to-date information. Our community outreach team remains hyper focused on reaching the hardest to reach seniors. In FY22, DACL

## District of Columbia Department of Aging and Community Living

held more than 250 community outreach events and an additional 100 virtual community conversations with seniors in all eight wards. Additionally, the community outreach team partnered with several senior housing communities to host pop up events for seniors who are not participants of a senior wellness center or community dining site.

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. In FY22, DACL has increased subscriptions to its monthly e-newsletter to 5,959 (compared to approximately 2,800 in 2019). In FY22, DACL completed on-demand Ambassador trainings specifically for Limited English Proficient/Non-English Proficient 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 DACL. In FY23, these videos will be a part of the revamped Ambassador program that is launching in Spring 2023.

56. What are five goals that DACL achieved in FY22?

Our FY22 goals were combatting senior hunger, combatting senior isolation, creating more streamlined access to services across our Senior Service Network, bridging the technology divide, and creating more awareness of DACL's programs and services for our seniors. For an update on the progress of these goals, please see the response to Question 55.

57. What are five areas that DACL hopes to improve upon in FY23?

DACL prioritizes the five areas described in the response to Question 55. As an agency, we are committed to improving upon our customer service and cultural competency in delivering these services.

58. 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.

**Transportation** - In Future of Aging listening sessions, transportation was continually named as one of the most significant challenges for residents. Seniors explained to the team that transportation was their connection to food, medical care, and community, and that without sufficient, safe transportation, they face significant barriers to aging in place. DACL is committed to meeting this need. In FY21, DACL continued to provide and expanded the Connector Card, which provides seniors with a transportation subsidy based on a sliding scale. The card can be used for any local ground transportation, including cabs, Uber, and Lyft. This allows seniors to get on-demand transportation to wherever they need to go. DACL also continues to invest in Senior MedExpress, which provides free rides to medical appointments for seniors with medical conditions. DACL continues to improve the efficiency of these programs in order to serve more residents

## District of Columbia Department of Aging and Community Living

**Housing** - Seniors also named housing as a significant challenge in listening sessions. Housing was presented as a challenge both in finding affordable housing as well as keeping up with needed maintenance and repairs on owned properties. Housing is an issue for residents throughout the District and DACL remains committed to providing information and serving as a resource to connect seniors to services at sister agencies. Additionally, DACL has partnered with several sister agencies to highlight senior-specific programs at citywide events and community resource fairs throughout the District.

**Nutrition Equity** - While there are many food programs throughout the District, DACL has found that nutrition equity is a pressing challenge for District seniors. Nutrition equity alludes to not only the access of enough food, but also access to healthy and culturally appropriate food as well as the resources to prepare food. DACL is heavily invested in addressing this issue with the efforts mentioned in Question 55.

**Senior Isolation** - Addressing senior isolation remains a priority for DACL. While Senior Wellness Centers and community dining sites have resumed in-person programming, these programs have not returned to pre-pandemic attendance. DACL is also aware that many seniors, particularly those with medical needs, are still hesitant to return to in-person programming. Isolation is a known cause to mental and physical health issues. DACL is addressing this through increasing outreach and virtual programming as mentioned in Question 55.

**Connectivity** - In Future of Aging listening sessions, seniors repeatedly said they knew the District had strong senior services, but they were not always sure how to find them. Awareness of services was a barrier across demographics and wards. DACL is working to address this by continuing outreach and awareness events and by piloting new outreach services, including a recurring text message and has created a new app for phones for seniors to keep up with activities around the District.

59. 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.

Please see Attachment Q59 – Community Services.

60. Please describe programs and activities that the DACL deemed successful in FY22 and FY23 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 FY23 and FY24.

**District of Columbia Department of Aging and Community Living**

<b>Program Name</b>	<b>Description</b>	<b>New or Existing</b>	<b>Metrics</b>	<b>Plans to Continue in FY 22 and FY 23</b>
Mary's Center Eat Well Live Better Senior Nutrition Program	The goals of this program operated by Mary's Center are: <ul style="list-style-type: none"> <li>• Increase fruit/vegetable intake</li> <li>• Provide referrals to supportive services</li> <li>• Decrease the number of participants that report that they could not afford to eat balanced meals</li> <li>• Improve lab results of participants with diabetes, dyslipidaemia and nonalcoholic fatty liver disease (NAFLD)</li> <li>• Improve/stabilize sarcopenia and physical capacity scores</li> </ul>	New in FY 21	# of seniors receiving grocery deliveries # of seniors receiving visits and Nutrition Education from a Nutritionist Surveys of participants	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	# of socially isolated seniors receiving iPad # of surveys of participants	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 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 residents in their community. DACL	Existing, but expanded in FY21 with support from DCPL to include all residents.	# of cards delivered to seniors	Will be continued



**District of Columbia Department of Aging and Community Living**

<b>Program Name</b>	<b>Description</b>	<b>New or Existing</b>	<b>Metrics</b>	<b>Plans to Continue in FY 22 and FY 23</b>
	distributes cards with home-delivered meals and provides seniors an easy way to write back to their students.			
Safe At Home 2.0	Provides additional fall prevention supports for participants in the home modification program. Seniors in the program receive medication management, vision screening, and evidence-based health promotion that include balance and strength training.	New in FY 23	Clients will have a 35% reduction in their Falls Efficacy Scale score which measures the fear of falling	Plans to continue in FY 24
Food4Choice Pilot	Seniors are provided grocery debit cards of \$125/month. The purpose of Food4Choice is to provide seniors with full autonomy over their nutrition decisions.	New in FY 23	Our desired outcome is a positive impact when providing seniors with autonomy over their nutritional decisions.	Plans to continue in FY 24

61. Does DACL track referrals to programs and/or organizations both inside and outside the government (i.e., emergency rental assistance, housing counseling services, Single Family Residential Rehab Program (SFRRP), Home Purchase Assistance Program (HPAP), DC Housing Authority (DCHA), nutrition program, connector program, non-profit orgs, etc.)?

DACL does not track referrals to programs operated by other government agencies or external organizations.

62. Please provide a list of all non-profit organizations that received funds for programs that service District seniors. For each, please include:
- a. The amount of funds they received in FY21, FY22, and FY23 to date.
  - b. The starting date when they began receiving funds.

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Please see Attachment Q62 – DACL Funded Non-Profit Organizations.

63. Please provide a list of all for-profit organizations that received funds for programs that service District seniors. For each, please include:
- a. The amount of funds they received in FY21, FY22, and FY23 to date.
  - b. The starting date when they began receiving funds.

Please see Attachment Q63 – DACL For-Profit Organizations.

**II. Program Specific**

**a. Adult Protective Services**

64. Please provide a copy of the most recent Adult Protective Services Annual Report submitted to the Council.

Please see Attachment Q64 – FY20-21 APS Report.

65. For FY20, FY21, FY22, and FY23 to date, please provide charts that include the following information:
- a. Allegation type

**Allegation Type**

<b>FY</b>	<b>Self-Neglect</b>	<b>Financial Abuse</b>	<b>Neglect by Caretaker</b>	<b>Physical Abuse</b>	<b>Emotional Abuse</b>	<b>Total Screened-In Calls</b>
FY20	481	434	290	96	84	<b>1181</b>
FY21	429	371	251	108	91	<b>1071</b>
FY22	431	363	234	54	111	<b>1121</b>
FY23 to date	181	141	88	32	26	<b>427</b>

A referral made to APS may have more than one allegation type. As such, the individual allegation types do not add up to the total number of screened in calls.

- b. Number of referrals

<b>Description</b>	<b>FY20</b>	<b>FY21</b>	<b>FY22</b>	<b>FY23 to date</b>
# of referrals	1843	1764	1922	720

- c. Number of referrals that are processed

<b>Description</b>	<b>FY20</b>	<b>FY21</b>	<b>FY22</b>	<b>FY23 to date</b>
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Screened-In	1181	1071	1121	427
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d. Number of referrals that are not processed and indicate why

Description	FY20	FY21	FY22	FY23 to date
Screened-Out	662	693	801	293

This table below is only for FY23 to date – Reason for screened out calls:

RED Team Decision	Resolution	# of calls
Screened Out	Complaints about Neighbor / Noise Level	3
	Declined to Move Forward	136
	Diversion	139
	Missing Data	6
	Other	6
	Unable to Obtain Needed Information	3
	Total	293

66. Please describe how APS operates within DACL.

The Adult Protective Services (APS) Division of the Department of Aging and Community Living (DACL) investigates allegations of abuse, neglect, self-neglect, or exploitation of vulnerable adults in the District of Columbia and provides services to stop and prevent further abuse. Cases come as an initial allegation through APS’s 24/7 hotline. The RED Team (Review, Evaluate, Decide) reviews each allegation daily and determines whether a case is screened-in for investigation or is referred to another support. Once screened in for investigation the case is immediately referred to the Intake Team who explores the extent to which the referred allegation is substantiated or not, based on the fact gathering during the case investigation process. It is incumbent upon the Intake Services Social Worker to mitigate any emergent risk(s), create an individualized safety plan to support and stabilize the impacted resident. After 90 days, if support is still needed by the client, the case is transferred to the APS Continuing Services team.

The APS Continuing Services team continues to provide social services for the client, linking the client with community agencies for assistance or home care services. Additionally, the team may pursue interventions such as referrals for continued case management, referrals to the Office of the Attorney General, and/or petitions for appointment of a guardian and/or conservator.

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67. Please provide a staff organizational chart for APS. Include the number of employees responsible for the program, and information on who manages the program.

Please see response to Question 59 and Attachment Q67 – APS Organizational Chart.

### **b. Medicaid Waiver and Health Program**

68. 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 FY21, FY22, and FY23 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.

69. 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)

70. 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 request services through the agency's call center at 202-724-5626 or by sending an email to [Ask.ADRC@dc.gov](mailto:Ask.ADRC@dc.gov).

DACL CASE MANAGEMENT PROCESS

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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 and lead agencies within 24 hours, 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 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.
71. 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, and the number of constituents who were referred to in-home health aids

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in FY21, FY22, and FY23, to date.

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.

72. What are the employment requirements to become a home-health aide?

DACL does not oversee the eligibility or employment requirement of becoming an in-home health aide. The DC Health, Regulation and Licensing Administration oversees this requirement.

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

DACL does not have a direct 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 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.

74. 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.

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

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.

76. How does DACL handle the assignment of home care aides to seniors that request them? Please include the name of manager or person responsible for assigning home care aides, including contact information.

DACL does not handle the assignment of home care aides to seniors. DACL supports seniors applying for the Elderly Persons with Disabilities Waiver (EPD) through the Medicaid Enrollment Program managed by Katrice Jefferson, Medicaid Enrollment Supervisor, [katrice.jefferson@dc.gov](mailto:katrice.jefferson@dc.gov).

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77. What is the assignment process for getting seniors into assisted living facilities? What is the assignment process for getting seniors into nursing/convalescent homes?

DACL does not assign seniors to assisted living facilities. The agency's goal is to ensure that seniors age-in-place in the community. However, if an assisted living facility is requested by a resident, the agency provides information regarding facilities.

78. How does DACL determine which assisted living facilities to refer certain seniors to?

DACL does not determine what assisted living facilities seniors are referred to. DACL provides information about all assisted living facilities around the District to those who request it.

79. Please list the project managers or people responsible for projects involving assigning, referring, or recommending seniors to assisted living facilities. Please include the name of the person responsible, their title, and contact information.

DACL does not assign or refer seniors to specific assisted living facilities. DACL's Information, Referral and Assistance (IR&A) team provides information about local assisted living facilities to seniors who request it. Odetta Alves, IR&A Supervisor, manages the Information Referral and Assistance team and can be reached at [odetta.alves1@dc.gov](mailto:odetta.alves1@dc.gov).

80. Please provide an overview of DACL services regarding assisted living facilities, including Services My Way.

DACL distributes information regarding assisted living facilities to seniors who request it and the agency also transitions seniors from assisted living facilities back into the community.

DHCF manages Services My Way which allows Medicaid beneficiaries to have the option to choose from which care providers they receive care services. Family members, including adult children, may be hired, and paid to provide care services. (Spouses cannot be hired to provide care).

81. Please provide an overview of the total enrollment numbers for seniors living in assisted living facilities that are being supported by DACL.

DACL does not collect data on the total enrollment of seniors living in assisted living facilities.

### c. Safe at Home

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

- a. Total number of applications **received** in FY20, FY21, FY22, and FY23 to date, with a breakdown by Ward.

		FY20		FY21		FY22		FY23 YTD	
		Intake completed	Enrolled	Intake completed	Enrolled	Intake completed	Enrolled	Intake completed	Enrolled
Ward	1	94	56	75	31	105	60	55	31
	2	26	18	30	18	64	36	28	11
	3	32	17	37	24	37	18	19	6
	4	346	202	283	155	328	196	119	65
	5	409	250	326	177	376	228	143	87
	6	166	95	160	82	183	125	82	52
	7	472	277	339	208	439	274	206	118
	8	358	228	309	197	316	193	125	79
Age	Age 18-59	177	104	139	73	189	117	82	47
	Age 60 and over	1,726	1,039	1,420	819	1,662	1,016	696	402
<b>Total</b>		<b>1,903</b>	<b>1,143</b>	<b>1,559</b>	<b>892</b>	<b>1,851</b>	<b>1,133</b>	<b>778</b>	<b>449</b>

- b. Total number of applicants that were **approved** in FY20, FY21, FY22, and FY23 to date, with a breakdown by Ward.

Ward	FY20	FY21	FY22	FY23 YTD
1	45	31	42	27
2	14	20	23	17
3	15	23	17	6
4	125	185	171	65
5	160	190	191	98
6	64	80	106	46
7	164	227	217	111
8	137	211	174	62
<b>Total</b>	<b>724</b>	<b>967</b>	<b>941</b>	<b>432</b>

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



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FY	Enrolled to project completion
FY20	132
FY21	89
FY22	71
FY23YTD	68

Timeline reflected is in business days. Note, modifications were stopped due to the public health emergency, which in turn skews the time to complete a project.

- 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 Question 82a above for the age breakdown.

- e. Please provide a category breakdown of the in-home adaptations completed in the homes in FY20, FY21, FY22, and FY23 to date.

Please see Attachment 82e – In-Home Adaptations By Type.

- f. Please provide the average cost per program participant in FY20, FY21, FY22, and FY23, to date.

- In FY20, the average cost per project was \$5,173.
- In FY21, the average cost per project was \$4,519.
- In FY22, the average cost per project was \$5,173.
- In FY23 to date, the average cost per project is \$4,547.

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

Applicants access the Safe at Home (SAH) program through the DACL Information, Referral and Assistance (IR&A) line. The IR&A 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 the SAH grantee.

The SAH grantee then 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

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grantee receives eligibility documentation back from the client to verify age, income, and residency, the applicant is enrolled in the SAH program.

83. 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?

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

84. Please provide the total number of requests for a private security camera system in FY20, FY21, FY22, and FY23 to date.

<u>FY20</u>	<u>960</u>
<u>FY21</u>	<u>260</u>

FY22 to FY23 the private security camera program transferred to the Office of Victims Services and Justices Grants.

85. How has the launch of Safe at Home 2.0 gone? What metrics are you using to determine the success of the program?

Safe at Home 2.0 is an expansion of the SAH home modification program designed to further reduce the risk of falls by providing fall prevention intervention for Seniors in three areas: medication management, vision screening, and balance and strength training. Seniors that are enrolled in our SAH home modification program now have the opportunity to participate in SAH 2.0 by receiving (a) medication consult by a pharmacist, (b) vision screening and recommendations (c) participation in Administration of Community Living (ACL) evidence-based strength and balance exercise programs at select Senior Wellness Centers and community dining sites. Seniors that are in the SAH program and are not able to go to one of our dining site locations for the exercise programs will be given the opportunity to participate in the program virtually. 100 seniors that do not have tablets or computers will be given an iPad through our iPad program to be able to access the classes.

In quarter 1, our grantee partners have hired staff, started the process of training trainers for the evidence-based programs and identified pharmacists and a vision provider to implement those components of the program. Seniors started enrolling

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in the program in February 2023 and are being referred to receive their medication management consult and vision screening. The program will be fully up and running in early Spring 2023 as our evidence-based instructors will begin the exercise classes at our Senior Wellness Centers and community dining sites.

To measure the success of the program, DACL is monitoring the number of seniors that enroll in the program and the number of hours they spend on the balance and strength training. Additionally, some of the outcomes we will be measuring will be if there is a reduction in a senior's score on the Fall Efficacy Scale (FES), which is a tool that measures changes in a client's fear of falling.

Another component of SAH 2.0 was an evaluation of the home modification component of the Safe at Home program. The evaluation conducted by American University has yielded some positive findings. Survey respondents reported high levels of satisfaction with the SAH program overall with 89% reporting they were 'completely satisfied' with the program. Most clients served, 79%, did not have a fall since the SAH home modifications were completed.

### **d. Meals and Socialization**

86. During the public health emergency, DACL implemented an emergency meal program. Is that meal program still in effect?

During the public health emergency, DACL shifted its community dining site participants to the agency's home delivered meals program, and had meal pick up sites for seniors who were interested. After community dining sites were brought back online, the agency slowly shifted those participants and residents who were not home bound off its home delivered meals program.

87. Please discuss all meal programs that DACL administers in FY22 and FY23 to date.
- Please include process of enrollment, participation, and options for emergency meals in exceptional circumstances.
  - What are the successes and failures of the current meal program(s)?
  - Please include the annual budget for each.

Please see the description of DACL's meals programs below. In order to enter into a nutrition program, residents must complete an intake process with the agency's Information, Referral and Assistance team (202-724-5626) or in-person at community dining sites.

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### **Home Delivered Meals Program**

DACL's Home delivered meals program is a program that provides meals to DC residents aged 60 and over who are frail, homebound, and otherwise isolated as determined by the home delivered meal assessment. Meals are provided through a contract with Mom's Meals in quantities of 7, 10, or 14 meals per delivery every two weeks.

The agency also has hot/cold and ready to eat meals through Run Veggie that are provided to individuals who qualify for the traditional home delivered meal program but cannot prepare meals or do not have access to facilities to prepare the meals.

DACL's Home Delivered Meals Program is a popular program and has many homebound residents continuing to sign up. The agency's hope is to see more of these residents become healthier and more active and begin to transition to our community dining sites if able.

Currently, the agency services 2,643 participants in its Home Delivered Meals Program.

### **Community Dining Sites**

The community dining site meal program provides a meal once daily (M-F) to seniors in group settings across the District of Columbia.

DACL was able to shift from emergency meals back to community dining sites in FY21 and will continue to look for ways to reinvent these sites going forward in FY23.

Currently, the community dining sites services 1,595 participants per day and in FY22, the agency served 3,523 residents.

### **Nutrition Supplement Program**

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The Nutrition Supplement Program is designed to provide nutritional supplements to seniors over age 60 in the District who have received a prescription to address self-reported unintentional weight loss or because of a medical or physiological condition.

Currently, the nutrition supplement program services 213 residents and continues to be a great help to vulnerable residents who are in need of a an additional nutritional support.

**Hungry Harvest**

This program is managed by Seabury Resources for Aging and provides a 12 pound box of produce (individual) or 22-pound box of produce (more than one eligible senior in the home). This program is only eligible for residents of Ward 5, 6, 7, 8. Delivery occurs twice per month and residents must be enrolled in SNAP or CSFP, and score 2 or more on the Food Insecurity Questionnaire.

Currently, the program services 75 participants and in FY21 the program served 200 participants and now has increased to 250 participants in FY22.

**Mary’s Center Eat Well, Live Better Program**

This program is managed by Mary’s Center and provides two boxes per month for income limited residents (\$46,000 annually). Nutrition education is provided, and deliveries take place Thursdays and Fridays.

Currently, this program services 750 participants, which has increased from 500 participants in the previous fiscal year.

**Food 4 Choice**

DACL rolled out this pilot program in FY23; it provides grocery cards to eligible seniors that have \$125 on them that are reloaded each month. Senior residents must have a household of two people or less and able to cook safely.

Currently, this new program services 450 participants and the agency will be evaluating it at the end of the fiscal year.

<b>Meal Program</b>	<b>FY2022 Budget</b>	<b>FY2023 Budget</b>
Community Dining	\$ 6,336,870	\$7,413,010
Home Delivered Meals	\$5,715,072	\$4,165,233
Nutrition Supplement Program	\$24,000	\$20,000
Hungry Harvest	\$92,500	\$92,540
Eat Well, Live Better	\$646,125	\$795,126
Food for Choice		\$750,000

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88. How is DACL addressing food security? What data does the agency use to substantiate food security as a service that we must provide in the community?

DACL partnered with the National Foundation to End Senior Hunger (NFESH) to solicit research from Dr. James Ziliak – a nationally recognized researcher on food insecurity rates. Dr. Ziliak’s research is focused on what drives rates of food insecurity amongst seniors in the District. DACL will use this information to target programs that address food insecurity.

Additionally, NFESH and DACL are working with Dr. Martha Kubrik of George Mason University to evaluate how current DACL nutrition programs are addressing food insecurity and nutrition equity in current participants. Dr. Kubrik is evaluating how current programming affects the health of seniors and is creating and testing interventions to increase improved health in seniors as a result of being involved in DACL programming.

89. How does DACL collaborate with other sister-agencies to address food security for District residents? Please identify the following:

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

DACL partnered with the LAB@DC to start the process of developing a Food Access Tool, fostering coordination and collaboration among organizations across the District to connect seniors to the food programs that best meet their nutritional needs. There are numerous organizations across the District that provide nutrition resources but without the proper coordination and collaboration, seniors are left going from organization to organization to get food, instead of using a streamlined approach which will point them to the specific resources that best fit their unique needs.

DACL also works closely with DC Health and the Office of Planning (DC Food Policy Council) to address food insecurity in the District. DACL and DC Health have a data sharing agreement that allows each agency to cross reference program participation and find additional ways for collaboration and partnership.

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

DACL has directed Lead Agencies with creating new ways to tackle social isolation and food insecurity this fiscal year. Each Lead Agency has created unique ways to meet these needs in their Wards. This includes finding and engaging with residents that Lead Agencies have not had contact with before to address food needs through DACL meal programs and adding an additional senior center and community dining site on the campus of Walter Reed. In FY22, DACL also expanded access to the Hungry Harvest service which provides residents with

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access to fresh fruits and vegetables. This program is targeted to residents living in Wards 7 and 8. The agency also created the Eat Well, Live Better Program, which provides fresh produce delivery and connection to nutrition education and healthcare to participating seniors. In addition, the agency rolled out Food4Choice, which provides 450 seniors with grocery cards that have \$125 on them that will be reloaded each month.

DACL is also collaborating with The Lab @ DC to better understand common barriers to food access for seniors in the District. The team has conducted interviews with community members, service providers, and others involved. Currently, the team is working to develop an outreach and entry system that will connect seniors to the services they need and improve coordination amongst the many service providers in the District. The agency has also opened an additional dining site in Ward 3 at Walter Reed.

91. 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’s Lead Agencies, which are located directly in communities, are working to expand outreach efforts to reach more seniors in more neighborhoods and implement new programs to combat senior hunger. DACL also introduced programs like Eat Well, Live Better Program, which provides fresh produce delivery and connection to nutrition education and healthcare to participating seniors. Hungry Harvest also provides produce to residents, and our newest program Food4Choice provides 450 seniors with grocery cards that have \$125 on them that will be reloaded each month. We have also continued to partner with DC Central Kitchen to provide hot/cold, ready-to-eat meals and produce to seniors who need meals but are not able to prepare meals due to issues other than being homebound.

92. How many clients participated in and received DACL services in FY20, FY21, FY22, and FY23 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.

The table below provides a topline summary of in-house provided DACL services.

Program	FY20	FY21	FY22	FY23 YTD
Community Transitions	341	341	437	219
Information and Referral/Assistance	37,622	31,649	32,386	13,061
Medicaid Enrollment: EPD Waiver	2,222	2,159	1,902	573
Adult Day Health Program	105	145	142	15
DACL Nutrition			4,913	2,646

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DACL Case Management		667	458
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Additional information is included in Attachment Q92.

93. How many meals were provided in FY20, FY21, FY22, and FY23 to date?
- Provide breakdowns of home-delivered meals with a breakdown by Ward.
  - How many seniors are enrolled in the home-delivered meal program? Please provide a breakdown by Ward.
  - How does this count compare to the number of requests received?
  - How does this count compare to the official census of elderly residents by Ward?
  - Provide the number of congregate meals with a breakdown by Ward.
  - Provide a list of congregate meal sites by Ward.
  - If there are significant fluctuations in numbers from each FY, please explain its significance and reasoning.

Please see Attachment Q93 – Meals for responses to 93a, b, e, and f.

Home delivered meals increased during the COVID-19 pandemic and congregate meals decreased. These fluctuations are due to changes in behavior in response to COVID-19. (93g)

DACL does not track the information necessary to respond to questions 93c and d.

94. Please provide the number of recurring program recipients versus single-use recipients for both the home-delivered meals program and the congregate meals site program.

All clients of the home delivered meal and congregate meal program are recurring.

95. Does DACL track feedback from meal program recipients about the meals they receive? If so, please provide a list of said feedback including:
- The number of complaints.
  - The nature of the complaint (quality, taste, food type, etc).
  - If you do not track feedback or complaints, please indicate why.

DACL does not have the number of complaints regarding its meal program but does enter in complaints in individual client files in its case management system. The majority of the complaints relates to dietary restrictions that the client must adhere to due to federal nutritional compliance.

96. How does DACL ensure that meals delivered to seniors living alone are actually being used?



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DACL's Nutritional Assessment team connects with seniors and asks if they are using their meals during the bi-annual assessment process.

97. What steps does DACL take to combat senior isolation for those receiving home-delivered meals?

In FY23, DACL has implemented a virtual dining site program for our homebound seniors. The goal of this program is to provide services that seniors receive at our dining sites to our homebound seniors. Homebound seniors are able to participate in health talks, nutrition education, and engage in socialization activities virtually. An example of this was a virtual Holiday Party in December that included karaoke and an artist.

Lead agencies also provide telephone reassurance calls and friendly visits to seniors that are isolated and lonely.

98. 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 operates 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 teams. In addition, DACL relies on our Senior Ambassadors to amplify DACL related programs and initiatives to seniors throughout the District.

Please see response to Question 99.

99. 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.

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 (2,199 followers), Twitter (5,640 followers), Instagram (1,664 followers), and sends a monthly e-newsletter to 5,959 subscribers. In addition, DACL has worked with media outlets to promote campaigns, including providing interviews for WHUR, NBC4, ABC7, WTOP, WUSA9, and Washington Informer.

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In FY22, the DACL Director as well as the agency's Communications and External Affairs unit regularly joined 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. Our team also regularly attends various ANC Commission and Civic/Citizens Association meetings across the District to provide presentations on our services and programs for seniors, caregivers, and adults with disabilities.

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. Since the public health emergency, the agency continues to update our online virtual events hub, which houses a variety of agency and Senior Service Network virtual events.

100. What is the status of tablet distributions? Please provide the following information, in FY21, FY22, and FY23 to date:
- a. How many tablets total were available?
  - b. How many tablets to be distributed?
  - c. How many has been distributed?
  - d. Breakdown by Wards.
  - e. Breakdown by age groups.
  - f. Breakdown by the number of recipients needing technical assistance, Internet connections.
  - g. Overall feedback by recipients.

Please see Attachment Q100 – Tablets for responses to questions 100a-f.

Below is the summary of FY21 and FY22 program participant survey responses; the FY23 survey has not been administered. (Questions 100g).

### FY21

- 74% of participants said they have been in contact with friends and families more since receiving their iPads.
- 83% of participants said they are happier as a result of receiving their iPad.
- 37% of participants reported having more access to health care services.
- 32% of participants reported having more access to food, medication and household supplies.
- 57% of participants reported having more access to church and community programs.
- 46% have participated in DACL funded programs using their iPad.

### FY22

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- How many days a week do you use the iPad? 42% of the participants use it 7 days a week
- Have you participated in additional programs as a result of receiving the iPad? 23% of the participants said yes
- How much has your use of technology improved? 25% of participants indicated much improvement

101. 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 iPad distribution partner – WildTech – provides weekly, online and in-person classes on a variety of technology subjects geared toward seniors, including internet basics, how to use an iPad, and social media. WildTech also offers nutrition, legal, and telehealth focused classes to equip seniors with information to live boldly. In-person classes are held at DCPL libraries and virtual sessions are available as well. WildTech operates a help desk to answer questions, schedule trainings, and resolve technical issues. While all DACL programs are fully reopened, Lead Agencies and Senior Wellness Centers continue to offer online programming including health talks, and cooking classes.

102. What is the status of the food contract that services your community dining sites. Include name of the contractor, duration of the contract, the start and end date, dollar value of the contract, how many meals are served per participant on a daily basis.

Dutch Mill (Great American Corporation) and Run Veggie provide food to the agency’s community dining sites. The duration of both contracts is 1 base year and 4 option years. The start date for the contracts was May 2022 and the end date for each is May 2023. The vendors serve one meal per participant daily.

<b>Name of Contractors</b>	<b>Contract Dollar Amount</b>	<b>Contract Start &amp; End Date</b>
Great American Corporation (Dutch Mill)	\$ 3,212,803	5/2022 - 5/2023
Run Veggie	\$ 4,200,207	5/2022 - 5/2023

103. Are the meals pre-prepared and delivered to these community dining sites, or are they prepared at the locations?

Meals are pre-prepared by our food vendors and delivered to the community dining sites.

104. Has DACL surveyed recipients about their food preferences, i.e., quality of food, taste of food, variety of options available. What have you found to be the outcome of these surveys? Are you planning on removing the food that is largely unpopular?

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DACL held a food tasting in 2022 in which seniors were able to taste the food and provide feedback. Seniors were satisfied with the food choices the vendors provided. The agency makes changes to the menus on an ongoing basis as needed based on client feedback and nutrition standards.

In February 2023, the new Acting Director and Nutrition team made site visits to community dining sites to solicit feedback and connect with seniors over their meals.

### e. Transportation

105. Please discuss MedExpress, ConnectorCard, and any other transportation currently offered to District Seniors.

- a. Please also include transportation methods that have been eliminated or undergoing changes with its respective effective dates.

DACL has three primary transportation programs: Senior MedExpress, Connector Card, and transportation to and from sites and activities. See below for a summary of each.

**Senior MedExpress:** This program is operated by YellowCab and provides curb to curb transportation for seniors to their medical appointments, dialysis treatments, and other essential services.

**ConnectorCard:** This program is also operated by YellowCab and provides seniors with a pre-loaded debit card to utilize any form of ground transportation they choose (Uber, Lyft, Metro, etc.) for their transportation needs. This program provides seniors independence and the freedom to choose the form of ground transportation that they desire.

**Transportation to Sites and Activities:** In Q2 of FY22, DACL resumed transportation of seniors to group trips. DACL provides funds to grantees to take seniors on group trips; this service has continued in FY 23.

106. How many clients received transportation services in FY20, FY21, FY22, and FY23 to date?

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

See Attachment 106 – Transportation Services.

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

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The COVID-19 pandemic had a significant impact on DACL's transportation services. In March 2020, all in-person services were stopped, including transportation services. MedExpress began operating again in FY20; however, the usage rate was lower than before the pandemic. In the 2nd half of FY22, DACL restarted group trips transporting seniors to grocery stores and other activities.

107. 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 referring seniors to our Senior Med Express and Connector Card programs while also informing seniors about transportation to their centers.

108. In 2022, you indicated that "trips to sites and activities (e.g., to and from wellness centers) and group trips were paused in March 2020." Please indicate what steps are being taken to restore the transportation for trips program.

In FY22, DACL provided grantees with funds to resume group trips for seniors. Lead Agencies, Senior Wellness Centers, and Senior Centers have resumed full operations and are providing group trips for seniors at least once a week. This has continued in FY23. Providing quality transportation is a key priority for DACL.

### **f. Senior Wellness Centers**

109. 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.

See Attachment 109 – Senior Wellness Centers.

**b.** Activity type(s) available.

See Attachment 109 – Senior Wellness Centers.

**c.** Safety and cleaning measures.

For all centers, DGS provides cleaning and maintenance. Face masks are available for seniors that do not have them. Hand sanitizing stations are available at the site.

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110. What issues/needs have been raised in FY22 and FY23 to date by each senior wellness center? Have they been resolved? Why or why not?

See Attachment 110 – Senior Wellness Center Issues.

111. Have there been or are there planned changes to the facility of each center? If so, please specify the changes.

DACL is working with the Department of General Services (DGS) on expansions at Model Cities Senior Wellness Center, Congress Heights Senior Wellness Center, and a new Ward 8 Senior Wellness Center. There are no other planned changes at this time.

112. Have any new wellness center locations been identified?

DACL is currently working with the Department of General Services on a new \$11.4M Senior Wellness Center on the campus of Kramer Middle School in Fairlawn. Per DGS, construction is set to be finished in December 2024.

113. For each senior wellness center, please provide a list of the top 3 programs with the highest attendance.

See Attachment 113 – Senior Wellness Center Programming.

114. Please describe the origin of the Senior Ambassador Program and how it operates. Include the number of participants, and how DACL measures the success of the program.

The Department of Aging and Community Living (DACL) conducts the Ambassador Training Program to provide community members with information about our programs and services available for DC residents age 60+, residents with disabilities age 18 and older, and their caregivers. Ambassadors share information with neighbors who may be in need of services and connect them to those services.

Persons who have completed the Ambassador Training Program are eligible to attend a monthly Ambassador Roundtable Series, which takes place the last Friday of each month. This series keeps Ambassadors abreast of changes in available services for seniors and also introduces new information from sister government agencies to expand the participants' knowledge of how to help residents age in place in the community.

Currently, there are 189 persons signed up to participate in the Ambassador roundtable.

We measure success of the Ambassador program by attendance, how many Ambassadors that are actively involved in serving seniors and persons 18+ living with disabilities by connecting them to resources, and by the number of Ambassadors who

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are actively volunteering to support DACL with various projects and events. Monthly participation in the Ambassador program has significantly increased in the past year.

In addition, DACL recently revamped its Senior Ambassador Program, which will be available online in April in five languages: English, Spanish, Amharic, French, and Mandarin. The program update aims to reach more residents who are non-English proficient or limited English proficient speakers, giving them an opportunity to serve the diverse senior population in the District.

**III. Additional External Programs**

**a. Lead Agencies**

115. 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 115 – Lead Agency Services.

116. Please indicate the operating status of each Lead Agency (i.e., virtual, in-person). If the agency is still virtual only, please indicate when they plan to open in-person services again.

All DACL Lead Agencies are providing in-person programming and services. The Lead Agencies have been able to integrate some virtual programming into their day-to-day operations as well to meet the needs of seniors that prefer virtual services.

117. Please provide the number of seniors assisted at each Lead Agency in FY21, FY22 and FY23 to date.

<b>Lead Agency</b>	<b>FY20</b>	<b>FY21</b>	<b>FY22</b>	<b>FY23 YTD</b>
East of the River	4,234	3,860	4,367	1,060
IONA Senior Services	1,064	794	1,101	670
Seabury DC	3,712	3,751	3,031	1,196
Terrific, Inc.	3,649	4,041	3,232	1,766

118. Please describe how each Lead Agency performs outreach to communities.

TERRIFIC Inc. (Lead Agency Ward 1, 2, 4)

They host a variety of outreach events and programming in Wards 1,2 and 4, and on occasion citywide events as well. Terrific Inc. also conducts outreach events in collaboration with DACL. Terrific, Inc. utilizes printed brochures, fact sheets, posters, and their website to reach seniors.

Iona Senior Services (Lead Agency Ward 3)

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Iona continues to focus on community outreach to identify and address social isolation amongst older adults in Ward 3. Iona has a Community Outreach Coordinator that implements, seeks out, and participates in outreach events in the community. Their most effective strategy has been the development of an apartment building map, which identifies all buildings in Ward 3 with significant senior populations. Leveraging this map, Iona is reaching out, one building at a time, to schedule presentations and events. In addition to focusing on events at the buildings, the Outreach Coordinator is also establishing new relationships and partnerships within the community to identify isolated seniors. Once connected, older adults often need information, education and assistance that Iona provides by a designated staff person who offers and encourages the use of Iona's services and supports. Also, they have established dedicated walk-in office hours at their Active Wellness Programs at St. Alban's and expect to have this service in Regency House, upon its opening. The designated office hours allow for seniors to gain quick access to services, resources, and information.

### Seabury Resources for Aging Lead Agency (Wards 5 & 6)

Seabury makes individual socialization calls to seniors to check-in and make sure they are not socially isolated and to refer them to services. Seabury also utilizes social media to advertise their services.

### East River Family Strengthening Collaborative (Lead Agency Wards 7 & 8)

The East River Partnerships and Community Engagement department conducts outreach and engagement for seniors in both Ward 7 and Ward 8. In an effort to reach seniors outside of the network, the Partnerships and Community Engagement department focuses on outreach to communities outside of the community dining sites, including senior buildings, apartments with large senior populations, and neighborhoods with single family homes. East River utilizes social media, their website, and a newsletter to inform Ward 7 and 8 seniors of their services. East River Family Strengthening Collaborative has excelled in conducting "Community Pop Up" events in many senior neighborhoods as well. The Community Pop Ups bring services directly to seniors as staff are on site to immediately connect seniors to resources and/or support. Additionally, East River holds mobile festivals in various communities throughout the year at Pomeroy Gardens, Ridge Road Recreation Center, Triangle View, Overlook Apartments, Dupont Park Apartments, and Peace Baptist Church.

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

DACL monitors 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



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service standards. DACL Service Standards are quality assurance measures that ensure uniformity in service delivery and reporting. In FY23, DACL implemented monthly 1:1 check-ins with all of our grantees, including Lead Agencies, to discuss the status of program objectives, grants spend rates, and any issues that require feedback or follow-up.

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

Since DACL brought case management in house, Lead Agencies no longer provide case management services as part of their DACL lead agency grant. As such, they are no longer required to have social workers on staff.

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

We track services that are provided in the DACL CSTARs database. On average we are receiving 75 to 100 new referrals each month. DACL has implemented monthly meetings with our social work team and the Senior Service Network to discuss case management services being provided to the community.

122. Please include the quarterly scorecards for grantees for their services that were conducted in FY22 and FY23, to date.

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 M-1 monthly invoice template allows DACL to effectively track grantee spend rates. DACL is also able to monitor grantee progress toward completion of their goals through a monthly report.

123. Please discuss any changes in DACL's process for distributing funding to its grantees from FY22 to FY23?

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 distributing funding to grantees from FY22 to FY23. 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 as compared to the grant renewal process.

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

In FY21, 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

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quality of monitoring across grant programs and improved programmatic and financial dialogue between the agency and grant recipients. Also, in FY21 and FY22, DACL implemented an online continuation grant submission process through ZOOM grants and streamlined the process for grant submission allowing our grantees to submit less documents. And, in FY23, DACL released a revised Grants Policy Manual to support the agency’s grantees. The net effect of these updates creates more transparency and sets higher standards for our grantees, in turn ensuring we provide high quality services to District seniors.

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

DACL strives to provide high quality services to District seniors and be strategic in its distribution of grant funds. Equity of services to different populations is of paramount importance to the agency. Should a grant award have to be reduced or eliminated from one year to the next, DACL prioritizes ensuring those services are absorbed by another grantee, if at all possible. Regardless of the dollar amount of a grant, DACL holds its grantees to a high standard of service delivery. That said, while reductions in funds do not correlate directly to a reduction in the quality of services, it can mean there is less of the service to provide.

**a. Senior Villages**

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

- a. Updated status of the village;
- b. Description of programs carried out at each village;
- c. Operating budget of each village;
- d. Biggest challenge that each village faces; and
- e. Anticipated changes and/or improvements for FY23.

In FY23, DACL allocated \$847,830 to fund the senior villages. This includes \$650,000 to be divided evenly between 13 D.C. Villages (i.e. \$50,000/village), an 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.

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.

Please see the table below for the how villages have used their funds thus far in FY23 and how they intend to use their funds for the remainder of fiscal year.

<b>Village</b>	<b>New Programs Have Been Introduced in FY23 To Date</b>	<b>New Programs Will Be Introduced in the Coming FY23 Year</b>

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<p><b>Capitol Hill Village</b></p>	<ul style="list-style-type: none"> <li>• Over The Counter Hearing Aid Education Series</li> <li>• Civic Engagement Events in partnership with Working America</li> <li>• Ongoing 1:1 and group programming in partnership with GWU Occupational Therapy Doctoral program</li> <li>• Dementia 101 series</li> <li>• New Help Desk site in Ward 5</li> </ul>	<ul style="list-style-type: none"> <li>• Caregiving Support Group for men</li> <li>• Expanded Help Desk in Ward 2</li> <li>• Emergency Preparedness</li> <li>• Increased Volunteer Training and Recognition</li> <li>• Expanded vaccine education &amp; outreach</li> <li>• Monthly in-person happy hours</li> <li>• Outreach and education on end of Public Health Emergency</li> <li>• Impacts on Medicaid and SNAP</li> </ul>
<p><b>Cleveland &amp; Woodley Park Village</b></p>	<ul style="list-style-type: none"> <li>• Two additional concerts in new neighborhoods (McLean Gardens and Rosedale Conservancy)</li> <li>• Resumption of neighborhood monthly speaker series</li> <li>• In-person at the library in partnership with the two main street programs</li> </ul>	<ul style="list-style-type: none"> <li>• Choral concert in partnership with a local faith community</li> <li>• Communication training for visitors to those with dementia</li> <li>• Virtual session with a playwright about caregiving</li> </ul>
<p><b>Dupont Circle Village</b></p>	<ul style="list-style-type: none"> <li>• Dupont Circle Village continues to provide In House concerts</li> <li>• In January Dupont Circle Village hosted the DC Concert Orchestra Society for its members</li> </ul>	<ul style="list-style-type: none"> <li>• Partnering with Humanities DC</li> <li>• Working on a photography project that will capture longtime DC residents and members in their third act (time after retirement)</li> </ul>
<p><b>East Rock Creek Village</b></p>	<ul style="list-style-type: none"> <li>• Launched "Celebrating East Rock Creek Village Creatives" program</li> </ul>	<ul style="list-style-type: none"> <li>• Partnering &amp; working with the Parks at Walter Reed to hold live jazz concert at the Arts Plaza in June 2023</li> <li>• Will launch first in-person Otago Fall Prevention Exercise class since the pandemic</li> </ul>

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<p><b>Foggy Bottom West End Village</b></p>	<ul style="list-style-type: none"> <li>• Saturday Music &amp; Afternoon Tea</li> <li>• Tour of the White House</li> <li>• Walking Tour of Black Georgetown</li> <li>• Tours of NGA's Sculpture Gardens</li> <li>• Basic health support services</li> <li>• Soup for Members in Recovery</li> </ul>	<ul style="list-style-type: none"> <li>• Meditation Group</li> <li>• Gentle Yoga</li> <li>• Older Adults Exercise Program</li> <li>• Grief Support Group</li> <li>• Free subscriptions to Washington Checkbook</li> </ul>
<p><b>Georgetown Village</b></p>	<ul style="list-style-type: none"> <li>• Moved to new location and the space will host more in-person programming.</li> <li>• Arts programming- Trip to Textile Museum.</li> <li>• Started Health Care Committee Series to educate members to utilize patient portals, prescription sites, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Increase physical opportunities for members.</li> <li>• Zumba classes</li> <li>• New series of in-person and online discussions in memory of our late board Bill Plante- "<i>Conversations With.....Bill Plante Memorial Series</i>"</li> <li>• <i>Open Aging Discussion Group</i> to be held in "Georgetown Village Square"</li> <li>• Monthly jigsaw puzzles and game days, craft lessons including crocheting and knitting</li> <li>• Increased volunteer training including working with members who have dementia, additional multi-generational volunteer training for local school students.</li> <li>• Participation in community programs such as the Georgetown University Center for Global Policy &amp; Performance</li> <li>• Piano Concert to be held in the late spring/early summer</li> </ul>
<p><b>Glover Park Village</b></p>	<ul style="list-style-type: none"> <li>• Expanding Buddy Program to add another point of connection to help address loneliness and isolation</li> </ul>	<ul style="list-style-type: none"> <li>• Diversity &amp; Inclusion: Age-In-Place Year 2 to include Wards 3</li> <li>• Food Insecurity: Working on a process to provide more consistent delivery of groceries to members</li> </ul>
<p><b>Kingdom Care Senior Village</b></p>	<ul style="list-style-type: none"> <li>• Top to Toe – Gentle Movement and Body Awareness</li> <li>• Drawing Class with Paul Spreiregen</li> </ul>	<ul style="list-style-type: none"> <li>• Food Insecurity: Distribution of food, groceries, assistance with food subsidies</li> </ul>

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	<ul style="list-style-type: none"> <li>• Black History: Quander Family, NAACP history</li> </ul>	
<b>Mt. Pleasant Senior Village</b>	<ul style="list-style-type: none"> <li>• Diversity Committee has begun intensified outreach to mostly Spanish-speaking residents of the large apartment buildings in Mount Pleasant.</li> <li>• Partnership Committee has been working with multiple partners to develop plans to enhance life for seniors and other community members who rely on a healthy business</li> <li>• New group has been formed to examine end of life care</li> </ul>	<ul style="list-style-type: none"> <li>• Working with ANC and selected others to develop plans to meet the needs of residents of large neighborhood apartment buildings</li> <li>• Work with senior Latinos whose work in service industries was disrupted by the pandemic and resulting societal shifts</li> </ul>
<b>Northwest Neighbors</b>	<ul style="list-style-type: none"> <li>• Services Development: Began Anti-racism work with consultants.</li> <li>• Performances: Sufi Program and Flamenco Dancing</li> <li>• Other Programs: Movie Club, winery trip</li> </ul>	<ul style="list-style-type: none"> <li>• Docent-led tours to museums</li> <li>• Expansion of affinity groups.</li> <li>• New support group for new retirees</li> <li>• Look into ways to support people who are aging solo</li> </ul>
<b>Palisades Village</b>	<ul style="list-style-type: none"> <li>• Implement Pickleball</li> <li>• Great Decision Discussion group</li> </ul>	<ul style="list-style-type: none"> <li>• Educate on Emergency Preparedness</li> <li>• Low Vision Support Group</li> <li>• Dance &amp; Movement classes</li> </ul>
<b>Waterfront Senior Village</b>	<ul style="list-style-type: none"> <li>• Expanded pickleball options by working with local recreation center.</li> <li>• Started an indoor board games, cards and puzzles group.</li> <li>• Worked with a local law firm to provide overview of wills,</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluating contract proposals from a local artist to instruct a 10-week painting class, will culminate in an art exhibition featuring the work of partisans of the painting class as well as older local artists in the community</li> <li>• A town hall meeting for all older adults in Southwest DC and the Navy Yard is being held on March 6 and</li> </ul>

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	<p>trusts and other end-of-life documents.</p> <ul style="list-style-type: none"> <li>• Hosted a healthy soup lunch internally and a group lunch at The Point restaurant.</li> <li>• Worked with a local theatre for a local matinee that would feature captions for those who cannot always hear dialogue in a movie theatre.</li> <li>• Promoted the use of the AARP free tax services by hosting a member of the AARP tax team to speak about the program</li> </ul>	<p>will focus on safety -- in the home, on the streets and online.</p>
<p><b>Greater Brookland Intergenerational Village</b></p>	<ul style="list-style-type: none"> <li>• Tips to reducing cognitive decline</li> <li>• Living with Hearing Loss classes</li> <li>• Forest Bathing at the US National Arboretum (meditation)</li> <li>• Wills, Trusts &amp; Estate Planning; Care Conversations - initiative where Village Volunteers are paired with senior members for ongoing relationship building and to communicate back their needs for support to staff</li> <li>• Taking Care of Me in 2023 (a workshop with a licensed psychologist and neighbor)</li> </ul>	<ul style="list-style-type: none"> <li>• Gardening Group (series to support growing food in the neighborhood)</li> <li>• Hand Dancing series with Dance Place</li> <li>• A Partnership with MedStar to offer a series of presentations around Colorectal Cancer awareness and screening, specifically targeting Black and Brown neighbors in Ward 5, 6, 7 &amp; 8</li> <li>• Spring Clean Up - Big Volunteer Day where Village Volunteers are distributed throughout the neighborhood to support seniors with junk removal and organizing projects</li> <li>• New Affinity Groups: Game Group, Local Excursion Group, Meditation Group, Garden Group</li> </ul>

127. How has each Village utilized the increased FY23 funding, thus far?

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The Senior Villages did not receive an increase in funding in FY23.

128. Please provide a map that indicates the service areas for Senior Villages.

Please see the link below:

<https://dcgis.maps.arcgis.com/apps/webappviewer/index.html?id=cd1880a5e3d44b128116622f25676df1>

### IV. Information and Outreach

129. What has the agency done in FY22 and FY23 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).** In FY22, the Mayor hosted her annual telephone town hall with seniors across the city to hear directly from them about their issues and priorities before submitting her proposed budget to the Council. In FY22, the DACL Director attended in-person town halls at each of the six senior wellness centers to discuss the Mayor's proposed FY23 budget for District seniors. Additionally, the DACL Director regularly joined 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 Performance Accountability Report to the Council with the DACL's key performance indicators (KPIs); the Aging and Disability Resource Center (ADRC) develops bi-weekly and 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).** DACL meets regularly with the Commission on Aging (monthly) and grantee network (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 regularly 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. The agency continues to use an online virtual events hub, which houses a variety of agency and Senior Service Network virtual events.

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**Community outreach (Virtual, Hybrid, and in-Person).** DACL continues to conduct a variety of outreach activities in all eight wards to provide information and connections to the agency and community. This includes virtual outreach activities with our grantee Wild Tech, ensuring seniors who are homebound also receive information about programs and services available to older residents across the District.

**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 programs and services, including providing interviews for WHUR, NBC4, ABC7, WTOP, WHUR, Washington Informer, and DCist. DACL also posts regular updates on its social media sites, which include Facebook (2,199 followers), Twitter (5,640 followers), and Instagram (1,664 followers), and sends a monthly e-newsletter to 5,959 subscribers.

130. 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.

131. 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.

This legislation was subject to appropriation and was not funded in FY22 or FY23.

132. 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. In addition, DACL has worked with media outlets to promote programs and services, including providing interviews for WHUR, NBC4, ABC7, WTOP, WHUR, Washington Informer, and DCist. DACL also posts regular updates on its social media sites, which include Facebook (2,199 followers), Twitter (5,640 followers), and Instagram (1,664 followers), and sends a monthly e-newsletter to 5,959 subscribers.

In FY22, 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



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presentation of her proposed fiscal year’s budget. In FY22, the DACL Director attended in-person town halls at each of the six senior wellness centers to discuss the Mayor’s proposed FY23 budget for District seniors. Additionally, the DACL Director regularly joined 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.

133. 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 129, 132, and Attachment Q135 – DACL Activities.

134. Please describe how the agency solicits feedback from all residents in FY22 and FY23.
- a. What has the agency learned from this feedback?
  - b. 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:

**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. Senior Wellness Centers also hold regular town halls for updates and feedback.

**Town Halls:** The DACL Director regularly conducts and attends both virtual and in-person 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

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neighborhoods. In FY22, the agency participated in more than 200 outreach events, virtual, hybrid, and in-person.

**Site visits:** DACL program analysts regularly conduct site visits to DACL-funded programs and in FY22, 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 conducts 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.

**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:

- Nutrition equity is a pressing challenge for District seniors.
- There is still a greater urgency in bridging the digital divide, particularly for seniors who are homebound.
- Transportation is seniors' connection to food, medical care, and community and without sufficient, safe transportation, they face significant barriers to aging in place.

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

**Nutrition Equity** - While there are many food programs throughout the District, DACL has found that nutrition equity is a pressing challenge for District seniors. Nutrition equity alludes to not only the access of enough food, but access to healthy and culturally appropriate food as well as the resources to prepare food. DACL is heavily invested in addressing this issue with the efforts mentioned in the response to Question 55.

**Transportation:** In FY22, Mayor Bowser made a \$1 million investment to expand Connector Card, a program that provides seniors with a transportation subsidy based on a sliding scale. The card can be used for any local ground

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transportation, including cabs, Uber and Lyft. This allows seniors to get on-demand transportation to wherever they need to go. DACL also continues to invest in Senior MedExpress which provides free rides to medical appointments for seniors with medical conditions. DACL continues to improve the efficiency of these programs in order to serve more 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 FY22, DACL continued our senior technology program, providing close to 1,514 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. Through the Mayor's \$2.6 million investment, DACL expanded our home delivered meals program to ensure homebound seniors were provided with a direct connection to a DACL nutritionist and the opportunity to participate in a virtual dining site and wellness center that will feature virtual programming specifically designed for older adults with limited mobility. And all of these features are available in our DACL App, which also includes a direct dial to DACL's Information, Referral, and Assistance team.

135. Please list specific outreach activities that DACL conducted in FY20, FY21, FY22, and FY23 to date. (Please list each year's activities separately).

Please see Attachment Q135 – DACL Activities.

136. Please list specific outreach activities that Senior Villages conducted in FY22 and FY23 to date.

Please see Attachment Q136 – Villages Activities.

137. Please list specific outreach activities that the Commission on Aging conducted in FY22 and FY23 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 have collected with the Commission. Commissioners share any concerns they have heard in their respective wards and communities with DACL staff and/or the Commission's ex-officio members.

138. Please list all planned outreach activities by DACL, Senior Villages, and the Commission on Aging in FY23 and upcoming FY24. (Please indicate which entity will take the lead in each activity listed).

Please see response to Question 136 for planned outreach activities by Senior Villages.

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Please see response to Question 137 regarding Commission on Aging planned outreach.

**Ongoing DACL media outreach includes:**

**Print**

*Senior Beacon* (Monthly printed newsletter)

The *Washington Informer* (Monthly printed newsletter)

**Broadcast**

The SeniorZone (Quarterly radio spot)

**Digital**

Social Media: Twitter, Instagram, and Facebook

DACL Website: [dacl.dc.gov](http://dacl.dc.gov)

DACL Virtual Events Calendar: [daclvirtualevents.splashthat.com](http://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\*:**

**Planned In-Person and Virtual Outreach Events**

**FY2023 DACL**

December	Senior Holiday Celebration
February	Cupid’s Kids Ambassador Roundtable
March	National Nutrition Month Campaign Women’s History Month Campaign Ambassador Roundtable
April	Ambassador Roundtable
May	Older Americans Month Senior Fest Ambassador Roundtable
June	Mayor’s Annual Senior Symposium Ms. Senior DC Pride Celebrations World Elder Abuse Awareness Day Campaign Ambassador Roundtable
July	Ambassador Roundtable
August	Ambassador Roundtable

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September	Brain Games Championship National Falls Prevention Awareness Day Centenarian Celebration
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**FY2024 DACL**

October	Ambassador Roundtable
November	Ambassador Roundtable
December	Mayor’s Annual Senior Holiday Celebration
January	Ambassador Roundtable
February	Cupid’s Kids Black History Month Campaign Ambassador Roundtable
March	National Nutrition Month Campaign Women’s History Month Campaign Ambassador Roundtable
April	Ambassador Roundtable
May	Older American’s Month Senior Fest
June	Mayor’s Annual Senior Symposium Capital Pride Parade and Festival World Elder Abuse Awareness Day Ms. Senior DC Pageant
July	Ambassador Roundtable
August	Ambassador Roundtable
September	National Falls Prevention Awareness Day Brain Games

\*In addition, DACL conducts 10 – 20 outreach events monthly. See Attachment Q135 for examples of outreach events which have already occurred. All dates are tentative.

139. 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 our government, community, and neighborhood partners.

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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, care coordination, and assistance during a doctor visit. In FY22, Mayor Bowser provided an additional \$500,000 to enhance the work of the 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 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. DACL is the lead agency on 16 Age-Friendly Strategies within those 10 domains.

Both Age-Friendly DC and Villages refer people to DACL for programs and supports.

140. 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,

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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.

141. 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.

142. 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 Questions 140 and 141.

143. What is the progress of the newly developed socialization hubs allocated in FY23'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. Lead Agencies continue to offer their traditional programming such as operating the community dining sites throughout the city and providing nutrition counseling and education for seniors. Each of our Lead Agencies have also implemented programs from a hyperlocal perspective that allows them to develop services that best meet the needs of the seniors in their wards.

### V. Agency Activities

#### a. COVID-19 Operations

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

Throughout the Public Health Emergency, DACL coordinated with the Executive Office of the Mayor and DC Health to ensure seniors were informed of the most up-to-date information concerning the vaccine. DACL used its Senior Service

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Network, comprised of more than 20 community partners, to amplify important vaccine information to seniors and to support seniors with registration. DACL also used senior-focused communication channels like the Senior Beacon Newspaper, the Washington Informer, the SeniorZone radio show, DACL social media channels, electronic newsletters and email blasts sent to 5,959 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 Recreation Center, Asian Pacific Islander (API) Senior Center, Vida Senior Center, and Golden Rule Apartments and at the Mayor's Senior Holiday Celebration.

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

Mary's Center also had peer vaccination ambassadors who were trained on how best to spread the word to their friends and family members. They provided seniors with incentives for getting others vaccinated.

DACL and Mary's Center will partner with Grandparents Against COVID, an initiative of Help Age USA, which trained 500 grandparents across the District, specifically in Ward 7 and 8, on how best to talk with their family members about getting vaccinated and boosted.

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

DACL provided 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.

Senior Villages and Iona Senior Services provided transportation for vaccinations.

146. What type(s) of assistance does DACL currently provide to aid seniors completing government forms to enroll in the government programs and services, including



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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's 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's State 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.

147. 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 both FY22 and FY23, DACL continued to make intergenerational connections with volunteers and DC Public School students to create handmade Valentine's Day cards for meal delivery clients. 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.

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In FY22, DACL continued to work with its network of grantees to safely reopen in-person programs at all Senior Wellness Centers and all 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 safely reconvened citywide events, including the Mayor's Annual Senior Holiday Celebration, SeniorFest, and Senior Symposium, engaging 1,000 older residents per event.

### **b. Racial Equity and Social Justice**

148. 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. In FY22, DACL, in partnership with Mary's Center, continued a senior nutrition program, Eat Well, Live Better! This program was 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 911 participants in the program 72% are African American, 6% are Hispanic, and 1% are Asian.

In addition, in FY23, DACL launched a new senior nutrition pilot program, Food4Choice. Through this program, 450 seniors receive \$125 monthly in grocery funds. They also receive nutrition education resources and the power to make their own nutritional decisions. Throughout this program, DACL, will be testing the impact these nutritional decisions have on seniors' physical and mental health. Our data team will begin collecting data to ensure this program is achieving the District's goals of racial equity for all residents, especially our seniors.

**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** - As social activities, healthcare appointments, and access to services have moved online, DACL is focused on ensuring older residents can stay connected. To help further build the digital divide, in FY22 the Mayor invested \$2.6 million to expand the senior technology program, providing

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home-delivered meal clients with a direct connection to a DACL nutritionist and the opportunity to participate in a virtual dining site and wellness center that will feature virtual programming specifically designed for older adults with limited mobility.

DACL continues to partner with its first-ever technology grant partner, Wild Tech, to implement the senior tech connection program. This collaboration brought 1,514 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. FY21 preliminary survey results indicate self-reported increase in social connections with friends and family due to this program (74% of the 246 respondents) reported 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.

149. 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.

Please see response to Question 148.

150. 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 comprehensive.

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151. 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.

152. 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 listening project, we are working with the community to identify barriers and pain points to accessing services and co-creating solutions.

**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.

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

Please see response to Question 152.

**c. Housing Specific Services**

154. Please list the number of callers the Housing Coordinator within DACL’s ADRC received, and a breakdown of the housing requests in FY21, FY22, and FY23 to date.

Type of Assistance/Services	FY 2021	FY 2022	FY 2023
DCHA Collaboration	3	0	0
Emergency Rental Assistance Program (ERAP)	1	1	0
Legal Issues	1	0	1
Moving Assistance	1	0	0
Other	8	15	6
Voucher Assistance/Housing Identification	56	51	4
Missing data	4	15	4
<b>Total</b>	<b>74</b>	<b>82</b>	<b>15</b>

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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

155. 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.

DACL is not a housing agency but works 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 (OTA).

When given vouchers for its clients, the agency works with residents in nursing facilities to transition back to the community. 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.

DACL also works with residents who are delinquent with their monthly rent and 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).

Residents 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.

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156. 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 Counsel for the Elderly).

157. Please provide the following information pertaining to DHCD's Single Family Rehabilitation Program for FY20, FY21, FY22, and FY23 to date:

- a. Number of referrals made to the program.
- b. Number of referrals by Ward.
- c. Status of referrals. (Broken down in approvals, rejections, etc.)
- d. Timeline from approval to project commencement and completion.
- e. Status of completed projects by Ward.

DACL does not track referrals made to Single Family Rehabilitation Program (SFRP). 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 home modifications may exceed the SAH cost per project allocation, but the grantee does not consistently track these referrals.

DHCD would maintain all data related to SFRP.

158. 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.

159. What is the frequency of DACL communicating with residents living in senior housing? Please include private and public housing buildings.

DACL'S External Affairs and Communications team regularly provides outreach activities to senior housing buildings, both public and private. On average, DACL's outreach team visits between 4 – 8 senior buildings on a monthly basis. In addition, DACL funds community dining sites that lead agencies operate located in more than 20 senior buildings with daily access to meals and information.

160. What services are made available from DACL to senior housing residents?

All of DACL's services are made available to senior housing residents. DACL's outreach team visits senior buildings to publicize a wide array of available

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programs such as case management, meal services, Long-Term Care planning, Medicaid enrollment, Safe at Home, Nutrition Programs, etc.

161. 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.

162. How many referrals has DACL made to the Shallow Subsidy program in FY22 and FY23 to-date?

FY22 – 24, FY23 to date – 16

163. How is DACL's involved in the annual count of the District's unhoused population?

DACL staff have volunteered to help count the District's unhoused population.

164. Does DACL receive a report regarding the number of unhoused seniors in the District? If so, please provide an overview of the District's homeless population that are seniors.

DACL does not receive a report regarding the number of unhoused seniors in the District but works with its sister agency Department of Human Services on case coordination of unhoused seniors and actively works to also keep seniors who are about to lose their home in their place of residence.

165. What is DACL's protocol for handling housing referrals for seniors experiencing homelessness?

DACL works and refers to its sister agency Department of Human Services regarding supporting unhoused residents.

166. Please provide an overview of the housing vouchers that DACL receives for seniors experiencing homelessness, including the number received and the number given to seniors experiencing homelessness.

DACL has not received housing vouchers this fiscal year. However, if housing vouchers are received, the agency works with residents to place them with the DC Housing Authority.

Please see response to Question 155.

### **d. Public Safety**

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167. 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 (DMPSJ) and the Metropolitan Police Department (MPD).

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

### **Public Education and Awareness:**

DACL's Adult Protective Services provides educational presentations to other District government agencies and the community at large on how to identify signs of elder abuse and exploitation, as well as information on how to report suspected abuse or other related crimes.

### **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.

169. 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.

Please see response to Question 168.

170. 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.

Please see response to Question 168.



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171. 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 DMPSJ. 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.