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

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January 3, 2024

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

Dear Director Hines:

The annual performance hearing for the Department of Aging and Community Living is scheduled for **Thursday, February 1, 2024, beginning at 9:30 AM**. The hearing will begin with public testimony and followed by government witness(es). 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.

As a reminder, the Council has the authority to create, abolish, or organize any office, agency, department, or instrumentality of the government of the District and to define the powers, duties, and responsibilities of any such office, agency, department, or instrumentality<sup>1</sup>. The Council also adopts the annual budget for the District of Columbia government<sup>2</sup>. As such, the performance oversight process is not only mandatory, but necessary to maintain our government.

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 Wednesday, January 24, 2024**, one week before the hearing date.

Please note that the 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 Aimellia Siemson, Senior Advisor and Counsel, at 202-724-8171 or [asiemson@dccouncil.gov](mailto:asiemson@dccouncil.gov). Thank you in advance for your timely and comprehensive response.

Sincerely,

A handwritten signature in black ink, appearing to read "ANB", enclosed in a rectangular box.

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

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<sup>1</sup> D.C. Code § 1-204.04(b)

<sup>2</sup> D.C. Code § 1-204.46(a)

**DACL FY 2024 PERFORMANCE OVERSIGHT QUESTIONS**

**I. STANDARD 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.

DACL has five major Program areas 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, support 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 outlined in DACL’s State Plan.

*Lead:* Charon P.W. Hines, Director, [charon.hines@dc.gov](mailto:charon.hines@dc.gov) (Tenure: 11 months)

Number of Staff: 9

**Operations Division**

The operations division provides oversight and management of key agency functions in budget and performance management, finance and invoicing, information technology, and administrative support services.

*Number of Staff:* 9

**Budget and Finance**

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

*Number of Staff:* 8

## District of Columbia Department of Aging and Community Living

*Lead:* Regat Hagos, Chief Operating Officer, [regat.hagos@dc.gov](mailto:regat.hagos@dc.gov) (Tenure: 8 years)

### **Clinical Services Division (formerly Social Services Division)**

The clinical services division is one of the direct service arms of DACL. This division includes DACL's Case management, Adult Protective Services, and Nursing home transition.

#### *Adult Protective Services*

The adult protective services division 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.

*Number of Staff: 21*

#### *Case Management Services*

The case management unit helps seniors 60 and over, adults with disabilities 18-59, and their caregivers improve their quality of lives by providing connection to long-term services and supports. Case managers may provide direct consultation to families and communities, advocate on their behalf to community organizations or other health professionals.

*Number of Staff: 18*

#### *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.

*Number of Staff: 13*

*Lead:* Joan Williams, Clinical Services Officer: [joan.williams@dc.gov](mailto:joan.williams@dc.gov) (tenure: 5 months)

### **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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*Number of Staff:* 6

*Lead:* Angela Richardson, Chief of Staff and Director of Communications,  
[angela.richardson@dc.gov](mailto:angela.richardson@dc.gov) (Tenure: 4 years)

### **PROGRAMS DIVISION**

Chief Programs Officer provides oversight and management of key agency programs in programs and grants, Entry services, Information & Referral, Medicaid Enrollment, State Health Insurance Program, and Nutrition Services.

#### **Programs & Grants**

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 for the District's older adult residents in all eight wards. These programs support a broad range of legal, nutrition, social, and health services for older adults as well as support programs for caregivers.

*Number of Staff:* 6

#### **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 (IR&A)*

The IR&A team staffs the call center and provides information on programs and services available in the District and makes referrals as appropriate.

*Number of Staff:* 10

##### *Medicaid Enrollment*

The Medicaid enrollment 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 DHCF provider) and completing a Person-Centered Plan for each interested ADHP applicant.

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*Number of Staff:* 8

### *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.

*Number of Staff:* 4

### *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.

*Number of Staff:* 12

Lead Programs: Melanie Johnson, Chief Program Officer; [melanie.johnson@dc.gov](mailto:melanie.johnson@dc.gov) (Tenure – 1 year, 6 months)

- 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.

*With the confirmation of Director Charon P.W. Hines in FY 2023, the agency filled key leadership positions and added staff to be supervised by existing programs and managers due to departures. As other key vacancies are filled, necessary shifts in staff will continue.*

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, residency status, 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.*

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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.

*There were no employees detailed to or from the agency.*

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 FY23 and Q1 of FY24;

*Please see Attachment Q4a – FY23 Employee Devices and FY24 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 in FY23 and Q1 of FY24;

*Please see Attachment Q4c – Vehicle List.*

- d. A list of travel expenses, arranged by employee for FY23 and Q1 of FY24, including the justification for travel; and

*Please see Attachment Q4d – Travel Expenses.*

- e. A list of the total workers' compensation payments paid in FY23 and Q1 of FY24, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

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

5. For FY23 and Q1 of FY24, please list all intra-District transfers to or from the agency.

*Please see Attachment Q5 – Intra-District transfers*

6. For FY23 and Q1 of FY24, 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

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- f. The current fund balance.

*DACL does not have any special revenue purpose funds.*

7. Please list all memoranda of understanding (“MOU”) entered into by your agency during FY23 and Q1 of FY24, 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 provide a table showing your agency’s Council-approved original budget, revised budget (after reprogrammings, etc.), and actual spending, by program and activity, for FY21, FY22, FY23 and Q1 of FY24.
- 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).
  - Include any over- or under-spending. Explain any variances between fiscal year appropriations and actual expenditures for FY23 and Q1 of FY24 for each program and activity code.
  - Attach the cost allocation plans for FY23 and FY24.
  - In FY23 and Q1 of FY24, 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 Q8 – FY21, FY22, FY23 and FY24 Q1 DACL Budget for responses to Questions 8a through 8d.*

9. Please provide as an attachment a chart showing the agency’s overall Grants, Contracts, and Reprogramming received during FY23 and Q1 of FY24. Please breakdown into the following:
- Name and amount of federal source of funding agency and program, broken down in percentage (%) and dollar amount (\$);
  - Name and amount of local source of funding agency and program, broken down in percentage (%) and dollar amount (\$);
  - Identify whether each funding source is recurring or one-time;
  - Identify whether the contract was competitively bid or sole-source; and
  - Indicate the receiving agency and amount of funding for funds moved out of the agency.

*Please see Attachment Q9 – FY23 - FY24 Federal-Local Funding by Program.*

10. Please provide a copy of required Small Business Enterprise (SBE) Report for FY23.

*Please see Attachment Q10 – SBE Report*

11. Please provide the following information regarding capital projects:
- A list of all capital projects in the financial plan.

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*Please see responses to Questions 11b and 11c.*

- b. For FY21, FY22, FY23, and Q1 of FY24 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 (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. IN FY20, due to the COVID19 pandemic, the expansions were put on hold, but have since resumed. As a result of volatile market factors stemming from the pandemic, the agency, along with the mayor's budget team, allocated \$500,000 in additional funding in order to fully fund the Model Cities project. An additional \$132,911 was added to the Congress Heights project.*

*Congress Heights Senior Wellness Center renovation was completed in the summer of 2023. Model Cities Senior Wellness Center is set to be completed by the winter of 2024.*

*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 FY24, FY25, FY26, FY27, and FY28.

*In FY18, Mayor Bowser announced a \$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 COVID19 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 FY24. The new Ward 8 Senior Wellness Center is currently going through the permit process. The procurement process for the general contractor will be completed in spring 2024 and construction from summer 2024 to summer 2025. Currently, \$1,193,105.47 has been spent on the project and \$10,194,950.42 remains to fund the project.*

- d. A description of whether the capital projects begun, in progress, or concluded in FY21, FY22, FY23, or Q1 of FY24, 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.*



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12. Please list all lawsuits pending and resolved, that name the agency as a party, during FY23 and Q1 of FY24. Identify the case name and number, claim and status. The following two cases are still pending.

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

13. Please describe the agency's procedure for handling allegations of workplace harassment during FY23 and Q1 of FY24. Indicate the following:

*DACL follows the District's Personnel Manual, 1-2019-8, on Maintaining a Healthy Workforce: Anti-Bullying Policy. In FY23, there was one complaint submitted by an employee against their immediate supervisor.*

- a. Date of offense: January 6, 2023*
- b. Whether the parties report to the same supervisor: Yes*
- c. The findings of substantiation or non-substantiation: Non-substantiated*
- d. What official action was taken: Employee and Supervisor meetings held in the presence of another higher-level official.*
- e. Identify the deciding official in each case: Former Chief of Staff, Garret King*

14. Please describe the agency's handling of sexual harassment claims received during FY23 and Q1 of FY24. Indicate the following:

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*On September 8, 2023, an employee, reported a sexual harassment claim from a caller that called the Agency’s Information and Referral Assistant (IR&A) intake line. The caller made an unwelcoming comment that made the employee uncomfortable.*

- a. Date of offense: 9/8/2023*
- b. Whether the parties report to the same supervisor: No*
- c. The findings of substantiation or non-substantiation: Substantiated*
- d. What official action was taken: The Caller’s number was blocked from calling the agency since it was determined that caller was not eligible for any agency services. Employee expressed anxiety over the conversation during the call and was relieved of answering the intake call line. No further action was necessary, and the issue has been resolved.*
- e. Identify the investigating official or Sexual Harassment Officer (SHO) for each claim: Lorraine Green, Human Resources Officer (SHO).*
- f. The date the report was forwarded to the Mayor’s Office of Legal Counsel: 11/14/2023*

15. Please list and describe all investigations, audits, studies, or reports by other entities regarding the work of the agency or conduct of agency employees during FY23 and Q1 of FY24.

*There were no investigations, audits, studies, or reports done by other entities regarding the work of the agency or conduct of agency employees.*

16. Provide a list of all publications, brochures and pamphlets prepared by or for the agency during FY23 and Q1 of FY24.

*Attachment Q16 - Publications, Brochures & Pamphlets*

17. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY23 and Q1 of FY24. 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>
How do we decrease food insecurity among DC’s seniors?	To determine if a (1) coordinated entry system to connect seniors to food assistance programs reduces food insecurity; and (2) to determine what barriers prevent seniors from accessing food assistance programs and what strategies beyond a coordinated entry system can we use to address them.	Completed. Report included in Attachment Q17 Food Insecurity.
American University Safe at Home Program Evaluation	As required by ACL, the State Plan details how DACL will deliver services and fulfill mandates from	Completed. Report included in Attachment Q17

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	the Older Americans Act across the next four years.	Safe at Home Evaluation Program.
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.	Completed. Report included in Attachment Q17 DACL State Plan.

18. Please provide a copy of the agency’s FY23 performance plan. Please explain which performance plan objectives are completed in FY23 and whether they were completed on time and within budget. If they were not, please provide an explanation.

*Please see Attachment Q18 – DACL FY23 Performance Plan*

*Strategic initiatives for the agency in FY23 include completion of the State Plan on Aging and combating senior social isolation through digital programming.*

*In FY23, DACL completed the 2024-2027 State Plan on Aging which enhances the lives of DC residents, particularly older adults and adults with disabilities. DACL was provided with an extension for the development of 2024 – 2027 State Plan on Aging. In FY23, DACL engaged residents from all eight wards, community stakeholders, and the Commission on Aging by holding a series of interactive workshops to gather feedback that was used to develop actionable goals for the State Plan. This initiative was completed on time and within budget.*

*Furthermore, in our efforts to combat senior social isolation through digital means, DACL provided home-delivered meal clients with iPads, in-home Wi-Fi connections, technical support, and the opportunity to participate in virtual dining sites and wellness centers. These digital platforms featured programming tailored for older adults with limited mobility. This initiative was completed on time and within budget.*

19. Please provide a copy of your agency’s approved FY24 performance plan as submitted to the Office of the City Administrator, including approved goals, objectives, timelines, planned program and projects, anticipated FTE allocation and expenditure, and metric outcomes to be analyzed.

*Please see Attachment Q19 – DACL FY24 Performance Plan*

20. Please provide the number of FOIA requests for FY23 and Q1 of FY24, 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

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FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.

*Please see Attachment Q20 – FY23 FOIA Report and Attachment Q20 – FY24 Q1 FOIA Report*

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

*Please see Attachment Q21 – Collective Bargaining Agreement Comp 1&2  
Please see Attachment Q21 – Collective Bargaining Agreement Master Agreement*

22. 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 FY23 and Q1 of FY24, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.

<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

*For minutes and agendas please refer to Attachment Q22 – COA Meeting Minutes and Agendas.*

23. Please list all reports or reporting currently required of the agency in the District of Columbia Code or Municipal Regulations. Indicate the following:
- Report due date;
  - If the agency complied;
  - Date of actual transmittal; and
  - To which entity the reports were filed.

<b>Legal Citation</b>	<b>Name of Report</b>	<b>Report Due Date</b>	<b>Agency Compliance</b>	<b>Date of Transmittal</b>	<b>Entity Name</b>
D.C. Code §§ 2-1931(2) and 1931(3). See also 4 DCMR	Language Access report	1/30/2023 4/28/2023 7/31/2023 10/31/2023	Complied	1/30/2023 4/28/2023 7/31/2023 10/31/2023	Office of Human Rights (OHR)

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§§ 1213 and 1214.					
D.C. Code § 7-503.03(5)	Agency Performance Plan	1/30/2023 4/30/2023 7/31/2023 10/31/2023	Complied	1/30/2023 4/30/2023 7/31/2023 10/31/2023	Office of the City Administrator (OCA)
D.C. Code § 7-521	Council Report	4/30/2023 10/31/2023	Complied	4/30/2023 10/31/2023	D.C. Council
D.C. Code § 7-503.03(10)	State Plan	7/1/2023	Complied	8/17/2023	Administration for Community Living (ACL)
D.C. Code § 7-1913	Adult Protective Service Report	4/15/2023	Complied	4/15/2023	D.C. Council

24. 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 Q24 – Training and Continuing Education*

25. 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 also reviewed and approved by a higher-level manager for each team before the assessments are finalized to ensure consistency throughout the agency. The last performance evaluation was conducted at end of FY23, per DCHR’s annual requirement. Managers also hold mid-year performance conversations with each employee and routine 1:1 meetings with each team member throughout the year.*

26. Please include a chart of FY23 employee evaluation rating showing the employee’s job title, duties/responsibilities, classification grade, salary, date of employment, and FY22 evaluation rating. Also identify if the employee has been separated from the agency during FY23 or Q1 of FY24.

*Please see Attachment Q26 – FY23 Employee Evaluation Rating Chart*

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27. Please provide a list of programs, initiatives, and activities conducted by the agency to comply with a Racial Equity Lens objective.

*DACL consistently uses equity considerations (including racial equity) when developing all new programs and while monitoring current programs. African-American seniors in the District have named transportation as an issue that consistently affects them. Due to disparities like this, DACL's Connector Card program has gained popularity in the District. The widespread use of this program is a major indicator of the enhanced need for seniors to receive assistance with transportation. The Connector Card program currently has over 3,000 participants and is helping improve transportation access to District seniors. In addition to transportation, food access is a major issue that DACL works diligently to address; specifically with a racial equity lens, as access to healthy food will allow seniors to combat certain diseases that are generally more prevalent in certain races. For example, African American seniors are generally at a higher risk for heart diseases, stroke, cancer, and diabetes compared to their White counterparts. The DACL Eat Well, Live Better program helps seniors increase access to healthy foods by providing fresh produce delivery and connection to nutrition education and healthcare to participating seniors. Furthermore, our Food4Choice program has a robust nutrition education component and gives participants grocery funds and the tools they need to make healthy food purchases that best fit their nutritional lifestyle. F*

28. Please provide a chart of agency programs conducted during FY23. Include the following:
- Initiation date;
  - Number and grade of FTEs assigned;
  - Program manager;
  - Total budget expenditure for the program (e.g. FTE salaries, materials, etc.); and
  - Outcomes from implementation (e.g. policy changes, program continuation, public support comments, etc.)

*Please see Attachment Q28 Programs Chart*

29. Please provide a chart showing the agency's program priorities for FY23 and FY24. Include the following:
- Staffing numbers;
  - Expenditure;
  - Community outreach activities; and
  - Measurable outcomes or metrics associated for each priority.

*Please see Attachment Q29*

30. Please provide a copy of the agency's FY23 Performance Accountability Report of strategic objectives, indicate if key performance indicators were met, and with which

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other government agency was the report filed.

*Please see Attachment Q30 – DACL FY23 Performance Accountability Report.*

### **II. AGENCY SPECIFIC QUESTIONS**

#### **A. Background and Overview**

1. *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 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 senior technology divide*
  - *Implementing the State Plan on Aging*
  - *Creating more awareness of DACL's programs and services for our seniors*
2. *Please discuss DACL's contracting process for meals, transportation, and other programs and services. Please also discuss whether the process involves external stakeholders or sister-agencies, etc., and DACL's role in exercising contractual Option Years.*
    - *In accordance with the guidelines established by the Office of Contracts and Procurement (OCP), DACL issues a Home Delivered Meal contract solicitation (Human Care Agreement) for potential contractors to bid for services for providing nutritional meals to District seniors aged 60 and above.*
    - *OCP administers the approved DACL solicitation for bid, and once the bid solicitation closes, OCP identifies the qualified contractors that have met the solicitation requirements. OCP then provides DACL with the list of qualified contractors for DACL to select; DACL then makes the determination of how many contracts to award.*

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- *The contract period is for 1 year, with 5 option years. The option years are subject to the agency Director’s approval; additionally, option years are determined by past performance, client satisfaction, and cost value.*

<b>Home-Delivered Meals (HDM)</b>	<b>Requirements</b>	<b>Current Contractors</b>
DC Resident 60 years of age. Eligibility is determined by: Universal Intake Form; In person visit; High Nutritional Risk Score; High Priority HDM Assessment	Prepared meals that meet 1/3 RDA including lean protein, whole grains, fruit, vegetable, and dairy or dairy alternative.	Pur-Foods; Run Veggie

*DACL does not utilize a contracting process for transportation and other programs and services; instead, we use a grant process.*

3. As the District’s agency handling issues relating to the aging population, please discuss the programs and services available through the agency and those that are referred to other entities (sister agencies, etc.).

*Please see Attachment Q3 Sec II*

4. Please provide the process of referring an individual to services that are available through other entities and any follow-ups to ensure the individual is properly receiving the appropriate services.

*DACL provides referrals to outside agencies for services not provided by our agency.*

- *Individuals enrolled in case management who need services from other providers work with their assigned case manager. Warmly, the case manager contacts and refers the client to the requested service. All case managers follow-up with the client to ensure that seniors have access to the new resource prior to closing the DACL case.*
- *The Adult Protective Services (APS) Unit works in collaboration with sister government agencies as well as community partners. All incoming calls are reviewed in a daily meeting of social work supervisors. For cases requiring diversion to other agencies or requiring collaboration, the APS program analyst contacts the agency and sends all case information to them.*



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5. Please discuss DACL's relationship and any collaboration with Age-Friendly DC, the Commission on Aging, and the Wards 2 and 3 Senior Wellness Task Force.
- *DACL participates in monthly Commission on Aging meetings to provide updates on the agency and receive feedback from Commissioners.*
  - *DACL, in conjunction with our APS unit, leads and/or partners on 40 Age Friendly DC (AFDC) Strategies – the most of any DC Agency. In doing so, DACL works closely with Age Friendly DC, the DMHHS cluster, sister government agencies, and a variety of non-government partners to advance AFDC's mission of improving the experience of aging in Washington, DC. DACL is the lead agency on 16 Age-Friendly DC (AFDC) Strategies within those 10 domains and meets with AFDC and other contributing partners prior to AFDC reporting deadlines to ensure timely, complete, and accurate updates on AFDC strategies.*
  - *DACL hosted the Wards 2 and 3 Wellness Center Taskforce kickoff meeting on Wednesday, November 1 and will continue to engage the taskforce on a monthly basis to discuss the status of the feasibility study and to receive feedback from the taskforce members.*

6. Did DACL meet its goals in FY23, and are they on pace to meet their goals for FY24?

*Please see Attachment Q6 – DACL Goals*

7. Please list each new policy initiative of the agency during FY23 and Q1 of FY24. For each initiative, please provide:
- ***The Food4Choice 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. 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.*
  - *The name of the employee who is responsible for the program: Nathan Gomez, Program Analyst, Programs and Grants Unit*
  - *The total number of FTEs assigned to the program: 1*
  - *The amount of funding budgeted to the program: \$750,000*

8. Please describe any initiatives the agency implemented within FY23 and Q1 of FY24, 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.

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

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*A significant portion of DACL's agency budget is used for grantmaking DACL has developed processes to better track grantee services, programs, budget, and expenditures. Additionally, we have implemented separate funding for lead agency and non-lead agency programs. This will ensure that grantees report their programs and expenditures accurately and enable DACL to also track specific program expenditures. In addition, to improve the efficiency of the funding process and establish a clear system of accountability, DACL implemented a division of funding for grantees catering to multiple wards to enhance the agency's internal operations, reduce waste, fraud, and abuse. To execute this DACL carries out a mid-year reconciliation process. This process is designed to verify that all funds are utilized in accordance with the policies outlined in the Grant Manual.*

9. Please explain the impact on the agency of any legislation passed at the federal level during FY23 and Q1 of FY24. Specify such legislation and relevant provisions if possible.

*DACL has not been impacted by any legislation passed at the federal level during FY23 and Q1 of FY24.*

10. Please describe any effects on the agency due to federal budget changes.

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

11. 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). Based on current information provided by ACL, DACL does not anticipate any new policy or priority changes. DACL follows guidance from the Office of the Deputy Mayor for Health and Human Services and the Executive Office of the Mayor as it relates to federal engagement.*

12. 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.*

*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*

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*Medicaid dollars as possible. Significant changes included updating agency organizational structure to maximize Medicaid revenue.*

*Annual Funding for Money Follows the Person (MFP) Program – DACL has worked with DHCF, the state Medicaid agency, to secure a \$534,866 annual Medicaid allocation for the MFP program. With this allocation, DACL can fund 5 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.*

13. What steps, if any, has the agency taken during FY23 and Q1 of FY24, to improve:

- Communication with communities
- Workplace Culture

*Please see Attachment Q13 – Communication and Workplace Culture*

14. Please discuss whether senior wellness centers and villages have provided any reports regarding public safety issues.

*The Senior Wellness Centers (SWCs) have not provided reports regarding public safety issues. SWCs in Wards 1, 4, 5, 6, 7, & 8 have onsite security presence during operating hours. Additionally, all the centers have security cameras inside and outside of their respective facility.*

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

*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 FY2023 and \$1.6 million over the four-year financial plan.*

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

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

17. Please provide a copy of the agency's FY23 **performance accountability report**.

Please explain which performance plan strategic objectives and key performance indicators (KPIs) were met or completed in FY23 and which were not.  
*Strategic initiatives for the agency in FY23 include completion of State Plan on Aging and combating senior social isolation through digital programming.*

*In FY23, DACL completed the 2024-2027 State Plan on Aging which enhances the lives of DC residents, particularly older adults and adults with disabilities. DACL was provided with an extension for the development of 2024 – 2027 State*

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*Plan on Aging. In FY23, DACL engaged residents from all eight wards, community stakeholders, and the Commission on Aging by holding a series of interactive workshops to gather feedback that was used to develop actionable goals for the State Plan. This initiative was completed on time and within budget.*

*Furthermore, in our efforts to combat senior social isolation through digital means, DACL provided home-delivered meal clients with iPads, in-home Wi-Fi connections, technical support, and the opportunity to participate in virtual dining sites and wellness centers. These digital platforms featured programming tailored for older adults with limited mobility. This initiative was completed on time and within budget.*

- 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.

*Each initiative was completed on time and within budget.*

- For any objective not met or completed, please provide an explanation.

*DACL has completed all FY23 Initiatives.*

*Please see Attachment Q30 – DACL FY23 Performance Accountability Report.*

18. Please provide a copy of your agency's FY23 and FY24 **performance plan** as submitted to the Office of the City Administrator. Please discuss any changes to outcomes, measurements in FY23 or FY24, 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 17 and 18 Section I. Standard Questions.*

*There are no changes to KPIs (outcome measures) between the FY23 and FY24 plans.*

19. 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 FY24.

*Please see Attachment Q6 – DACL Goals.*

20. What are five goals that DACL achieved in FY23?

*Please see Attachment Q6 – DACL Goals.*

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21. 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.

*Please see Attachment Q21 - 5 Biggest Challenges for Seniors*

22. 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.

- *Vanessa Hicks-Edwards, Orisia Wallace, Rolanda Wray, Darren Allen, Gwendolyn Noonan-Jones, Emma Baxter, Jemila Darku, Ekundayo Akinola, Nia Pride, Diamyn Hill, Plathon Watson.*

23. Please describe programs and activities that the DACL deemed successful in FY23 and Q1 of FY24. 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.

*Please see Attachment Q23 – Successful Programs.*

24. Are there plans for DACL to 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.)? Why or why not?

*DACL would like to consider finding a funding source for the technological expansion that will allow us to track referrals to programs external to DACL in a more automated way. Currently, DACL tracks referrals to internal units within the agency and can only document in client profile notes regarding referrals to other government agencies or external organizations.*

25. 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 FY22, FY23, and Q1 of FY24.
- b. The starting date when they began receiving funds.

*Please see Attachment Q25 – DACL Funded Non-Profit Organizations.*

26. 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 FY22, FY23, and Q1 of FY24.
- b. The starting date when they began receiving funds.

*Please see Attachment Q26 – DACL For-Profit Organizations.*

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27. Please state if you have completed the State Plan detailing how DACL will fulfill the mandates from the Older Americans Act in the next four years.

*Please see Attachment Q17 for full State Plan on Aging.*

**III. PROGRAM SPECIFIC QUESTIONS**

**A. Adult Protective Services**

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

*Please see Attachment Q28 – APS Report for Council*

29. For FY21, FY22, FY23, and Q1 of FY24, please provide charts that include the following information:

- Allegation type
- Number of referrals
- Number of referrals that are processed
- Number of referrals that are not processed and indicate why

**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>Sexual Abuse</b>	<b>Total Screened-In Calls</b>
FY21	429	371	251	108	91	0	<b>1071</b>
FY22	431	363	234	54	111	0	<b>1121</b>
FY23	635	511	290	131	98	9	<b>1292</b>
FY24 Q1	150	94	72	36	23	8	<b>304</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>Description</b>	<b>FY21</b>	<b>FY22</b>	<b>FY23</b>	<b>FY24 Q1</b>
Number of referrals	1764	1922	2166	575
Screened In	1071	1121	1292	304
Screened Out	693	801	874	271

**FY24 Q1 Screened Out calls reasons**

<b>Resolution</b>	<b># of calls</b>
Declined to Move Forward	150
Diversion	146
Out of State	1
<b>Total</b>	<b>271</b>

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- 30. 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 organization chart for APS in Attachment Q1 – Organizational Chart.

**B. Medicaid Waiver and Health Program**

- 31. 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 FY22, FY23, and Q1 of FY24.

FY22	195
FY23	123
FY24 (Q1)	22

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

- EPD Waiver Services Include:
  - Adult Day Health Program (ADHP)
  - Assisted Living Facilities (ALF)
  - Case Management Services
  - Chore Aide Services
  - Community Transition Services
  - Environmental Accessibility Adaptation Services (EAA)
  - Homemaker Services
  - Occupational Therapy (OT)
  - Participant-Directed Services (Services My Way)
  - Personal Care Aide Services (PCA)
  - Personal Emergency Response Services (PERS)
  - Physical Therapy (PT)
  - Respite Care

- 33. 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 case management services in-house by agency staff. 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.
  - DACL CASE MANAGEMENT PROCESS
    - **Referral and Case Assignment:** DACL staff answer the call and engage the caller to determine why they are calling and what service

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*they are requesting. The caller provides basic demographic and contact information. If the issue is deemed to be an emergency, they will receive a call within 24 hours.*

- ***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.*
- ***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.*
- ***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.*
- ***Case Closure:*** *The case manager and client will determine together when it is appropriate to close the client's case. Ideally the case is closed when the client's goals are fulfilled to the greatest possible extent.*
- ***HOMEMAKER PROGRAM STEPS AND TIMELINE:***
  - *Grantee receives referrals from DACL, APS, lead agencies, government agencies, social workers, and other community partners. Once the referral is received, grantee Case Managers complete the DACL initial intake and assessment by phone or in-person within 36 hours.*
  - *Eligible clients must be DC residents that age 60 and above, who are not receiving services through Medicaid or the EPD waiver program. If clients are not eligible for the DACL in-home funded service, the grantee provides the client with additional resources.*
  - *Once the client is approved to receive the in-home service, a plan of care and assessment is completed by HCP Case Managers within seven working days.*
  - *The Case Manager determines how many hours of the in-home service the client may receive based on their needs. Clients may only receive up to 15 hours per week.*
  - *The 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.*
- ***MEDICAID ENROLLMENT SERVICES, EPD WAIVER***
  - *The Medicaid Enrollment team at DACL assists with the application process as well as application submission necessary to obtain an EPD*



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*Waiver that allows qualified constituents to get a home health aide if they meet the qualifications.*

34. What factors are used to determine eligibility for in-home health aides? Please also include the process for determining eligibility, whether re-certification is required and its frequency.
- *The Department of Health Care Finance (DHCF) determines the eligibility for in-home health aides. DHCF has an internal assessment tool that they use to determine eligibility.*
35. What direct or indirect role does DACL have in ensuring there is adequate supply of aides versus demand for in-home health aides? Please discuss whether DACL collaborates with sister-agencies in meeting the demands for in-home health aides.
- *DACL does not have a direct role in ensuring an adequate supply of aides. This is a workforce issue that is better addressed on the training/creating pathways to successful careers. Indirectly, DACL meets regularly with our partners at DHCF and discussions include challenges with staffing and alternatives for supporting our seniors. 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.*
36. How is DACL preparing for any anticipated changes in the demands for home health aides?

*DACL collaborates with DC Health and DHCF in adjusting home care and workforce needs. In addition, DACL works closely with DHCF to address home health aide issues through Medicaid and the EPD waiver.*

37. 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 that request them. DACL supports seniors applying for the Elderly Persons with Disabilities (EPD) Waiver through the Medicaid Enrollment Services (MES) Program managed by Michael Dobson, Program Manager of SHIP and MES.*

### **C. Safe at Home**

38. Please provide the following information pertaining to the Safe at Home program.
- Total number of applications **received** in FY21
  - Total number of applicants that were **approved** in FY21, FY22, FY23, and Q1 of FY24, with a breakdown by Ward.

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- Timeline from application approval to project commencement and completion.
- Please provide the age breakdown of the participants of the Safe at Home program.
- Please provide a category breakdown of the in-home adaptations completed in the homes in FY21, FY22, FY23, and Q1 of FY24.
- Please provide the average cost per program participant in FY21, FY22, FY23, and Q1 of FY24.
- 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 Assistance (I&RA) Unit. Program determinants are set by DACL and delegated to grantees, Rebuilding Together and Home Care Partners. Applicants are pre-screened through I&RA and enrollment intake is completed by the grantee. Eligible applicants are individuals who are 60+ years of age and those who have a documented disability. Income guidelines during FY23 were determined by 80% of the District's median income and during FY24 applicants are eligible based on 100% of the District's median income.*

*Also, please see Attachments Q38 1 & 2*

39. Please discuss DACL's relationship with the Office of Victim Services and Justice Grants regarding security camera installation and services.

*DACL currently refers clients who are seeking security cameras to OVSJG through our IR&A unit. During Q4 of FY23, DACL received \$18,000 from the Office of the City Administrator to install 20 cameras through our grantee, Rebuilding Together.*

40. What is the status and progress of Safe at Home 2.0? How is DACL measuring its successes and opportunities?

*The SAH 2.0 program is currently being implemented by grantees American University (AU), Home Care Partners (HCP), and the DACL Senior Wellness Centers (SWCs). Please see Attachment Q17, to reference the data findings and outcomes of the 2.0 program; measured by AU. In addition, during FY23 and Q1 of FY24, HCP provided 2.0 virtual evidence-based fall prevention exercise classes for some of their 1.0 clients. Clients who are given priority to participate experienced limited mobility or isolation. The SWCs provide in-person evidence-based fall prevention exercise classes, which include Matter of Balance. All 2.0 classes include vision and medication screenings. In collaboration with our DACL-led Falls Prevention Coalition, on September 21, 2023, we hosted Fall Prevention Day events across all eight wards.*

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**D. Meals and Socialization**

41. Please discuss all meal programs that DACL administers in FY23 and Q1 of FY24.
- 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 Attachment Q41 – DACL Meal Programs.*

42. What factors are contributing to senior hunger in the District?

*Based on the evidence provided in the research study “Accounting for the Rise of Senior Food Insecurity in the District of Columbia” by Dr. James P. Ziliak, which was released to DACL in FY23, these are three main factors contributing to the high rates or growth of food insecurity:*

- *Rising rates of poverty and near poverty*
- *Declines in the share of seniors who are married.*
- *Rising share of seniors residing in rental housing*

*See also, Attachment Q42 Rising Food Insecurity in D.C.*

43. Although B24-0996 Senior Nutrition and Well-Being Equity Amendment Act of 2022 and B24-0419 No Senior Hungry Omnibus Amendment Act of 2022 both became effective on March 10, 2023, and are subject to funding, has DACL attempted to implement both laws to improve nutrition services to the senior population?

*DACL has made strides in implementing both laws to improve nutrition services to the senior population, despite pending funding of both laws. Please see Attachments Q43a and Q43b.*

44. 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?

*Please See Attachment Q44 – DACL Addresses Food Security*

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

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

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*DACL partnered with the LAB @ DC with the initial objective of developing a food access tool that fostered coordination and collaboration among organizations across the District to connect seniors to the food programs that best meet their nutritional needs. At the conclusion of the first phase of this project, which is titled “How can we decrease food insecurity amongst DC seniors,” it was determined that a system comparable to the food access tool already exists and it was recommended that the District promote the use of LinkU through DC Health. The Lab offered recommendations to DACL to expand the home delivered meal program, as it was shown that this program has a huge impact on food security. The Lab recommended that DACL should continue collaborating with them as well with DDS, DC Health, DHS on phase two of the project which aims to address food insecurity through an increased focus on the underutilization of SNAP amongst seniors in the District. Phase 2, once implemented, will be a targeted outreach strategy that measures how SNAP enrollment may increase by using peer influencers to drive enrollment.*

*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.*

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

*DACL works with its Senior Service Network to ensure more seniors who live near a community dining site are aware of the meal services offered and receive the support they need to attend. DACL has requested a budget enhancement to expand the home delivered meal program for seniors who are homebound and cannot attend a community dining site. In addition, DACL continues to connect all seniors in need of food resources to both internal resources and external partners of the agency.*

47. 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?

*Along with the Lab @ DC, we have identified the opportunity that exists for the District to increase food access through increasing participation in SNAP. DACL is partnering with the Lab @ DC, DHS, DDS and DC Health on an outreach plan that will address this. Furthermore, food access could be increased through the promotion and use of LinkU (DC Health), which is a system that could be more efficiently used to coordinate various food programs available in the District. DACL’s collaboration with the Lab @ DC also uncovered the aforementioned opportunity.*

48. How many clients participated in and received DACL services in FY21, FY22, FY23, and FY24 to date? Please provide breakdown for various services (i.e., congregate

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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.*

<b>Program</b>	<b>FY21</b>	<b>FY22</b>	<b>FY23</b>	<b>FY24 YTD</b>
Community Transitions	341	437	409	117
Information, Referral & Assistance	31,649	32,386	34,906	9557
Medicaid Enrollment: EPD Waiver	2,159	1,902	1,514	475
Adult Day Health Program	145	142	139	43
DACL Nutrition	-	4,913	4,187	571
DACL Case Management	-	667	1,095	594
SHIP - # of client assisted	3,417	3,485	5,342	1549
APS - Number of referrals	1,764	1,922	2,168	575
APS – Screened in	1,071	1,121	1,292	304
APS Screened Out	693	801	876	271

*Additional information is included in Attachment Q48 – Broken Down by Providers*

49. How many meals were provided in FY21, FY22, FY23, and Q1 of FY24?
- 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 Q49 – Meals Responses to a,b,e*

*Please see Attachment Q49 – Meals Responses to f*

*DACL does not track the information necessary to respond to questions 49c and d.*

*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. (49g)*

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

*Through the DACL Senior Tech Connect program, select seniors enrolled in the home delivered meal program received an iPad to participate in virtual programming (i.e. virtual dining sites, speaker series with interactive Q&A, etc.) and were trained to*

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*understand how to utilize the digital marketplace to buy and sell items to assist with combatting social isolation.*

51. 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 older neighbors in their communities throughout the District.*

*Please see response to Q52.*

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

*Please see Attachment Q52 – Connectivity and Bridging the Gap*

53. What other technological initiatives are planned for FY24 and onward to ensure that we close the digital gap?

*In FY24, the Mayor has allocated \$340,500 to distribute more iPads, intending to connect more seniors to social activities, health and wellness resources, and educational opportunities. This investment reflects a commitment to enhancing access to digital resources for the elderly population. Additionally, collaborative efforts with sister agencies OCTO and DCPL are underway to offer more tech classes and opportunities, with a specific focus on increasing digital literacy. These initiatives collectively demonstrate a comprehensive approach to addressing the digital gap and fostering technological inclusion within the community.*

### **E. Transportation**

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

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

*The Connector Card program is a cost-sharing subsidy program that allows seniors who are 60+ year of age and reside in the District of Columbia to receive a card loaded with funds (up to \$100) each month that they can use for many different modes of transportation. These can include Uber, Lyft, Taxis, and Amtrak. The program has over \$2M in expenditures and has approximately 3,800 participants. It has been a very popular and successful program mainly because it offers flexibility to book transportation to any destination they choose, i.e. grocery stores, shopping centers, DACL community dining sites, etc. Unlike Connector Card, Senior Med Express is transportation to and from medical*

## District of Columbia Department of Aging and Community Living

*appointments. Despite their differences, both transportation programs allow seniors to be more independent and combat social isolation.*

55. How many clients received transportation services in FY21, FY22, FY23, and Q1 of FY24?
- Provide a breakdown of transportation services by Ward and the general reason for transportation (i.e., medical, recreational, etc.)
  - If there are significant fluctuations in numbers from each FY, please explain its significance and reasoning.

*Please see Attachment Q55- Transportation Data*

56. 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 Information and Referral and Assistance (I&RA) 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 MedExpress and Connector Card programs while also informing seniors about transportation options to their centers.*

### **F. Senior Wellness Centers**

57. Please discuss the current operations status of each senior wellness center and include the following information for each center:
- Average number of daily and weekly participants.
  - Activity type(s) available.
  - Safety and cleaning measures.

*Please See Attachment Q57 – SWC Operations Status*

58. What issues/needs have been raised in FY23 and Q1 of FY24 by each senior wellness center? Have they been resolved? Why or why not?

*In FY23, Washington Senior Wellness Center Seniors raised concerns about the lack of access to community filtered water fountains in the center. Ordering (2) 5-gallon dispensers did not solve the center's problem. This temporary solution has become costly due to the increase in daily water consumption, increasing the water purchase to (12) 5-gallon jugs a month with which continues to increase on a monthly basis. Washington Senior Wellness Center facilities have (2) fountains that are outdated. Members do not feel confident drinking from these fountains since they have contained traces of lead in the past.*

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*DACL continues to work with our partners at DGS to address repair and maintenance issues that arise at the senior wellness centers. In addition, DACL has monthly meetings with the directors of the senior wellness to address any issues or concerns.*

- 59. Have there been or are there planned changes to the facility of each center? If so, please specify the changes.  
*There are currently no planned facility changes to any of the senior wellness centers.*
- 60. For each senior wellness center, please provide a list of the top 3 programs with the highest attendance.

Name	Top Three Programs
Bernice Fonteneau SWC	Aerobics, Muscle Training, Arts & Crafts
Hattie Holmes SWC	Enhance Fitness, Club Memory, Social Events
Model Cities SWC	Nutrition Classes, Cardio Chair Aerobics, Total Fitness Aerobics
Hayes SWC	Fitness, Transportation Trips, Line Dancing
Washington SWC	Title IIID: Enhance Fitness, Sibley Memorial Club Memory, Transportation Trips
Congress Heights SWC	Physical Fitness, Health Education, Socialization

- 61. Please provide the status of planning for a Ward 2 and a separate Ward 8 Senior Wellness location.

*Please see Question 5 regarding the status of Ward 2 Wellness Center.*

*The Public Spaces Committee recently approved the plans for the new Ward 8 Senior Wellness Center. ANCA8 has formally endorsed the initiative by providing DACL with a letter of support. DACL is diligently working in conjunction with DGS to secure building permits, with construction expected to commence in the spring of 2024.*

- 62. Please provide the status of the Ward 2 and Ward 3 Task Force.  
*Please see Question 5 regarding the status of Ward 2 and Ward 3 Task Force.*
- 63. Please describe the progress of DACL’s Capital Budget for the expansion of Model Cities Senior Wellness Center in Ward 5 and the Congress Heights Senior Wellness Center in Ward 8.

*The amount of \$1.5 million was allocated within DACL’s capital budget for the expansion of Model Cities Senior Wellness Center (SWC) in Ward 5 and Congress Heights Senior Wellness Center in Ward 8. Due to volatile market*



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*factors stemming from the pandemic, the agency, along with the Mayor's budget team, had to allocate an additional funding of \$500,000 to fully fund the Model Cities project and add \$132,911 to the Congress Heights SWC project.*

64. Has the Congress Heights Senior Wellness Center capital project been completed? If not, why?

*Congress Heights Senior Wellness Center renovation was completed in the summer of 2023.*

65. Please describe any community engagement for Ward 8 Senior Wellness Center, as mentioned in last Performance Oversight Hearing testimony.

*In July 2023, DACL met with the Ward 8 SWC Taskforce to provide an update on the SWC plans and the current status of collaboration with DGS and the architect. Furthermore, DACL actively participated in the ANC8A meetings in September and October, where they shared the SWC plans and sought community support for the project. ANC8A subsequently expressed its support by providing a formal letter in November 2023.*

*To ensure comprehensive community involvement, DACL has also engaged with the school community, facilitating discussions between the DACL Director Charon P.W. Hines and Kramer Middle School Principal. Looking ahead, in Fiscal Year 2024, DACL has plans to conduct a community forum to provide the latest project update, further enhancing transparency and engagement with the community.*

66. Please describe the status of the Senior Ambassador Program and its outreach efforts, thus far.

*In the last year DACL has worked hard on revamping the DACL Senior Ambassador Program. We wanted to make the program culturally and linguistically accessible to our diverse senior population. With this in goal mind, we offered the DACL Senior Ambassador Training in 5 different languages: English, Spanish, Mandarin, Amharic and French reaching over 120 seniors in the different groups. DACL plans on resuming the DACL Ambassador Training and refresher workshops this spring.*

#### **IV. EXTERNAL AFFAIRS**

##### **a. Lead Agencies**

67. 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 Q67 – FY24 Services SSN*

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68. 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.

*Community dining sites and senior wellness centers within the lead agencies are open and operating in-person Monday through Friday. In addition to their in-person programming, select sites offer virtual programming for participants.*

69. Please provide the number of seniors assisted at each Lead Agency in FY22, FY23 and Q1 of FY24.

*See Attachment Q69 – Seniors Assisted Count*

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

*Lead Agency community outreach provides information to older adults and caregivers about DACL's available services by (1) developing and delivering tailored presentations at fairs, conferences, faith-based community gatherings, ANC meetings, and other public events; (2) working with senior building communities to provide presentations to building managers in an effort to support isolated older tenants; and (3) utilizing community listservs to reach more individuals. The goal for Lead Agency outreach is to increase knowledge of DACL's services and increase program participation.*

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

*–Lead Agency grantees are required to adhere to the terms and conditions of the Notification of Grant Award (NGA). Grantees must monitor all aspects of grant performance, including all subcontracted work that is provided via other entities as part of the grant program. Grantees must maintain accurate documentation for all expenditures and actions taken under the grant and shall develop policies, processes, and implement practices that provide for quality assurance.*

*DACL monitoring of grant compliance and performance includes, but is not limited to, observation, interviews, collecting and reviewing reports, documents, and data, and any other appropriate activity. Monitoring efforts determine the grantee's level of compliance with District and/or federal requirements and identify whether the grantee's operational, financial and management systems and practices are adequate to account for program funds.*

*DACL will make announced and unannounced site visits during normal operating hours to monitor the grant. Grantees and their agents shall cooperate with DACL representatives at any such site visit. DACL shall issue a site visit report following a formal site visit, identifying findings, concerns, recommendations, required corrective actions, and/or taking other action as necessary. Grantees should expect at least two site visits each fiscal year.*

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*DACL grant monitors can issue Notices of Deficiency if a grantee does not follow the terms and conditions of the grant or the Grant Policy Manual.*

72. Please discuss the status of case management and any feedback received, thus far.  
*DACL case management tracks services that are provided in the CSTAR database. On average DACL receives 75 to 100 new referrals each month. DACL Case Management addresses immediate needs and connects with seniors on a short-term basis to resolve issues and refer seniors to long term supports through our Senior Service Network. DACL has received feedback on our case management services. Clients, as well as internal and external partners, have praised the case managers for their quality customer service, professionalism, helpfulness, and kindness; how thorough and reassuring the case managers are; how responsive they are to client needs; how knowledgeable they are about resources available; and how helpful it is to have a “live” person who answers the phone and can help them navigate the system. DACL has monthly meetings with our social work team and the Senior Service Network to discuss case management services being provided to the community, build relationships, and streamline collaboration.*

73. Please include the quarterly scorecards for grantees for their services that were conducted in FY23 and Q1 of FY24

*DACL no longer uses quarterly scorecards for grantees. In FY20, DACL implemented an internal Grantee Profile to allow the agency to more efficiently track programmatic and financial data. DACL’s current M-1 monthly invoice template allows DACL to effectively track grantee spending rates. DACL is also able to monitor grantee progress toward completion of their goals through a monthly report.*

74. Please discuss any changes in DACL’s process for distributing funding to its grantees from FY23 to FY24?

*DACL has introduced a revamped funding distribution approach for lead agencies serving all eight wards, segregating funding for lead agency and non-lead agency programs. This change aims to enhance the accuracy of program reporting and expenditure documentation by grantees. The separation of funds enables DACL to effectively monitor and track specific program expenditures. Furthermore, in an effort to streamline the funding process and establish a robust system of accountability, DACL has created a clear funding division for grantees covering multiple wards to make the funding process more efficient and ensure accountability.*

75. Has DACL made any improvements to its grant processes in FY23? Q1 of FY24?

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*In FY23, DACL successfully re-competed each of its lead agency grants through a Request for Application (RFA) process to ensure seniors could experience the best services that are available to them. This was the first time the RFA for lead agencies had been held in a decade. DACL also successfully completed a RFA for Alzheimer's Disease and Related Dementia (ADRD) in Q1 FY24, giving organizations the opportunity to sustain programs or expand current ADRD programming.*

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

*The changes in funding distribution have several impacts on services delivery. It improves accuracy, accountability, and program monitoring and streamlines funding process, program reporting, and budget allocation.*

*The changes in funding distribution aim to create a more efficient, accountable, and targeted system, ultimately influencing service delivery by promoting better financial management, transparency, and responsiveness to the diverse needs of the community across all eight wards.*

77. What is the relationship and collaboration between DACL and East River Family Strengthening Collaborative?

- *East River Family Strengthening Collaborative (ERFSC) is a grantee of DACL and serves as a lead agency for Wards 7 and 8. In this new fiscal year, DACL and ERFSC have also partnered to offer lead agency services in Ward 1. In Ward 1, ERFSC oversees our nutritional programs as well as social and recreational calendars while DACL provides data management and social services support. In addition to our lead agency collaboration, ERFSC manages our Heavy-Duty House Cleaning program that supports seniors who are struggling with clutter in their homes.*

### **b. Senior Villages**

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

- Updated status of the village;
- Description of programs carried out at each village;
- Operating budget of each village;
- Biggest challenge that each village faces; and
- Anticipated changes and/or improvements for FY24.

*See Attachment Q78 – Senior Villages*

79. Please indicate whether funding for Senior Villages in FY23, Q1 of FY24, have been sufficient.

*Yes, funding has been sufficient.*

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

*See Attachment Q80 – Map of Senior Villages*

### **c. Court Cases**

81. Please provide the Court’s decision on Brown, et al v. District of Columbia, Civil Action Number 10-2250.

*This court case is still pending. See response to Q12.*

82. Please provide the Court’s decision on Employee v. District of Columbia and Heather Stowe, Civil Action Number 22-CV-0759.

*This court case is still pending. See response to Q12.*

### **d. Information and Outreach**

83. What has the agency done in FY23 and Q1 of FY24 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.

*Please see Attachment Q83 - Agency Activities and Transparency*

84. 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.

*Yes, DACL continues to advertise its activities and events on the website as well as our social media channels, including Facebook, Instagram, X (formerly known as Twitter), Flickr and, our Events Hub on SplashThat. For residents who do not have access to the Internet, DACL deploys their outreach team to meet their needs. The purpose of the outreach team is to be DACL’s “boots on the ground” to reach seniors in all 8 wards and connect them with resources in our agency, our senior service network, and the community. The outreach team attends and hosts various outreach events like health fairs and technology courses to educate seniors on how to connect with our agency online or in a virtual setting. In addition to the outreach team, DACL also has a group of Senior Ambassadors. DACL Ambassadors are trained by the outreach team, their function is to share information with those who may be in need of services and connect them with the department. They are also our eyes and ears in the communities that are hard to reach.*

85. 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 83, and Attachment to Question 87.*

86. Please describe how the agency solicits feedback from all residents in FY23 and FY24.

- What has the agency learned from this feedback?
- How has the agency changed its practices as a result of this feedback?

*Please see Attachment Q86 - Agency Solicitation for Feedback.*

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87. Please list specific outreach activities that DACL conducted in FY21, FY22, FY23, and Q1 of FY24. (Please list each year's activities separately).

*Please see Attachment Q87 – DACL Outreach Activities.*

- Please list specific outreach activities that Senior Villages conducted in FY23 and Q1 of FY24.

*See Attachment Q78 – Senior Villages.*

88. Please list all planned outreach activities by DACL, Senior Villages, and the Commission on Aging in FY24 and upcoming FY25. (Please indicate which entity will take the lead in each activity listed).

*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 pertinent information collected during these interactions 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.*

*Please see Attachment Q89 – Planned Outreach Activities.*

### **V. DISTRICT-WIDE INITIATIVES**

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

89. 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, 420 qualifying seniors received \$125 monthly in grocery funds. Participants also received nutrition education resources and the power to make their own nutritional decisions.*

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***Increased Access to Wellness Activities through Capital Investments*** – Mayor Bowser 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*** – DACL continues to partner with its first-ever technology grant partner, Wild Tech, to implement the senior tech connection program. In FY24, Mayor Bowser has allocated \$340,500 to distribute more iPads, intending to connect more seniors to social activities, health and wellness resources, and educational opportunities. This investment reflects a commitment to enhancing access to digital resources for the elderly population. Additionally, collaborative efforts with sister agencies OCTO and DCPL are underway to offer more tech classes and opportunities, with a specific focus on increasing digital literacy. These initiatives collectively demonstrate a comprehensive approach to addressing the digital gap and fostering technological inclusion within the community.

90. 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 needs 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.*

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

*Please see Attachment Q91 – Racial Equity.*

### **b. Harassment and Workplace Culture**

92. Is DACL following the updated Mayor's Order 2023-131?

*DACL follows the Mayor's Order 2023-131 on Sexual Harassment.*

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93. Has DACL distributed and explained the substance of Mayor's Order 2023-131?  
*The Mayor's Order 2023-131 on Sexual Harassment has been distributed to all DACL employees, both from the Executive Office of the Mayor on November 22, 2023 and again by DACL with another copy to employees on November 22, 2023. All employees acknowledged receipt and agreed to comply with the Mayor's Order in the PeopleSoft system by the required January 8, 2024 deadline.*
94. Please discuss DACL's workplace decorum and professional expectations.  
*All employees are expected to adhere to the District's standards of conduct and Ethics rules. Each new employee is given a New Employee Handbook that addresses culture and conduct and signs an Ethics Pledge.*
95. Please discuss how DACL handles harassment claims, such as sexual harassment, retaliation, bullying.  
*DACL follows harassment claims consistent with the guidance established by the Mayor's Order 2023-131 on sexual harassment, and the process outlined in the District's Personnel Manual on Sexual Harassment and Maintaining a Healthy Workplace: Anti-Bullying Policy.*
96. How many complaints of harassment has DACL received in FY23 and F Q1 of FY24?  
Please provide breakdown of the following:
- *Number of complaints: 2*
  - *Types of harassment (sexual harassment, retaliation, bullying, etc.): 1- Sexual Harassment and 1 -Bullying*
  - *Resolutions of each complaint (settlement, transfers, separation, etc.): See Question 13 for Workplace Harassment and Question 14 for Sexual Harassment*
97. Please describe the process that DACL takes in sexual harassment-related matters.  
Please provide a breakdown of the agency's role in the following:
- i. Training and education;
  - ii. Investigations;
  - iii. Designation of Sexual Harassment Officers (SHO); and
  - iv. Other personnel matters
- DACL follows the District's Personnel Manual and the Mayor's Order 2023-131 on Sexual Harassment reporting, investigations, training, designation of Sexual Harassment Officers (SHO), and all other personnel matters.*
98. Please discuss any changes or improvements made in the DACL's workplace culture in FY23 and Q1 of FY24, and any plans for future improvements.  
*DACL is committed to continuous discussions with staff on workplace culture and professional expectations through many staff meetings and one-on-one sessions between employees and their managers. Please see Attachment Q13 – Communication and Workplace Culture.*



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### e. Housing Specific Services

99. Please provide details on the types of housing services or programs that DACL provides, which may include collaboration with other private or public entities.

*DACL provided the Senior Voucher Program in collaboration with the DC Housing Authority (DCHA). DACL worked with DCHA to promote the Shallow Subsidy Program from approximately 2020 until September 30, 2023, when the program terminated. The Shallow Subsidy Program assisted eligible seniors, 62 years of age and above, in paying their rent. Seniors approved for the program received a monthly payment via Direct Deposit or check.*

*DACL's case management and Adult Protective Services (APS) receive numerous housing-related referrals for seniors interested in moving, facing eviction, undergoing foreclosure, falling behind on rent or housing-related expenses, and those who are experiencing homelessness and in need of housing. Case managers work to connect seniors to low-barrier shelters, DHS-related homeless service providers, Emergency Rental Assistance, Shallow Subsidy, HUD-subsidized housing, privately subsidized housing, tax credit properties, assisted living facilities, nursing homes, Project Reconnect, Homeowner's Assistance Fund, foreclosure prevention resources, Housing Counseling Services, and other community-based housing organizations, as well as Legal Counsel for the Elderly for legal assistance in preventing evictions.*

*DACL has a comprehensive housing resource guide to assist with education and options counseling. Additionally, DACL's Community Transition Team works with seniors in long-term care facilities who wish to transition back to the community. This process can include housing identification, apartment setup, and arranging any necessary accommodations for safe living.*

100. 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.

*DACL collaborates with other government agencies and community partners to provide financial education. DACL refers clients to Housing Counseling Services (HCS), or the Department of Housing and Community Development (DHCD) for assistance with reverse mortgages, foreclosure prevention, and home financing services. DACL works with seniors to apply for property tax discounts through the Homestead Deduction or the Senior Citizen Property Tax Relief program. For assistance managing debt mortgage, property taxes or other costs related to home ownership we work with the Homeowner's Assistance Fund.*

101. Does DACL receive inquiries regarding home purchase or rental programs?

*The DACL Housing Coordinator receives minimal inquiries regarding home purchases, approximately 3 annually. Such inquiries are referred to the Department of Housing and Community Development (DHCD) and Housing*

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*Counseling Services (HCS). DACL receives many calls regarding rental properties and utilizes DACL's housing resource guide to educate seniors on options throughout the District.*

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

*DACL is in frequent communication with senior housing buildings across the District. The Housing Coordinator communicates monthly with the private senior housing buildings seeking upcoming vacancies. We collaborate with DCHA for updates on the public housing waitlist or openings. Our External Affairs and Communications team holds outreach events at both private and public senior buildings at least four times per month. Our case management team interacts with senior housing buildings daily to assist clients who are seeking housing or need assistance navigating housing challenges.*

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

DACL provides a multitude of services in senior housing buildings. These services include:

- Accepting case management referrals, inquiries, and requests for consultation from staff at the senior housing buildings (i.e., Resident Services Coordinators, property management, etc.).
- Facilitating linkages to Safe at Home.
- Providing contact information for the DACL Call Center.
- Organizing Centenarian Salutes.
- Assisting seniors in signing up for the Qualified Medicare Beneficiary Program (QMB).
- Conducting financial workshops to help seniors navigate utility bill payments in collaboration with the Office of the People's Counsel and Pepco, who review electric bills and arrange payment plans.
- Offering glaucoma screening and a glasses clinic in partnership with the Prevention of Blindness of the Metropolitan Area.
- Conducting Fire/EMS blood pressure and glucose screenings.
- Educating seniors about the need to renew their Medicaid insurance after the official end of the Pandemic in partnership with DHCF.
- Hosting transportation workshops to educate on Metro Access and the Connector Card, along with doctor-required Senior Med Express.
- Organizing recreational events, such as inviting the MPD Side by Side Band.
- Administering flu vaccines and other vaccines in collaboration with Safeway.
- Conducting workshops on Senior Abuse and Elder Exploitation.

104. 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.

*Many of our clients receive a monthly income of less than \$2,000, with a significant portion earning less than \$1,000. In 2023, the median rent for*

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*a one-bedroom apartment in DC was \$1,808. Seniors earning less than \$1,000 per month require housing at an affordable level or subsidies for rental payments. These seniors often rely on non-profit/charitable housing programs, which may necessitate a documented history of homelessness, even though many of them are not currently experiencing homelessness.*

*For those earning between \$1,000 and \$2,000 per month, access to affordable housing becomes challenging. Concerns often arise regarding poorly maintained buildings, high-crime areas, or a combination of both. Complaints typically involve issues with rats, mice, mold, bedbugs, malfunctioning utilities, and concerns about drugs and criminal activity within the building, creating an unsafe environment.*

*Seniors earning over \$2,000 per month face a somewhat easier situation but still encounter challenges depending on their specific needs. Tax credit properties, which allow rent payments on a sliding scale based on the Average Median Income, generally set minimum income levels of \$40,000 per year—levels that most of our clients cannot meet.*

*DACL works with seniors at all income levels to navigate the complexities of housing. DACL case managers play a crucial role in identifying properties that individuals qualify for and guide them through the application process. DACL advocate on behalf of seniors who express concerns about housing conditions and safety. Collaboration with government agency partners and DACL's Senior Service Network is essential to ensure the housing needs of District seniors are met.*

105. How many referrals has DACL made to the Shallow Subsidy program in FY23 and Q1 of FY24?

*In FY23 DACL received 45 referrals for The Shallow Subsidy Program. In FY24Q1 DACL received 12.*

### **d. Public Safety**

106. Please describe the process to address violence and public safety in senior wellness centers, housing facilities, community centers, and other places in the community that they frequent.

*DACL actively encourages and participates in town halls with residents to address public safety concerns. These proactive efforts are implemented to keep DACL informed about the issues residents are facing. In response to complaints regarding violence or intimidation, Adult Protective Services promptly intervenes and collaborates with our partners at the Metropolitan Police Department. Director Charon P.W. Hines engages in regular discussions with the District of Columbia Chief of Police to effectively address community concerns.*

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*Furthermore, security staff is present at each of our senior wellness centers, ensuring the safety of all participants.*

107. Please describe how DACL plans to take an active role in improving public safety for the senior population.

*DACL will persist in consulting with the Chief of Police and MPD officers to gather best practices. DACL actively shares information with seniors, offering reassurance about their safety. In addition, DACL will continue to work with Office of Victims Services and Justice Grants (OVSJG) to promote the Private Security Camera Rebate Program.*

**VI. COMMISSION ON AGING**

1. Please provide a list of the Commission’s current members. For each member, please provide the following:

- The member’s name;
- The Ward, agency or organization the member represents;
- Who appointed the member;
- When the member’s term expires;
- Committee membership within the Commission; and
- Attendance record.

<b>Commission on Aging Voting Members</b> <i>as of December 28, 2021</i>						
<b>First Name</b>	<b>Last Name</b>	<b>Confirmation Date</b>	<b>Term Ends</b>	<b>Ward</b>	<b>Appointment Authority</b>	<b>Committees</b>
Guleford	Bobo	10/27/2019	10/27/2022	8	Mayor	Transportation; Housing, Health and Wellness
Carolyn	Matthews	11/10/2020	10/28/2023	1	Mayor	Transportation; Housing
Nancy	Miranda	10/28/2019	10/28/2022	1	Mayor	Housing
Maria	Wilson	5/2/2019	10/28/2022	4	Mayor	Housing
Barbara	Lee	11/10/2020	10/28/2023	5	Mayor	None
Hattie	Pierce	10/28/2019	10/28/2022	5	Mayor	Housing
Mary	Taylor	11/10/2020	10/28/2023	7	Mayor	Transportation; Housing
Gloria	Whitfield	10/30/2019	10/28/2022	8	Mayor	None

*For attendance, please see Attachment VI Q1 – COA.*

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2. Please discuss any efforts that the Commission has taken in recruiting new Commission members.

*The commission has spent FY23 recruiting new members. The residents that the Commission has recruited are awaiting confirmation. DACL is working with the Mayor’s Office of Talent and Appointments (MOTA) on the recruitment process and confirming new commissioners in Q1 of FY24.*

3. What is the Commission doing to promote greater diversity in the composition of the Commission’s membership?

*The Commission attends events and activities throughout the District where participation of the Commission is encouraged. Additionally, the Commission works with DACL and MOTA to advertise the Commission’s vacancies.*

4. Please provide a list of the Commission’s meeting dates, times, and locations, whether a quorum was reached, for FY23 and FY24 to date.

*Please see Attachment VI Q4 - COA*

5. Please provide a list of upcoming committee’s meeting dates, times, and location for FY24.

<b>Dates</b>	<b>Times</b>	<b>Location</b>
1/24/2024	10am	500 K St NE / Teams
2/28/2024	10am	500 K St NE / Teams
3/27/2024	10am	500 K St NE / Teams
4/24/2024	10am	500 K St NE / Teams
5/22/2024	10am	500 K St NE / Teams
8/28/2024	10am	500 K St NE / Teams
9/25/2024	10am	500 K St NE / Teams
10/23/2024	10am	500 K St NE / Teams
11/27/2024	10am	500 K St NE / Teams

6. Please discuss the Commission’s role in DACL and whether there is opportunity for increased involvement.

*The Commission on Aging serves as an advocate for older persons in the District. This is accomplished by commissioners regularly attending community meetings and events throughout the District to engage with seniors. Commissioners share information collected from the community 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.*

7. Please describe the Commission’s goals in FY24 and the plan/timeline for completion.

- *Continue to find ways of addressing senior isolation and dementia.*
- *Continue to advocate for property tax relief for seniors.*
- *Continue to advocate for more facilities in Wards 1, 2, and 3 that can accommodate in-person senior programs.*

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- *Continue to assist senior programs in getting additional resources to achieve their mission.*
- *Continue to educate seniors on the resources the city has for seniors.*
- *Advocate for better transportation for seniors.*

*The timeline for goals to be achieved is as soon as possible. The Commission only has the ability to advocate.*

8. What are the Commission's biggest strengths and weaknesses?

*The Commission's biggest strength is its ability to work with many seniors throughout the city to learn which programs are working to benefit them and which programs lack the support needed to have a positive outcome. In cases where the programs are not working, the Commission attempts to work with seniors to achieve better outcomes.*

*The Commission's biggest weakness is getting some ex-officio members to attend meetings regularly to help the Commission address concerns heard in the senior community. Some of the agencies that are important to the Commission performing its function no longer attend meetings. In FY24, the Commission will work closely with DACL to address this concern and to ensure ex-officio members are in attendance.*

9. What were the Commission's biggest accomplishments in FY23?

*The commission's biggest accomplishments for FY23 are working with senior organizations throughout the city that were trying to get seniors out and active again. The organizations included DACL's senior wellness centers, DPR sites, senior villages, mini commissions in various wards, local AARP chapters, and senior housing facilities.*

10. What does the Commission plan to accomplish in FY24?

*The Commission plans to continue addressing senior isolation especially in wards 1, 2, and 3 where there are limited resources for socialization. Additionally, the Commission plans to take a better look at long-term care options for seniors throughout the District, continue to advocate for better transportation to senior sites, and educate seniors on how to access resources available to them.*

11. What challenges does the Commission face in meeting its goals?

*Ensuring seniors have access to the services available to them in the District is a key challenge for the Commission.*

12. How does the Commission represent and solicit feedback from residents? Please describe:

- a. The process for soliciting feedback and number of submissions  
*The commission solicits feedback by attending senior activities daily and promoting discussions on topics that impact seniors.*
- b. What the Board/Commission has learned from this feedback

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*The commission has derived insights from feedback, discerning the effectiveness of programs in enhancing seniors' quality of life and identifying areas where certain programs may not be achieving their intended goals.*

- c. How the Commission has changed its practices because of such feedback  
*The commission has changed its practices as a result of such feedback by directly engaging seniors and encouraging seniors to be more active in voicing their concerns.*