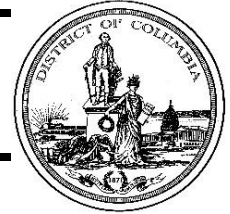

OFFICE OF AT-LARGE COUNCILMEMBER ANITA BONDS
CHAIR, COMMITTEE ON HOUSING & EXECUTIVE ADMINISTRATION



February 4, 2021

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

Dear Director Newland:

The annual performance hearing for the District of Columbia Department of Aging and Community Living is scheduled for **February 26, 2021, beginning at 9:00 AM in Zoom virtual platform, for public witnesses**. The government witness(es) for the agency will testify on **Monday, March 15, 2021 at 12:00 PM**. Please plan to arrive on time to listen to the entirety of the public testimony presented with respect to the agency.

Written pre-hearing questions for your agency are attached. So that I may make effective use of your responses, please provide your electronic responses in Microsoft Word and PDF format **by the close of business on Wednesday, February 24, 2021**.

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 clarification of any of the attached questions, please contact Aimellia Siemson, Legislative and General Counsel, at (202) 724-8153 or asiemson@dccouncil.us. Thank you in advance for your timely and comprehensive response.

Sincerely,

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

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

District of Columbia Department of Aging and Community Living

DACL 2021 PERFORMANCE OVERSIGHT QUESTIONS

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

Office of the Director (OD)

The OD provides the vision, planning, and leadership for the Department of Aging and Community Living, including executive management, policy, legal, strategic and financial planning, communications, and resource management. OD also manages, leads, and directs all programs and services of DACL. Additionally, OD controls and disseminates work assignments and coordinates agency operations to ensure the attainment of the agency's mission statement and achievement of the goals and objectives of DACL's State Plan.

General Services

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

Social Services Division (SSD)

SSD is the direct service arm of DACL. This division includes DACL's social work teams and the Aging and Disability Resource Center, which houses Information & Referral/Assistance, Medicaid Enrollment, and State Health Insurance assistance Program (SHIP) teams. SSD engages and supports older adults (60 years and older), adults with disabilities (18 years and older), and their caregivers.

Social Work/Nursing Home Transition Teams

This program consists of Adult Protective Services, community social work, and nursing home transition. In addition, a housing coordinator provides information and support to assist with the transition of nursing home residents as they return to the community.

Aging and Disability Resource Center (ADRC)

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ADRC provides information and referral services, by phone and in person, for individuals seeking information about long term services and supports for seniors and adults with disabilities. ADRC includes the following teams:

Information and Referral/Assistance

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

Medicaid Enrollment

This team provides information about eligibility and enrollment in the Elderly and Persons with Physical Disabilities (EPD) Waiver. The EPD Waiver provides home- and community-based long-term care services, as an alternative to institutionalized care. This team provides assistance with application, submission, and linkage to EPD Waiver case management. ADRC has one staff member dedicated to the State Plan Medicaid Adult Day Health Program (ADHP) enrollment. ADHP enrollment consists of receiving and processing ADHP referrals from Delmarva Foundation (DHCF provider) and completing a home visit and Person-Centered Plan for each interested ADHP applicant.

State Health Insurance counseling Project (SHIP)

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

External Affairs and Communications (EAC)

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: 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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Budget and Performance Management

The Budget and Performance Management team develops, maintains, and monitors the agency's fiscal and performance plans 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.

Programs

The Programs team oversees the programmatic and fiscal efficiency of senior services provided through DACL grants and contracts. This includes the effective planning, developing, coordinating, and implementation of programs and services to ensure a continuum of services are available for District seniors, adults with disabilities, and caregivers. This team monitors DACL's Senior Service Network (SSN) composed of 20 community-based, non-profit, and private organizations that operate 40 programs in all eight wards to the District's older adult residents. These programs support a broad range of legal, nutrition, social, and health services for older adults as well as support programs for caregivers.

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

Due to the public health emergency and the agency's focus on the delivery of critical services for the community, the 10-Year Strategic Plan has been postponed and hiring for the three data positions to support the initiative were put on hold. The agency also eliminated the Deputy Director and Deputy Chief of Staff positions and created a Chief Operating Officer role, which oversees the agency's Programs and Budget and Performance teams. DACL is adding human resources and managerial support by hiring for an HR Manager and a Resource Allocation Officer.

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

Please see Attachment Q2 - Schedule A.

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

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Please see Attachment Q3 - Detail.

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 FY20 and FY21, to date;

Please see Attachment Q4a - Information Technology Equipment Inventory.

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

Please see Attachment Q4b - Cell Phone Cost

- c. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned, as well as a description of all vehicle accidents involving the agency’s vehicles in FY20 and FY21, to date;

Please see Attachment Q4c - Vehicles List.

- d. A list of travel expenses, arranged by employee for FY20 and FY21, to date, including the justification for travel; and

Please see Attachment Q4d - Travel Expenses.

- e. A list of the total workers’ compensation payments paid in FY20 and FY21, to date, including the number of employees who received workers’ compensation payments, in what amounts, and for what reasons.

DAFL currently has one open claim receiving benefits. The claim receiving benefits is from an incident in 1976.

Workers Compensation	Financial Type			
Payments by Fiscal Year	Indemnity	Medical	Recovery	Grand Total
FY2020	\$19,598.22	\$3,245.11	\$-150.13	\$22,693.20
FY2021*	\$7,554.70	\$254.82		\$7809.52
Grand Total	\$27,152.92	\$3,499.93	\$-150.13	\$30,502.72

*Payments as of 2/11/21.

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5. For FY20 and FY21, to date, please list all intra-District transfers to or from the agency.

Please see Attachment Q5 - Intra-District Transfers.

6. For FY20 and FY21, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:
 - a. The revenue source name and code;
 - b. The source of funding;
 - c. A description of the program that generates the funds;
 - d. The amount of funds generated by each source or program;
 - e. Expenditures of funds, including the purpose of each expenditure; and
 - f. The current fund balance.

In FY20 and FY21, DACL did not have any special purpose revenue funds maintained by, used by, or available for use by the agency.

7. Please list all memoranda of understanding (“MOU”) entered into by your agency during FY20 and FY21, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.

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

8. Please list the ways, other than MOU, in which the agency collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in FY19 and FY20, to date.

The COVID-19 pandemic and public health emergency further exacerbated barriers to access and use of technology for seniors. Without a means to connect virtually with loved ones and community partners, seniors are at a higher risk of social isolation. To ensure seniors can maintain and enhance social contacts while remaining physically distanced, DACL has partnered with its first-ever technology grant partner, [Wild Tech](#), to implement a new senior tech connection program. This collaboration will bring 500 iPads to low-income seniors to combat social isolation, promote connectedness to family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy. The program prioritizes members of DC Villages, the LGBTQ community, and VIDA. Wild Tech will also provide ongoing technical assistance to seniors, including setting up their Apple accounts, 1:1 training on how to use the iPads with ongoing specialized training, and managing a help desk to assist seniors with troubleshooting issues. Finally, Wild Tech is conducting surveys to determine the effectiveness of the program. The program will be evaluated at the end of FY2021 for a potential expansion based on its performance and impact.

DACL & Mary’s Center

The COVID-19 pandemic has impacted older adults with chronic health conditions more than any other demographic. To ensure seniors maintain their wellbeing and

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improve health outcomes through healthy foods, DACL and Mary's Center partnered and launched the Eat Well, Live Better! Senior Nutrition Program. This program provides low-income seniors with chronic health conditions home-delivered grocery boxes twice a month. The boxes include fresh seasonal vegetables, fruits, grains, and choice of protein. Mary's Center provides the same seniors access to individualized nutrition education and coordinated care with the senior's primary care provider, linking medical care, nutrition, and social supports. The program will serve up to 500 seniors in FY2021.

DACL & U.S. Department of Health and Human Services, Administration for Community Living (ACL) Collaboration

DACL and ACL work in close collaboration. DACL's Director and staff regularly engage with and are guided by ACL's Regional Administrator and staff with a focus on policy development, budget guidance, and service coordination. During the COVID-19 pandemic and public health emergency, ACL has:

- provided trainings to DACL programs and leadership staff on Older Americans Act (OAA) grant services and programs to enhance knowledge of these services;
- provided critical guidance on OAA funding flexibilities during the COVID-19 pandemic;
- worked with DACL to keep in close communication with other state regional partners to compare programs, discuss challenges, and share strategies for solving challenges.
- launched and trained DACL on a new federal reporting system that will become effective in FY2022.

DACL & Senior Service Network

DACL collaborates continuously with the agency's Senior Service Network, comprised of 20+ community based non-profit and private organizations operating 40+ programs that provide vital, life-sustaining, and life enhancing services and supports to the District's older adults (age 60 and older), adults with disabilities, and their caregivers. In FY2020 and FY2021, DACL and the Network have worked closely to ensure an appropriate response to COVID-19, including transforming in-person services to virtual settings and maintaining the quality of essential in-person services such as home-delivered meals, essential medical transport, group home administration, case management, in-home adaptations to prevent falls, and adult day care.

DACL & HUNGRY/Chef Tregaye Fraser

In FY2020, DACL hosted Mayor Bowser's 9th Annual Senior Symposium on Channel 16. This was the first time the agency hosted the symposium virtually. DACL, in partnership with Shawn Perry of the Senior Zone and Food Network's Chef Tregaye Fraser, hosted a day of fun and fellowship for seniors with a live cooking demonstration. Meal kits were delivered to 869 seniors to prepare meals from home along with Chef Tregaye. The meal delivery and coordination was handled by

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HUNGRY, a community organization DACL was able to bring onboard due to their familiarity with deliveries as they lead this operation in New York City (NYC).

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

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

DACL & AARP DC

DACL regularly partners with AARP DC to produce town halls on various topics, including the DACL budget priorities, COVID-19 response, Adult Protective Services, caregiving, and other vital information to keep seniors healthy, safe, and engaged. AARP DC represents more than 83,000 members and all older adults 50+ living in the District of Columbia. AARP DC routinely makes between 14,000 and 18,000 outbound calls to District residents, including older residents not well connected to the internet to participate in these forums, which garner between 2,000 - 4,000 participants at each event. Thanks to this partnership, DACL is able to reach seniors and soon-to-be seniors that may not be otherwise connected to the agency.

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

Please see Attachment Q9 abcd – FY19, FY20 and FY21 Q1 DACL Budget

10. Please provide as an attachment a chart showing the agency’s federal funding by program for FY20 and FY21, to date.

District of Columbia Department of Aging and Community Living

Please see Attachment Q10 - FY20, 21 Federal Funding by Program

11. Please provide the following information regarding capital projects:

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

Please see responses to Q10b and Q10c.

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

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

In DACL's FY19 budget there was an additional \$1.5 million added for the expansion of Model Cities Wellness Center (Ward 5) and Congress Heights Senior Wellness Center (Ward 8). DGS and DACL worked with participant task forces at both senior wellness centers and have come up with final designs for both sites. Due to the public health emergency, the process for the expansions were put on hold in FY20 but has since resumed. Currently, designs for both centers are being approved by the Department of Consumer and Regulatory Affairs. Per DGS, construction is set to begin in Spring 2021 with construction substantially completed by the end of the year. The total amount for this project is \$5.5M and the total amount spent to date is \$4,003,965.13. The remaining balance to date is \$1,496,034.87, which will be spent on the Model Cities and Congress Heights expansion projects.

- c. An update on all capital projects planned for FY21, FY22, FY23, FY24, and FY25.

In FY2018, the Mayor announced an \$11.4 million investment for a new senior wellness center in Ward 8, projected to be completed in FY2023 (FY22: \$2.5M, FY23: \$8.4M). In FY19, this project was moved up in the capital schedule for completion. Due to the public health emergency, the process for building the new center was put on hold but has since resumed. DGS and DCPS, in consultation with DACL, have chosen to build the new site next to Kramer Middle School located in Fairlawn. DGS is currently in the process of soliciting an Architect/Engineer (A/E) to begin design and community engagement this fiscal year. The project is set for construction starting at the end of FY21 and ending at the end of FY23.

District of Columbia Department of Aging and Community Living

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

No capital projects have had an impact on the agency's operating budget.

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

DACL works with the Mayor's Office of Budget and Performance Management and the Office of the Deputy Mayor for Health and Human Services on developing each fiscal year budget. The Mayor's budgets for FY20 and FY21, as submitted to the Council, maintained the appropriate funding levels to operate the agency's services and programs. During the COVID-19 pandemic, DACL works closely with OBPM to monitor agency needs for services and programs.

13. Please list, in chronological order, each reprogramming in FY20 and FY21, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, and within the agency. Include the revised, final budget for your agency after the reprogrammings for FY20 and FY21, to date. For each reprogramming, list the date, amount, rationale, and reprogramming number.

Please see Attachment Q13 - FY20, FY21 Reprogrammings.

14. Please list each grant or sub-grant received by your agency in FY20 and FY21, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.
 - a. How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?

Please see Attachment Q14 - FY20, FY21 Grants, Sub Grants and Multi-Year Grants Received by DACL.

15. Please list each contract, procurement, and lease, entered into, extended, and option years exercised by your agency during FY20 and FY21, to date. For each contract, please provide the following information, where applicable:
 - a. The name of the contracting party;
 - b. The nature of the contract, including the end product or service;
 - c. The dollar amount of the contract, including amount budgeted and amount actually spent;
 - d. The term of the contract;
 - e. Whether the contract was competitively bid;

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- f. The name of the agency's contract monitor and the results of any monitoring activity; and
- g. The funding source.

Please see Attachment Q15 - Contracts.

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

Ivy Brown, et al., v. District of Columbia, Civil Action No. 10-2250 (ESH). Filed in 2010, this lawsuit alleges that the District unlawfully segregated people with disabilities in nursing homes when they were capable of and wanted 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 relief plaintiffs demand in their proposed injunction is reasonable. Plaintiffs' demanded relief includes assuming several functions that are, by regulation, nursing facilities' responsibilities, committing to a set number of discharges each year, and increased reporting. Discovery concluded on December 14, 2020. Following a February 19 status conference, a bench trial has been set to begin on October 4, 2021.

Louridine Jean Francois v. District of Columbia and Heather Stowe, Civil Action No. 2020 CA 003895 B. This lawsuit was filed in 2020 by a former at-will employee, who resigned from DACL in September 2019. The lawsuit alleges that DACL and plaintiff's immediate supervisor subjected her to disparate treatment and a hostile work environment in violation of the D.C. Human Rights Act, and seeks damages of \$5,000,000. The District's response to the complaint was filed on February 11th, and a schedule for the litigation is expected to be released by D.C. Superior Court in the coming weeks.

17. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY20 or FY21, to date, and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

Veronica Butler v. DACL, OEA Matter No. 1601-0132-14. Filed in September 2014, employee appealed her termination contending her due process rights were violated when DACL did not provide her with an advance written notice of the charges against her; that DACL did not establish it had cause to discipline her for being absent from

District of Columbia Department of Aging and Community Living

work; and that she was retaliated against for filing a discrimination complaint with the EEOC. Employee requested that she be reinstated with back pay and benefits. In the initial decision, the administrative judge concluded the employee's retaliation argument was not within OEA's jurisdiction. The judge also found that DACL did not meet its burden of proof to sustain the charges against employee and, therefore, ordered employee's termination be reversed and she be reinstated with back pay and benefits. DACL appealed the decision to the OEA Board, which remanded the case back to the administrative judge for further review. After an evidentiary hearing, the administrative judge found for the employee and awarded her back pay, benefits, and reinstatement. In compliance with OEA's order, employee has received 100% of the back pay due her, was reinstated to a comparable role with another District agency, and her benefits were restored. DACL settled the attorney's fees portion of the case for \$98,000 in FY20 with opposing counsel.

Chantelle Teasdell et al. v. DC, et al., Case No. 15-CV-00445-ABJ. Filed in 2015, six (6) former employees sued the District of Columbia, the former Executive Director, and former Chief of Staff. The claims alleged violations of the DC Whistleblower Protection Act; Age Discrimination in Employment Act; the DC Human Rights Act; and the Fair Labor Standards Act. The District has entered into settlement agreements with all six named plaintiffs and the case is now fully settled. Veronica Butler was the final plaintiff to settle and was also the named plaintiff in the OEA matter immediately above. Under the current administration, DACL works closely with its human resources and general counsel's offices before taking any adverse personnel actions, including, where appropriate, a careful analysis of any aggravating or mitigating factors.

In FY20, the District settled with Plaintiff No. 4 for \$100,000; Plaintiff No. 5 for \$150,000; and Plaintiff No. 6 for \$85,000. All named plaintiffs have now settled with the District and the case has been dismissed.

18. Please list the administrative complaints or grievances that the agency received in FY20 and FY21, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY20 or FY21, to date, describe the resolution.

Compensation Grievance on Behalf of AFSCME Local 2401 (Comp. Units 1 and 2)

AFSCME Local 2401 (Compensation Units 1 and 2) filed a grievance with the District regarding not receiving the 3.5% wage increase for FY 2021, starting in October 2020. The 3.5% wage increase for FY 2021 under Compensation Units 1 and 2 Agreement was not funded in the District's approved FY 2021 budget. The Budget Support Act (BSA) requires agencies to retain the FY 2020 salary schedules. This grievance has been forwarded to the Office of Labor Relations and Collective Bargaining who is responding on behalf of DACL.

19. Please describe the agency's procedures for reporting and investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe

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any allegations received by the agency in FY20 and FY21, to date, whether or not those allegations were resolved.

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

Any supervisor or manager who receives a complaint or concern regarding sexual harassment or inappropriate conduct must take immediate steps to notify the Sexual Harassment Officer, who will ensure that an investigation is conducted and take other appropriate action. Where there is an allegation of criminal misconduct, after consulting its General Counsel, the agency will place the victim and/or the alleged harasser on administrative leave with pay, pending final administrative resolution of the complaint or any criminal proceeding. The complainant, at his or her choice, may report the alleged criminal violation to a law enforcement agency, including the Metropolitan Police Department (MPD). If the agency or an appropriate law enforcement officer determines that a criminal violation occurred, the agency shall recommend discipline of the perpetrator up to, and including, termination.

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

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

There have been no allegations of sexual harassment or misconduct received by the agency in FY20 or FY21, to date.

20. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during FY20 and FY21, to date.

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DC Auditor Report on Travel Mileage Reimbursement

In a December 2018 report, the Office of the DC Auditor found that multiple District agencies, including DACL, made mistakes when submitting travel mileage reimbursement requests. The report also found that the OCFO did not exercise sufficient care when approving employees' submissions. Mistakes were related to errors in the calculation of actual travel and costs, resulting in both over- and/or underpayments to employees. The DACL finding was limited to one employee's incorrect calculation of reimbursable mileage for intraday work travel in her personal car. DACL ceased the incorrect practice immediately after being informed by the Office of Finance and Revenue Management (OFRM) within OCFO of the appropriate process, and proper guidance was given to DACL staff instructing them on how to accurately calculate reimbursable mileage. The Board of Ethics and Government Accountability (BEGA) investigated the allegation and closed the case in September 2020 since the agency remediated the issue.

Language Access Report 2019

Please see Attachment Q20 - OHR FY19 Language Access Report

21. Please describe any spending pressures the agency experienced in FY20 and any anticipated spending pressures for the remainder of FY21. Include a description of the pressure and the estimated amount. If the spending pressure was in FY20, describe how it was resolved, and if the spending pressure is in FY21, describe any proposed solutions.

Each year, DACL works closely with the Executive Office of the Mayor to develop the agency's budget, ensuring that all programs are funded adequately to serve the District's seniors.

DACL faced no spending pressures for FY20. In FY21, DACL is working closely with the Office of Budget and Performance Management (OBPM) to address additional expenditures related to the increase demand in home-delivered meals during the pandemic.

22. Please provide a copy of the agency's FY20 performance plan. Please explain which performance plan objectives are completed in FY20 and whether they were completed on time and within budget. If they were not, please provide an explanation.

Please see Attachment Q22 - DACL FY20 Performance Plan.

23. Please provide a copy of your agency's FY21 performance plan as submitted to the Office of the City Administrator.

Please see Attachment Q23 - DACL FY21 Performance Plan.

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24. Please provide the number of FOIA requests for FY20 and FY21, to date, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.

Please see attachments Q24a – FOIA reports for FY20 and Q24b – FOIA reports for FY21TD

25. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY20 and FY21, to date. Please state the status and purpose of each. Please submit a hard copy to the Committee if the study, research paper, report, or analysis is complete.

No new studies, research papers, or analysis were prepared by DACL during FY20 and FY21 to date.

26. Provide a list of all publications, brochures and pamphlets prepared by or for the agency during FY20 and FY21 to date.

Paid Media:

Beacon Newspaper: Spotlight on Aging (Published Monthly)

The Informer: Spotlight (Published Monthly)

Press Releases/Media Advisories:

Mayor Bowser Breaks Ground on Ward 8's First Affordable Assisted Living Community

Special Event Programs and Graphics:

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

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

AARP Voting discussion graphic – Sep. 17/24, 2020

AARP Covid-19 update graphic – April 24, 2020

AARP Senior town hall at congress heights graphic – Nov. 19, 2019

2020 Senior Budget Engagement Forum

2021 Senior Budget Engagement Forum

DACL Holiday Mailer

Mayor's Annual Senior Holiday Celebration Program

Mayor's Annual Senior Holiday Celebration Flyer

Mayor's Annual Senior Symposium Flyer

Ms. Senior DC Flyer

Brain Games Competition Flyer

Centenarian Salute Program

Centenarian Salute Flyer

Cupid's Kids 2021 Flyer

Cupid's Kids 2020 Flyer

Elder Abuse Awareness Month Flyer

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Outreach Event Flyers (one per DACL initiated event, modified to reflect event specifics)

DACL Senior Telephone Town Hall Flyer

Falls Prevention Awareness Day Flyer

Program Information Fact Sheets and Flyers:

Adult Protective Services mailer (in collaboration with CFSA and OVSJG)

DACL COVID Response Letter (also published in Spanish, Amharic, Mandarin, French, Vietnamese, and Korean)

DACL Meal Delivery FAQ (also published in Spanish, Amharic, Mandarin, French, Vietnamese, and Korean)

DACL COVID-19 Operating Status

COVID-19 Grocery Store Special Hours for Seniors Flyer

DACL Fact Sheet (also published in Spanish, Amharic, Mandarin, French, Vietnamese, and Korean)

ADRC Trifold

Caregiver Respite Program Flyer

Community Transition Program Flyer

Community Dining Sites by Ward Flyer

Caregiver Survey Flyer

COVID-19 Call & Talk Flyer

GW Caregiver Survey

LGBTQ Programs Flyer

LGBTQ Advisory Committee Flyer

Safe at Home Flyer (also published in Spanish, Amharic, Mandarin, French, Vietnamese, and Korean)

EPD Waiver Flyer

EPD Fact Sheet

Fit & Well Seniors Flyer

Medicaid SNAP Flyer (English and Spanish)

Senior Wellness Flyer (English and Spanish)

Ambassador Program Flyer

Senior Wellness Center Flyer (English and Spanish)

Health Insurance Counseling Project flyer

Qualified Medicare Beneficiary Program Flyer (English, Chinese, Spanish, and Amharic)

Virtual Events Hub Flyer

Publications:

EPD Waiver Self-Enrollment Packet

DACL Grants Policy Manual

Notice of Funding Availability-FY 2021 Alzheimer's Disease (ADRD) Competitive Grant

27. Please separately list each employee whose salary was \$100,000 or more in FY20 and FY21, to date. Provide the name, position number, position title, program, activity, salary,

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and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list.

Please see Attachment Q27 - Salaries.

28. Please list in descending order the top 25 overtime earners in your agency in FY20 and FY21, to date, if applicable. For each, state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned.

Please see Attachment Q28 - Overtime Pay.

29. For FY20 and FY21, to date, please provide a list of employee bonuses or special pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.

No employee received bonuses or special pay in FY20 or FY21.

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

Please see attachments Q30a and Q30b.

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

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

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31. If there are any boards or commissions associated with your agency, please provide a chart listing the names, confirmation dates, terms, wards of residence, and attendance of each member. Include any vacancies. Please also attach agendas and minutes of each board or commission meeting in FY20 or FY21, to date, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.

Commission on Aging Voting Members as of February 4, 2021 (confirmed by Mayor’s Office of Talent and Appointment)					
First Name	Last Name	Confirmation Date	Term Ends	Ward	Appointment Authority
Guleford	Bobo	10/27/2019	10/27/2022	8	Mayor
Carolyn	Matthews	10/28/2014	10/28/2020*	1	Mayor
Nancy	Miranda	10/28/2019	10/28/2022	1	Mayor
Jo-Anne	Hersh	10/28/2019	10/28/2022	2	Mayor
Maria	Wilson	5/2/2019	10/28/2022	4	Mayor
Barbara	Lee	1/22/2018	10/28/2020*	5	Mayor
Grace	Lewis	9/25/2017	10/28/2020**	5	Mayor
Hattie	Pierce	10/28/2019	10/28/2022	5	Mayor
Alice	Love	4/4/2018	10/27/2020***	6	Mayor
Mary	Taylor	10/27/2017	10/27/2020*	7	Mayor
Gloria	Whitfield	10/30/2019	10/28/2022	8	Mayor
Barbara	Hair	9/25/2007	10/28/2020**	8	Mayor

* Will be reconfirmed

** Reached max terms served. MOTA will send out letters.

*** Anticipated vacancy, Commissioner moved to Maryland and will be submitting resignation MOTA.

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

Please see Attachment Q31a – COA Attendance

Please see Attachment Q31b - COA Agendas and Minutes

Please note, in FY20 the Commission did not meet December 2019 (Holidays), March - May 2020 (COVID), and August 2020 (Recess).

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

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Legal Citation	Name of Report	Description
Sections 2(2) and 2(3) of the Act. (D.C. Official Code §§2-1931(2) and 1931(3)).	Language Access Report	DACL submits reports due every quarter and annually to OHR.
D.C. Law 1-24. District of Columbia Act on the Aging and D.C. Law 19-321, as part of the District's Budget Submission to the U.S. Congress.	Agency Performance Plan	DACL submits reports every quarter to OCA. The Agency Performance Annual Report is submitted to Council through performance and budget oversight.
D.C. Act 16-595 the Disability Rights Protection Act of 2006. ODR is lead.	<i>Olmstead</i> Report	DACL submits reports to ODR 30 days after each quarter
D.C. Act 22-130. Law L22-0033. Fiscal Year 2018 Budget Support Act of 2017. Subtitle C. Prior Budget Act. Sec. 7071. Short title. "Prior Budget Support Act Clarification Amendment Act of 2017." And, the Fiscal Year 2016 Budget Support Act of 2015, D.C. Law 21-36;62 DCR 10905, as amended.	Council Report	DACL submits to Council 30 days after the end of the 2nd and 4th Quarter of the Fiscal Year (Biannual).
D.C. Law 1-24. District of Columbia Act on the Aging	5-year plan to be reviewed annually	DACL develops the State Plan with the advice of the Commission on Aging and the community.

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D.C. Law 5-156, D.C. Official Code § 7-1913, Adult Protective Services Act of 1984	Adult Protective Services Annual Report	APS report that includes data on cases, costs, and protective services provided. APS transferred to DACL in FY20.
D.C. Law 22-267, D.C. Official Code § 7-503.07, Senior Strategic Plan Amendment Act of 2018	10 year Senior Strategic Plan (SSP)	Due to the Public Health Emergency, the D.C. Council has postponed this plan along with the hiring of the three FTEs to support its development.

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

Training	Trainer	# Employees in Attendance
How to Work Remotely	DACL IT Team	16
Grant Monitor ZoomGrant Training	ZOOM Grants Company	16
FY21 B-Pages Training	Philip Meadows	16
Cultural Competence: What it Means for Person-Centered Thinking, Planning, & Practice	N4A	1
Supporting Your Community's Caregivers with TCARE, an n4a Preferred Provider	N4A	1

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Make Your Mark: Enhance Socialization and Nutrition	Administration for Community Living (ACL)	1
SHIP Counseling	SHIP TA Center on-line	1
Caregiving Practices	TERRIFIC INC	1
Basics of Coronavirus	DCHR	16
Basics of Contact Tracing	DCHR	16
HIPPA Training	Tina Curtis	16
Ethics Training	BEGA	16
Cyber Security Awareness	Lindsey V. Parker-Octo	16
ACL Training on Older Americans Act (OAA) Grants	Rhonda Schwartz, Regional Administrator ACL	16
Revised Budget and Financial Forms	Phillip Meadows	16
Case Management Monitoring	Heather D. Stowe	6
Individual Socialization and Case Management Standards	Rinaldo Washington	7
Standard Operating Procedures	Christian Barrera	16
M-1 Invoice Template	Phillip Meadows	16

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HD Meals Tracking in Quick Base	Phillip Meadows	7
ACL Fiscal Training	Damian Francis	16
Advanced Payment Policy Training	Robert Russell	16
Year End Closing Policy Training	Robert Russell	16
Managing DC Purchase Card	OCP	2
District Integrated Financial System (DIFS) Training	OCFO	6
LGBTQIA: Meeting Their Needs at the End-of-Life	Makia Burgess-VITAS	3
Elder Abuse, Neglect and Exploitation	Makia Burgess-VITAS	9
Communication and Outreach	Karen Dorbin and Angela Richardson	12
Long Term Services and Supports Community Education Training	Mark Miller and Purley Jones-LCE	2
Best Practices in Supporting People Who Use Methamphetamine in Washington DC	Trace Hutchinson-Postgraduate Institute for Medicine	1
Self- Disclosure- Is it an Ethical Mistake or an Intervention?	Michelle Darling-Maryland Behavioral Health Administration	1

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Exploring Male Caregiving for People Living with Dementia	Molly Perdue-Alzheimer’s Family Support Center of Cape Cod	2
Racism and Mental Health	Michelle Darling-Maryland Behavioral Health Administration	2
Maryland’s 32nd Annual Suicide Prevention Training	Michelle Darling-Maryland Behavioral Health Administration	2
Early Detection/Identification and Care Coordination	Janice Presley	20
Motivational Interviewing	Dr. G. Berry	16
DACL Brand Training	EAC staff	39
MIRO program	MIRO staff	15
Recognizing & Reporting Sexual Harassment	Adam Mingal	20
Performance Management	Adam Mingal	6

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

DACL conducts an annual performance evaluation of all its employees. Each manager conducts performance evaluations for each member of their team to ensure that each employee is meeting job requirements. Performance evaluations are reviewed before they are finalized to ensure consistency throughout the agency. The last performance evaluation was conducted at the end of FY20, per DCHR’s annual requirement. Managers also hold mid-year performance conversations with each employee, as well as routine 1:1 meetings with each team member throughout the year.

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Agency-specific Questions

I. Background and Overview

35. 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:

- Ensuring the core needs of seniors are met through the Public Health Emergency
- combatting Social isolation
- Bridging the technology gap
- Increasing information and awareness
- Supporting an agile workforce

36. How has DACL met or is meeting its goals in serving District residents?

Ensuring the core needs of seniors are met through the Public Health Emergency –

DACL continues to work with its grantees and sister agencies on ensuring the core needs of older adults, adults with disabilities, and caregivers are met throughout the PHE. In response to the public health emergency, DACL streamlined and shifted its resources towards making sure seniors, adults with disabilities and their caregivers remained safe and well during the pandemic. This included developing new guidance, policies, programs, and service standards to ensure need and reduce the risk of isolation. For example, DACL rolled out a new Call & Talk line to engage with seniors; implemented a new Senior StayCool Program to provide HVAC repair to 100 seniors to maintain safe temperatures in their home during the summer in partnership with DOEE, launched the first-ever Mayor's Annual Senior Virtual Symposium where more than 800 seniors received a special meal delivery and participated in the cooking demonstration; and maintained the most critical in-person services while working closely with DC Health to ensure safety.

Combatting Social isolation – combatting social isolation continues to be a top priority for the agency, and even more critical during the PHE. DACL has converted all Senior Wellness Center programming to virtual programming available in various formats including video conferencing, telephone calls, and pre-recorded videos. In addition, DACL grantees continue to provide regular reassurance calls to participants throughout the PHE. DACL launched a Call & Talk program for older District residents to engage in regular conversations with DACL staff on a variety of topics. DACL has

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also focused on leveraging volunteers and creating more opportunities for intergenerational connections. This includes recruiting volunteers to provide holiday greetings via telephone to homebound seniors, engaging residents in creating valentine's day cards for meal delivery clients and partnering with Delta Sigma Theta Sorority, Inc. in a letter-writing campaign that amassed more than 11,000 notes for District seniors. In FY21, DACL is partnering with the Humane Rescue Alliance to develop neighborhood connections through the shared love of pets. DACL will continue with its virtual community outreach efforts, monthly Ambassador newsletters and roundtable discussions to ensure that more District residents are mobilized to assist the agency in identifying potential socially isolated seniors.

Bridging the technology gap – The public health emergency has created a greater urgency to bridge the technological divide with older generations. As social activities, healthcare appointments, and access to services have moved online, DACL is focused on ensuring older residents can stay connected. In FY21 DACL launched a senior technology pilot program to help bridge this divide. DACL has partnered with its first-ever technology grant partner, Wild Tech, to implement a new senior tech connection program. This collaboration is bringing 500 iPads to low-income seniors to combat social isolation, promote connectedness to family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy. Wild Tech provides ongoing technical assistance to seniors, including ongoing specialized training, and managing a help desk to assist seniors with troubleshooting issues. DACL grantees have also supported this effort by providing technology workshops on a variety of topics including how to use Zoom, social media, and Google drive.

Increasing information and awareness – Ensuring seniors, adults with disabilities, and caregivers are informed with the most up-to-date information, particularly during the PHE continues to be a top priority for the agency. As information develops and changes rapidly, DACL uses all available communications channels to ensure information is timely and reaches a population who might not be connected to online information sources. DACL works closely with the Executive Office of the Mayor's Communications Team and DC Health to amplify all COVID-19 updates to our population. In addition, DACL continues to partner with AARP to provide updates through town hall presentations on a variety of topics. AARP's platform and broad reach has provided an opportunity for DACL to reach populations who are not otherwise connected to DACL. DACL also works closely with senior villages and volunteer organizations like We are Family in addition to its network of 20 + grantees, providing regular bi-weekly updates. DACL also sent a mass mailing to more than 80,000 residents. Since the start of the PHE, DACL has increased subscriptions to its monthly e-newsletter to 4,430 (compared to approximately 2,800 in 2019). DACL has also leveraged earned media and secured coverage in Telemundo, NBC4, ABC7, WHUR, GoodMorningAmerica.com, *The Washington Post*, and *The Washington Informer*.

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Supporting an agile workforce – At the start of the Public Health Emergency in FY20, DACL worked quickly to close sites, suspend in-person activities, and shift agency operations to an online telework posture, while maintaining the same level of service to residents (and in some areas, creating new or expanding existing programs). DACL staff adapted quickly to the rapidly changing circumstances of the pandemic, launching new programs, converting in-person services to virtual, operationalizing a massive meal delivery program, recruiting volunteers, all while learning new technology and adapting to the partial telework posture. DACL continues to focus on professional development, training, internal communications, and support for staff as they continue to find new ways to deliver services throughout the PHE.

37. Does DACL have collaborative efforts with other District agencies? If so, please list the activities and entities that DACL partner with in FY20 and FY21 to date.

AGENCY	ACTIVITY
Age Friendly DC	Abuse, Neglect and Fraud — prevention and prosecution of financial exploitation, neglect, and physical, sexual and emotional abuse of seniors (District-specific) sub committee Caregiving – those who care for family and friends are supported (District-specific) sub committee DACL participates in all other sub committees.
CFSA	Kinship Program Advisory Committee KinPAC member
DBH	Planning Council (a requirement of the federal block grant)
DDOT	Move DC
DHCF	Long-Term Ombudsman Program EPD Waiver Medicaid Behavioral Health Integration and Stakeholder advisory group Long Term Care workgroup Citywide resource portal
DCHA	Voucher allocation/shallow subsidy applications
DDS	Independent Living Services for Deaf and Blind Seniors State Planning Council
DHS	Collaboration on client issues
DISB	Bank on DC: Financial empowerment for the un/under banked

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DC Primary Care Association	Citywide Resource Portal
DCPL	Cupid's Kids Campaign
DPW	Fleet Management
DCHR	Human Resources Services
DFHV	MedExpress and transportation of meals
DOEE	Senior Stay Cool Air Conditioning Pilot Program
DOES	Wellness Wednesday Presentations
DOH	Commodity Supplemental Food Program
Events DC	Mayor's Holiday Celebration
HSEMA & ODR	Disaster preparedness for people with physical disabilities
OAG	Legal Services for Adult Protective Services (APS) MDT on Long Term Care
OCFO	Integrated Financial System
OFRM	OFRM Financial Services Random Moment Time Study for MA billing
OCTO	Interagency Data Team Tech Together Sharepoint External Site
OP	DC Census
OUC	OUC - Communications
UDC	Preventative Fall Strategies (FALLS) Program Evaluation

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38. Please list each new policy initiative of the agency during FY20 and FY21 to date. For each initiative please provide:
- a. A detailed description of the program;
 - b. The name of the employee who is responsible for the program;
 - c. The total number of FTEs assigned to the program;
 - d. The amount of funding budgeted to the program.

Call & Talk

Description: In one of the many ways DACL tackled social isolation of seniors during the COVID-19 pandemic in FY2020, DACL launched the Call & Talk Line in April 2020. Any senior who wanted us to call and talk with them was encouraged to sign up. The DACL staff member and senior would decide on frequency of calls, from once to several times per week. Since the start of the program, DACL has served 153 clients through the line.

Employee Responsible: Ransom Washington, Special Projects Coordinator

Total DACL FTEs: 11 FTEs as a portion of their duties.

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

Senior Tech Connection

Description: The COVID-19 pandemic and public health emergency has created barriers to access and use of technology for seniors. Without a means to connect virtually with loved ones and community partners, seniors are at a higher risk of social isolation. To ensure seniors can maintain and enhance social contacts while remaining physically distanced, DACL has partnered with its first-ever technology grant partner, Wild Tech, to implement a new senior tech connection program. This collaboration is bringing 500 iPads to low-income seniors to fight social isolation, promote connectedness to family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy. The program prioritizes members of DC Villages, the LGBTQ community, and VIDA. Wild Tech provides ongoing technical assistance to seniors, including setting up their Apple accounts, 1:1 training on how to use the iPads and ongoing specialized training, and managing a help desk to assist seniors with troubleshooting issues. Finally, Wild Tech is conducting surveys to determine the effectiveness of the program. The program will be evaluated at the end of FY2021 for a potential expansion based on its performance and impact.

Employee Responsible: Yolanda Lyles, Chief Information Officer

Total DACL FTEs: 1 FTE as a portion of her duties.

Funding for Program: \$216,777

Mary's Center Eat Well, Live Better!

Description: The COVID-19 pandemic has impacted older adults with chronic health conditions more than any other demographic. To ensure seniors maintain their wellbeing and improve health outcomes through healthy foods, DACL and Mary's Center partnered and launched the Eat Well, Live Better! Senior Nutrition Program. This program provides low-income seniors with chronic health conditions home-

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delivered grocery boxes twice a month. The boxes include fresh seasonal vegetables, fruits, grains, and choice of protein. Mary's Center provides the same seniors access to individualized nutrition education and coordinated care with the senior's primary care provider. Under this model, DACL can develop a plan for each senior centered on medical care, nutrition, and social supports. The program will serve up to 500 seniors in FY2021.

Employee Responsible: 1 FTE as a portion of her duties.

Total DACL FTEs: 1

Funding for Program: \$641,940

Individual Socialization Service Standard

Description: In FY20, DACL developed and implemented a new service standard, "Individual Socialization," to ensure direct contact between clients and grantees via phone, web-based activity, video chat, or other means (in person visit). These individualized contacts provide a well-being check, reassurance call, and/or socialization call for an older adult or family caregiver. The service standard details the process to prioritize, conduct, and document individualized contacts with participants. Under this standard, grantees were required to complete Risk Assessments for their clients, categorizing them as high, medium, or low. The client's completed Risk Assessment and the client's personal preference determined how often the grantee was required to make an Individualized Contact with the client. The Individual Socialization service standard was implemented to prevent social isolation and promote connectedness and wellbeing for seniors during the Public Health Emergency (PHE). Network grantees are required to make Individualized Contacts with seniors until further notice from DACL.

Employee Responsible: Rinaldo Washington, Special Projects Coordinator

Total DACL FTEs: 1 FTE as a portion of his duties.

Funding for Program: N/A. This service standard is being implemented within grantee budgets.

Senior Stay Cool Program

Description: In FY20, DOEE and DACL partnered to launch the Senior StayCool Air Conditioning Pilot Program. As a result of COVID-19, the agencies partnered to ensure low-income seniors quarantining did so safely at home. The program repaired or replaced window air conditioning unit(s) and inoperable heating, ventilating, and air conditioning (HVAC) centralized units for income eligible seniors (At or below 60% SMI). This program served 100 seniors.

Employee Responsible: Linda Irizarry, Special Projects Coordinator

Total DACL FTEs: 1 FTE as a portion of her duties

Funding for Program: \$263,000

Integration of Adult Protective Services (APS) from DHS to DACL

Description: In FY20, DACL assumed the operations of APS. DACL has integrated the functions of APS within DACL's services delivery continuum. The integration into the senior service system allows for more efficient connection of clients to services.

Employees responsible: Please see response to Q2 – Schedule A.

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Number of FTEs: 20

Funding for Program: \$3.1 million

39. Please describe any initiatives the agency implemented within FY20 and FY21 to date, to improve the internal operation of the agency, reduce waste, fraud and abuse, or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.

Implementation of a New Grants Policy Manual (GPM)

DACL released an updated, simplified GPM effective FY21 after allowing current grantees to review and comment in FY20. The GPM sets DACL's requirements and expectations of grantees, from grant award to grant close-out. It explains the administrative, operational, and financial responsibilities of all entities receiving DACL grant funds. All DACL grantees must follow the GPM's policies and procedures for DACL-funded grant programs, along with specific directives, instructions, DACL policy memoranda, and any applicable District and federal employer requirements. The GPM has established greater clarity on DACL's expectations and authority to enforce requirements.

Enhanced Budgetary and Financial Forms

In FY21, DACL improved the grant pre-award and post-award phases by implementing enhancements to budgetary and financial documents used by grant applicants and recipients.

During the grant pre-award phase, DACL improved the grant application Budgetary Forms ("B-Pages") which grant applicants use to submit an allocation proposal of grant funds across various programs, services, and cost categories. The changes to the B pages increased granularity in the budget data that was not evident prior to the modified B pages. These changes reduced errors in budget calculations, assisted DACL in grant award decision making by allowing for easier budgetary comparisons between grants, and increased transparency into how grant recipients planned to execute their budgets in FY21.

During the grant post-award phase, DACL improved the invoicing template ("M-1") that all grant recipients use when submitting their monthly invoices for reimbursement. The template provides DACL with increased transparency into how program costs are allocated across cost categories and services. As a result of the revised invoicing template, DACL has improved the quality of monitoring across grant programs and improved programmatic and financial dialogue between the agency and grant recipients.

New Gift Card Policy

In FY20, DACL implemented a new Gift Card Policy, which describes DACL's protocols for the request, distribution, tracking and safeguarding of gift cards. DACL's

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gift card program assists DACL's population in crisis situations when emergency items are needed, such as food, clothing, transit, and household items. DACL orders cards through the Office of the Chief Financial Officer (OCFO). The Gift Card Program Policy is followed whenever gift cards are used for DACL's population in crisis situations, and is intended to prevent waste, fraud, and abuse of the cards.

Standard Operating Procedures (SOPs)

In FY20, DACL reviewed and updated standard operating procedures for programs, budget, and social services units to improve the internal operations of these teams. The updated SOPs ensure that DACL remains agile and adaptive to changing circumstances and improves coordination with internal and external parties.

40. Please explain the impact on the agency of any legislation passed at the federal level during FY20 and FY21 to date.
- **Families First Coronavirus Response Act** – Public Law 116-127 – Mar. 18, 2020
 - \$1.2M allocation for meals
 - **Supporting Older Americans Act of 2020** – Public Law 116-131 – Mar. 25, 2020
 - Reauthorized the OAA for 5 more years.
 - **CARES Act** – Public Law 116-126 – Mar. 27, 2020
 - Sec. 3222 Nutrition Services
 - Allowed DACL to transfer funds allocated by the OAA for Congregate Nutrition Services [Subpart 1 of Part C of Title III] to Home Delivered Nutrition Services [Subpart 2 of Part C].
 - Allowed individuals social distancing due to the COVID-19 public health emergency to receive home-delivered meals.
 - Waived requirements for meals provided to comply with the OAA nutrition guidelines of providing 33 1/3% of the dietary reference intakes established by the Food and Nutrition Board per meal a day [requiring 100% if three meals a day, 66 2/3 if two, 33 1/3 if one]
 - Emergency Appropriations for Coronavirus health response and agency operations
 - \$500K for family caregiver support services.
 - \$100K for ombudsman program.
 - \$1M for supportive services.
 - \$2.4M for nutrition services.
 - Matching requirements of OAA do not apply to funds made available through the CARES Act
 - State Long-Term Care Ombudsman has continuing direct access (including virtually) to long-term care facility residents.
 - **Consolidated Appropriations Act, 2021** – Public Law No: 116-260 – Dec. 27, 2020
 - \$840K for home-delivered meals
41. Please describe the effects on the capacity of the agency due to federal budget cuts.

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DACL has not experienced any federal budget cuts in FY20 or FY21 to date.

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

In FY2020, DACL followed and enforced federal guidance on program and service activities, service unit reporting, and flexibilities during the public health emergency (PHE). Based on current information provided by the Administration for Community Living (ACL), DACL does not expect any new policy or priority changes under the new administration. The agency is in close contact with ACL should this change.

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

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

Each fiscal year, DACL explores the use of different funding sources to improve and expand its service areas. The following are key efforts made by DACL in FY20 and FY21 to leverage non-local appropriated funds:

Medicaid Administrative Claiming – DACL has worked collaboratively with the Department of Health Care Finance (DHCF) and Office of Finance and Resource Management (OFRM) to make key updates to the agency's cost-allocation plan (CAP), including staff training, to ensure the agency is leveraging as many Medicaid dollars as possible. Significant changes included updating agency organizational structure to maximize Medicaid revenue and exploring the addition of the Adult Protective Services (APS) unit to DACL's CAP. In FY20, DACL initiated a determination of the Medicaid effort of APS. While the results indicated that APS's Random Moment Time Study (RMTS) was very low at 4 percent, the agency's exploration of APS's Medicaid penetration was an example of DACL's effort to access federal resources where applicable.

Applying for New Federal Grants – In FY20, DACL applied and received a new grant, the No Wrong Door (NWD) System Funding Opportunity: Critical Relief Funds for COVID-19 Pandemic Response. This grant awarded DACL \$305,454 to fight senior social isolation through technology and strengthen community bonds. DACL is using the funding for its new senior tech program and supportive programming for seniors during the public health emergency.

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Seeking No Cost Extensions – DACL was awarded a multi-year Alzheimer’s Dementia Support Services Program grant by the U.S. Administration on Community Living (ACL) in FY2018 for a three-year period. While the grant was set to expire in FY2021, DACL worked closely with ACL to receive approval of a no-cost extension and ensure any balance funds are spent in FY2021. DACL has continued to provide services to those experiencing cognitive loss through art, music, poetry, savvy caregiver supports, and early identification & care coordination.

Annual Funding for Money Follows the Person (MFP) – DACL has worked with DHCF, the state Medicaid agency, to secure a \$178,000 annual Medicaid allocation for the MFP program. With this allocation, DACL can fund 2 FTEs who focus on promoting transitions for District residents residing in institutions, particularly in nursing facilities (NF), to home and community-based services. The positions provide administrative and data support.

COVID-19 Pandemic Formula-Based Federal Funds – As a result of the pandemic and public health emergency, DACL has leveraged approximately \$6.3 million in federal Coronavirus Aid, Relief, and Economic Security Act (CARES) and Families First Coronavirus Response Act (FFCRA) funding, which DACL has worked diligently to allocate in response to increased need for home delivered meals (food and delivery), groceries, caregiver supports, ombudsman services, and technology for clients. Please see our response to Q14 for a breakdown of all grants and allocations. In addition to current federal funding, DACL will request additional funds for adult protective services and ombudsman services as part of recent notices from the federal government on funding availability under pandemic relief.

44. What steps, if any, has the agency taken during FY20 and FY21 to date, to reduce the following:
- a. Space utilization
 - b. Communications costs
 - c. Energy use
 - d. Criminal activity in and around developments

In FY20, the agency repurposed rooms and installed additional cubicles within its HQ to help accommodate staff capacity without infringing upon senior programmatic space at the Hayes Senior Wellness Center.

Due to the public health emergency, staff have been working remotely causing a decrease in energy use at the agency’s headquarters. All managers do a regular review of communications equipment assigned to their teams to ensure that DACL only pays necessary communications costs. DACL continues to work in partnership with the Department of General Services Protective Services Division and the General Counsel’s office to ensure our facilities are safe and secure.

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

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

46. Please explain the impact on the agency of any legislation passed at the federal level during the last year. Specify such legislation and relevant provisions if possible.

Please see response to Question 40.

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

DACL did not have any statutory or regulatory impediments to the agency's operations.

48. Please provide a copy of the agency's FY20 **performance accountability report**.

- a. Please explain which performance plan strategic objectives and key performance indicators (KPIs) were met or completed in FY20 and which were not.
- b. 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.
- c. For any objective not met or completed, please provide an explanation.

Please see response to Question 22 and Attachment Q22 - DACL FY20 Performance Plan.

49. Please provide a copy of your agency's FY20 **performance plan** as submitted to the Office of the City Administrator. Please discuss any changes to outcomes measurements in FY20 or FY21, 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.

See attachment Q22 DACL FY20 Performance Plan and attachment Q23 – DACL FY21 Performance Plan

In the FY21 Performance Plan, DACL made the following changes:

- “Percent of residents working with DACL’s Medicaid Enrollment Staff that self-report a positive experience through the Medicaid enrollment process,” was removed as a KPI as the data was not collected on a consistent basis.
- Three workload measures which identified callers as seniors, adults with disabilities, or caregivers were combined into one comprehensive measure, “Number of calls received for information, referral, and assistance through the Aging and Disability Resource Center.” Changing this to a total number of calls would serve as a more accurate workload measure as many callers do not self-

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identify as an adult with a disability or caregiver and many residents choose not to give their age.

- Added a new workload measure, “Number of residents served through the State Health Insurance Program (SHIP)” because the program was moved to an internal DACL program.

50. 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 FY21.

Ensuring the core needs of seniors are met through the Public Health Emergency – DACL continues to work with its grantees and sister agencies on ensuring the core needs of older adults, adults with disabilities, and caregivers are met throughout the PHE. The COVID-19 response allowed DACL to streamline and shift its resources towards making sure seniors, adults with disabilities and their caregivers remained safe and well during the pandemic. This included developing new guidance, policies, programs, and service standards to ensure need and reduce the risk of isolation. For example, DACL rolled out a new Call & Talk line to engage with seniors; implemented a new Senior StayCool Program to provide HVAC repair to 100 seniors to maintain safe temperatures in their home during the summer in partnership with DOEE; launched the first-ever Mayor’s Annual Senior Virtual Symposium where more than 800 seniors received a special meal delivery and participated in the cooking demonstration; and maintained the most critical in-person services while working closely with DC Health to ensure safety.

Combatting Social isolation – Combatting social isolation continues to be a top priority for the agency, and even more critical during the PHE. DACL has converted all Senior Wellness Center programming to virtual programming available in various formats including video conferencing, telephone calls, and pre-recorded videos and DACL grantees continue to provide regular reassurance calls to participants throughout the PHE. In addition, DACL launched a Call & Talk program for older District residents to engage in regular conversations with DACL staff on a variety of topics. DACL has also focused on leveraging volunteers and creating more opportunities for intergenerational connections. This includes recruiting volunteers to provide holiday greetings via telephone to homebound seniors, engaging residents in creating valentine’s day cards for meal delivery clients and partnering with Delta Sigma Theta Sorority, Inc. in a letter-writing campaign that amassed more than 11,000 notes for District seniors. In FY21, DACL is partnering with the Humane Rescue Alliance to develop neighborhood connections through the shared love of pets. DACL will continue with its virtual community outreach efforts and monthly Ambassador newsletters and roundtable discussions to ensure that more District residents are mobilized to assist the agency in identifying potential socially isolated seniors.

Bridging the technology gap – The public health emergency has created a greater urgency to bridge the technological divide with older generations. As social activities, healthcare appointments, and access to services have moved online, DACL is focused on ensuring older residents can stay connected. In FY21 DACL launched a senior technology pilot program to help bridge this divide. DACL has partnered with its first-

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ever technology grant partner, Wild Tech, to implement a new senior tech connection program. This collaboration is bringing 500 iPads to low-income seniors to combat social isolation, promote connectedness to family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy. Wild Tech provides ongoing technical assistance to seniors, including ongoing specialized training, and managing a help desk to assist seniors with troubleshooting issues. DACL grantees have also supported this effort by providing technology workshops on a variety of topics including how to use Zoom, social media, and Google drive.

Increasing information and awareness – Ensuring seniors, adults with disabilities, and caregivers are informed with the most up-to-date information, particularly during the PHE continues to be a top priority for the agency. As information develops and changes rapidly, DACL uses all available communications channels to ensure information is timely and reaches a population who might not be connected to online information sources. DACL works closely with the Executive Office of the Mayor’s Communications Team and DC Health to amplify all COVID-19 updates to our population. In addition, DACL continues to partner with AARP to provide updates through town hall presentations on a variety of topics. AARP’s platform and broad reach has provided an opportunity for DACL to reach populations who are not otherwise connected to DACL. DACL also works closely with senior villages and volunteer organizations like We are Family in addition to its network of 20 + grantees, providing regular bi-weekly updates. DACL also sent a mass mailing to more than 80,000 residents. Since the start of the PHE, DACL has increased subscriptions to its monthly e-newsletter to 4,430 (compared to approximately 2,800 in 2019). DACL has also leveraged earned media and secured coverage in Telemundo, NBC4, ABC7, WHUR, GoodMorningAmerica.com, *The Washington Post*, and *The Washington Informer*.

Supporting an agile workforce – At the start of the Public Health Emergency in FY20, DACL worked quickly to close sites, suspend in-person activities, and shift agency operations to an online telework posture, while maintaining the same level of service to residents (and in some areas, creating new or expanding existing programs). DACL staff adapted quickly to the rapidly changing circumstances of the pandemic, launching new programs, converting in-person services to virtual, operationalizing a massive meal delivery program, recruiting volunteers, all while learning new technology and adapting to the partial telework posture. DACL continues to focus on professional development, training, internal communications, and support for staff as they continue to find new ways to deliver services throughout the PHE.

51. What are five goals that DACL achieved in FY20?

Successful Transition of APS - In FY20, DACL successfully transitioned Adult Protective Services (APS) from the Department of Human Services to DACL, providing a stronger continuum of services for District residents and creating efficiencies within DACL. In addition, APS services have been integrated with DACL’s Senior Service Network and DACL’s direct services to create a more seamless

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customer service experience across all DACL programs. This enables the Agency to build a responsive, integrated, and adaptive systems of support for residents.

DACL Brand Launch - In October 2019, DACL publicly launched its new brand, including logo, tagline, vision statement, and updated mission statement reflecting the name change from the Office on Aging through a citywide outreach effort. DACL engaged residents in all eight Wards at promotional events held at Senior Wellness Centers and 46 Community Dining Sites as well as at the Mayor's Annual Senior Holiday Celebration drawing in more than 3,000 District seniors. In addition, DACL launched its new online events calendar which has become a central source of virtual engagement activities throughout the PHE which receives close to 7,000 page visits monthly. The outreach campaign created more visibility of DACL, ensuring residents were aware of the new look and name change, as well as how to contact DACL if in need of services.

Grants Policy Manual - In FY21, DACL's new Grants Policy Manual (GPM) was finalized. The revised GPM sets DACL's requirements and expectations of grantees, from grant award to grant close-out. It explains the administrative, operational, and financial responsibilities of all entities receiving DACL grant funds. The revised GPM provides more clarity, transparency, and consistency to the grantee partners. DACL allowed for a review and comment period, committing to transparency and partnership with grantees.

COVID-19 Response - In FY20, DACL was able to successfully convert all participants attending senior wellness centers and community dining sites prior to the pandemic to at-home meal delivery in March 2020. To date, DACL has delivered more than 2 million meals to more than 6,500 seniors. This service is ensuring our most vulnerable older residents have key nutritional support during the pandemic. In addition, DACL suspended all in-person activities in response to the Public Health Emergency and launched virtual activities conducted online, via phone, or on public access television. DACL and its grantee partners' development of virtual programming has allowed seniors in existing services to remain connected and less isolated during the pandemic.

Transition to Telework – In FY20 at the start of the Public Health Emergency, DACL quickly transitioned to a partial telework posture with most of the Agency's staff reporting to work via telework for the first time. DACL staff were able to work quickly to close sites, suspend in-person activities, and shift agency operations to an online telework posture, while maintaining the same level of service to residents. In addition, DACL staff adapted quickly to the rapidly changing circumstances of the pandemic, launching new programs, converting in-person services to virtual, operationalizing a massive meal delivery program, recruiting volunteers, all while learning new technologies.

52. What are five areas that DACL hopes to improve upon in FY21?

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Ensuring the core needs of seniors are met through the Public Health Emergency – DACL continues to work with its grantees and sister agencies on ensuring the core needs of older adults, adults with disabilities, and caregivers are met throughout the PHE. The COVID-19 response allowed DACL to streamline and shift its resources towards making sure seniors, adults with disabilities and their caregivers remained safe and well during the pandemic. This included developing new guidance, policies, programs, and service standards to ensure need and reduce the risk of isolation. For example, DACL rolled out a new Call & Talk line to engage with seniors; implemented a new Senior StayCool Program to provide HVAC repair to 100 seniors to maintain safe temperatures in their home during the summer in partnership with DOEE; launched the first-ever Mayor’s Annual Senior Virtual Symposium where more than 800 seniors received a special meal delivery and participated in the cooking demonstration; and maintained the most critical in-person services while working closely with DC Health to ensure safety.

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Bridging the technology gap – The Public Health Emergency has created a greater urgency to bridge the technological divide with older generations. As social activities, healthcare appointments, and access to services have moved online, DACL is focused on ensuring older residents can stay connected. In FY21 DACL launched a senior technology pilot program to help bridge this divide. DACL has partnered with its first-ever technology grant partner, Wild Tech, to implement a new senior tech connection program. This collaboration is bringing 500 iPads to low-income seniors to combat social isolation, promote connectedness to family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy. Wild Tech provides ongoing technical assistance to seniors, including ongoing specialized training, and managing a help desk to assist seniors with troubleshooting issues. DACL grantees have also supported this effort by providing technology workshops on a variety of topics including how to use Zoom, social media, and Google drive.

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53. 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.

Social isolation and loneliness – More than half of District residents 60+ live alone. Social isolation and loneliness have profoundly negative health impacts, similar to smoking 15+ cigarettes a day¹, and are more consequential than inactivity and obesity. Combatting social isolation continues to be a top priority for the agency, and even more critical during the PHE. DACL has converted all Senior Wellness Center programming to virtual programming available in various formats including video conferencing, telephone calls, and pre-recorded videos. Additionally, DACL grantees continue to provide regular reassurance calls to participants throughout the PHE. In addition, DACL launched a Call & Talk program for older District residents to engage in regular conversations with DACL staff on a variety of topics. DACL has also focused on leveraging volunteers and creating more opportunities for intergenerational connections. This includes recruiting volunteers to provide holiday greetings via

¹ <https://www.hrsa.gov/enews/past-issues/2019/january-17/loneliness-epidemic>

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telephone to homebound seniors, engaging residents in creating valentine's day cards for meal delivery clients, and partnering with Delta Sigma Theta Sorority, Inc. in a letter-writing campaign that amassed more than 11,000 notes for District seniors. In FY21, DACL is partnering with the Humane Rescue Alliance to develop neighborhood connections through the shared love of pets. DACL will continue with its virtual community outreach efforts and monthly Ambassador newsletters and roundtable discussions to ensure that more District residents are mobilized to assist the Agency in identifying potential socially isolated seniors.

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Consistent access to healthy nutritious food - Older adults who face hunger are significantly more likely to have diabetes, depression, high blood pressure, congestive heart failure, or a heart attack, and more likely to report fair or poor general health, gum disease, asthma, and at least one activity of daily living (ADL) limitation. The District has the fourth highest rate of food insecurity when compared to states. DACL is committed to promoting consistent access to a variety of healthy nutritious foods through education, affordability, and choice. In FY21, DACL in partnership with Mary's Center launched a senior nutrition pilot program, Eat Well, Live Better! This program provides 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, and assessments and referrals to other resources. At the start of the Public Health Emergency, DACL converted all congregate dining participants to meal delivery and increased enrollment by relaxing enrollment requirements. Since the start of the Public Health Emergency more than 2 million meals have been served to date. DACL is using this opportunity to reevaluate all of our nutrition programs and adapt based on anticipated changing needs post-PHE. In addition, DACL is reviewing the intake and analysis of our nutrition programs to ensure residents are connected to nutrition supports that will most effectively meet their individual needs.

Care for the Caregiver - Care for the Caregiver continues to be a priority for DACL. A recent survey conducted by Age-Friendly DC and DACL revealed that 63 percent of

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the 151 respondents were caring for a person who had Alzheimer's, Dementia or another cognitive issue. In addition, more than half of the respondents provided 40+ hours of care on a weekly basis and more than half have been providing care for four or more years. Caregiver burnout continues to be a primary concern for DACL. DACL continues to partner with DPR on plans for a state-of-the-art caregiver complex with a \$35 million capital investment towards rebuilding a therapeutic recreation site in Ward 7. This new complex will provide therapeutic, respite, and support services all under one roof for unpaid and family caregivers in the District. In FY21, DACL is also partnering with George Washington University and DC Health on a caregiver study on the cognitive and physiological health of black male caregivers between the ages of 30 - 85. Results from the study will assist the Agency in adapting programs and services to best meet the needs of all caregivers.

Preventing Falls and Other Accidents - Falls among older adults are the leading cause for both fatal and nonfatal injuries and may lead to severe physical and cognitive health problems that result in extended stays in hospitals and long-term care facilities. The Safe at Home program continues to make homes of older District residents safer through in-home adaptations. Since the launch of the program in FY16, Safe at Home has made nearly 3,500 homes safer for the District's seniors and adults with disabilities. In addition, DACL continues to provide virtual wellness activities to keep older adults engaged and healthy and provides falls prevention workshops and activities, including a series of virtual workshops through our Senior Wellness Centers.

II. Information and Outreach

54. What has the agency done in FY20 and FY21 to date to make agency activities more transparent to the public? In addition, please identify ways in which the activities of the agency and information retained by the agency could be made more transparent.

While the public health emergency prevented DACL from engaging in in-person activities with the community we serve, we successfully pivoted and connected with older residents through various activities, which include virtual events, direct mailings, ensuring effective transparency with those we serve:

Virtual Outreach – In FY20, the agency participated in 108 outreach events across all eight wards, with a cumulative attendance of 10,908. Of those 108 outreach events, 15 were held virtually. In Q1 of FY21, the agency participated in 25 virtual outreach events, with a cumulative attendance of 795.

Virtual Town Halls – In FY20 and FY21, the Mayor hosted her annual telephone town hall with seniors across the city to hear directly from them about their issues and priorities ahead of the next fiscal year's budget. In FY20, the agency held a citywide telephone town hall to discuss the Mayor's proposed FY21 budget for District seniors. In addition, the agency partnered with AARP to host a telephone town hall with District residents, focusing on the proposed FY21 budget for seniors. On March 24, 2020 the Mayor hosted a senior telephone town hall on COVID-19, providing an update on the District's response to the public health emergency. The

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DACL Director regularly joins the senior wellness centers and other senior service providers' monthly town halls to provide agency updates, budget presentations, and an opportunity for the public to provide feedback.

Virtual Presentations – In FY20, the agency partnered with two sister agencies, the Department of Employment Services (DOES) and the DC Public Library (DCPL), to provide community presentations focused on DACL resources for seniors and caregivers. For DOES' Office of Paid Family Leave, DACL participated in a virtual Wellness Wednesday Series where DACL employees presented on the following topics: self-care tips for caregivers, nutrition planning during coronavirus, and five ways to prevent elder abuse. For DCPL, DACL participated in their virtual workshop series, presenting on the same topics listed above.

Mailings – In FY20, the agency partnered with the Office of Victim Services and Justice Grants and Child and Family Services Agency to produce a joint mailer that focused on the District's efforts in keeping everyone safe in the community, including seniors. The mailer, which included DACL's Adult Protective Services hotline information, was sent to 80,000 District seniors.

DACL Website and launch of Splash site – DACL continues to update the agency website regularly and on an as needed basis to ensure that current forms and information are available in a timely manner. In FY20, the agency moved information from the old dcoa.dc.gov to our current site, dacl.dc.gov, ensuring the content remains easily accessible to target audiences. In response to the public health emergency, the agency launched an online virtual events hub, which houses a variety of agency and Senior Service Network virtual events.

Reporting – DACL reports on its operations on a regular basis. DACL submits bi-annual reports to the Council; provides an annual Agency Performance Plan and Accountability Report to the Council with the DACL's key performance indicators (KPIs); the Aging and Disability Resource Center (ADRC) develops bi-weekly and quarterly reports for DHCF to measure the successes of the Elderly and People with Physical Disabilities (EPD) Waiver and the Adult Day Health Programs (ADHP); and DACL provides quarterly and annual Olmstead reports.

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

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We conducted a survey with the Senior Service Network to obtain feedback on preferences for meetings during FY 21. We solicited feedback on frequency of meetings, suggested topics for meetings, as well as interest in facilitating collaborative meetings with agencies to share best practices or ideas. There were 17 respondents to the survey. 94% expressed interest in regular collaborative meetings within the Senior Service Network to share ideas and best practices. Most of the respondents preferred to meet monthly.

Media channels – DACL Continues to promote agency updates through it's paid media contracts, including a monthly newsletter in the *Senior Beacon* and the *Washington Informer*, as well as a quarterly radio spot on the SeniorZone. In addition, DACL has worked with media outlets to promote campaigns, including providing interviews for WHUR, NBC4, ABC7, GoodMorningAmerica.com, Telemundo, *Washington Informer*, and DCist. DACL also posts regular updates on its social media sites, which include Facebook (1,948 followers), Twitter (5,522 followers), and Instagram (1,325 followers), and sends a monthly e-newsletter to 4,430 subscribers.

55. DACL has added a list of upcoming events to its website. However, are these events advertised to the public for their awareness? If so, how are they publicized and how often?

DACL regularly promotes upcoming events in it's monthly newsletters which are published in the *Senior Beacon* and the *Washington Informer*, as well as a quarterly radio spot on the SeniorZone. DACL also posts regular updates on its social media sites, which include Facebook (1,948 followers), Twitter (5,522 followers), and Instagram (1,325 followers), and sends a monthly e-newsletter to 4,430 subscribers, promoting the event listings. The events website receives approximately 7,000 pageviews per month. In addition, DACL's Senior Wellness Centers publish monthly calendars of activities, many of which are mailed to participants on a monthly basis in addition to being posted online.

56. Although FY21 budget required the delay of the Senior Strategic Plan, is there progress on the development of the Plan?

Due to the Public Health Emergency, the Senior Strategic Plan is currently on hold as the agency prioritizes the continuation of core services to the community during the public health emergency. The FY21 budget does not allocate funds to hire the three data positions needed to support the initiative. Given the ongoing nature of the PHE, DACL has not made additional progress on the development of the plan.

57. With the delay of implementing the Senior Strategic Plan in FY21's budget, please discuss whether the agency has conducted or plan to survey the senior community to obtain health profiles of the residents. If so, please describe the agency's plan in detail.

See response to Q56.

The District of Columbia collects a wealth of information on the health of District residents. DC Health develops and implements the DC Community Health Needs

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Assessment (CHNA) to comprehensively analyze the overall health status and quality of life for District residents, including seniors. The report analyzes key health, demographic, and socioeconomic data. To view, access, and interact with the current CHNA on 2020 targets, please visit: <https://dchealth.dc.gov/page/dc-community-health-needs-assessment>.

Additionally, as part of the DC Health community health improvement process, the development of DC Healthy People 2030 is now underway and the community may get involved by signing up at OurHealthyDC.org or contact via email at DC.HP2020@dc.gov or phone (202) 442-9030. DACL plans to collaborate with DC Health as they gather information for the new plan.

More information is here: <https://dchealth.dc.gov/page/dc-healthy-people-2020>

DC Health has also produced a Health Equity Report that can be accessed here: <https://dchealth.dc.gov/page/office-of-health-equity>.

58. Is there a regular or routine cycle of information dissemination from the office to the senior population? If so, how is it accomplished?

DACL continues to promote agency updates through its paid media contracts, including a monthly newsletter in the *Senior Beacon* and the *Washington Informer*, as well as a quarterly radio spot on the SeniorZone. DACL also posts regular updates on its social media sites, which include Facebook (1,948 followers), Twitter (5,522 followers), and Instagram (1,325 followers), and sends a monthly e-newsletter to 4,430 subscribers. In addition, DACL has worked with media outlets to promote campaigns, including providing interviews for WHUR, NBC4, ABC7, GoodMorningAmerica.com, Telemundo, *Washington Informer*, and DCist.

Due to the Public Health Emergency, DACL has adapted its community outreach to virtual outreach conducted online or via phone. In FY20, the agency participated in 108 outreach events across all eight wards, with a cumulative attendance of 10,908. Of those 108 outreach events, 15 were held virtually. In Q1 of FY21, the agency participated in 25 virtual outreach events, with a cumulative attendance of 795.

In FY20, the agency held a citywide telephone town hall to discuss the Mayor's proposed FY21 budget for District seniors. In addition, the agency regularly partners with AARP to host telephone town halls with District residents, on a variety of topics including budget, caregiver support, elder abuse, and COVID-19 updates. The DACL Director also regularly joins the senior wellness centers and other senior service providers' monthly town halls to provide agency updates, budget presentations, and an opportunity for the public to provide feedback.

The agency has also partnered with two sister agencies, the Department of Employment Services (DOES) and the DC Public Library (DCPL), to provide community presentations focused on DACL resources for seniors and caregivers. For DOES' Office of Paid Family Leave, DACL participated in a virtual Wellness Wednesday

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Series where DACL employees presented on the following topics: self-care tips for caregivers, nutrition planning during coronavirus, and five ways to prevent elder abuse. For DCPL, DACL participated in their virtual workshop series, presenting on the same topics listed above.

In addition, In FY20, the agency partnered with the Office of Victim Services and Justice Grants and Child and Family Services Agency to produce a joint mailer that focused on the District's efforts in keeping everyone safe in the community, including seniors. The mailer, which included DACL's Adult Protective Services hotline information, was sent to 80,000 District seniors.

DACL also continues to update the agency website regularly and on an as needed basis to ensure that current forms and information are available in a timely manner. In FY20, the agency moved information from dcoa.dc.gov to our current site, dacl.dc.gov, ensuring the content remains easily accessible to target audiences. In response to the public health emergency, the agency launched an online virtual events hub, which houses a variety of agency and Senior Service Network virtual events.

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

Please see responses to Questions 55 and 58.

60. Please describe how the agency solicits feedback from all residents in FY20 and FY21.
- What has the agency learned from this feedback?
 - How has the agency changed its practices as a result of this feedback?

DACL continuously seeks opportunities to engage with seniors, and the community, and solicits feedback through:

- **Annual Surveys:** Providers in DACL's Senior Service Network assess customer satisfaction on an annual basis via survey evaluations, which are included in their annual reports to DACL. In addition, in FY20, DACL conducted a survey to gather input and ideas from the community on the types of programming that would help seniors stay engaged and connected during COVID-19.
- **Senior Wellness Centers:** Senior Wellness Centers are required to hold open budget meetings to solicit feedback on program offerings from participants of the wellness center and make changes based on the feedback. This is required by all senior wellness center grantees before budgets are given final approval by DACL.
- **Town Halls:** The DACL Director regularly conducts and attends virtual town halls at senior wellness centers and other community centers on a regular basis to provide agency updates, budget presentations, and an opportunity for the public to provide feedback.
- **Virtual Community Outreach:** The agency wide community outreach initiative provides an opportunity for staff at all levels to spend more time engaging directly with older residents in the community and hear feedback from more residents in more neighborhoods. In FY20, the agency participated in 108 outreach events

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across all eight wards, with a cumulative attendance of 10,908. Of those 108 outreach events, 15 were held virtually. In Q1 of FY21, the agency participated in 25 virtual outreach events, with a cumulative attendance of 795.

- **Phone/Email:** The Information & Referral/Assistance phone number, “Ask the Director” email, and “Ask ADRC” email are widely circulated in print and online media, the agency website and social media accounts, and provided at all in-person outreach events.
- **Social Media:** DACL’s social media accounts are regularly monitored for comments and tags. In FY20, social media engagement increased significantly across all platforms.

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

- Social isolation and loneliness continue to be a top concern for the community, particularly during the Public Health Emergency
- The Public Health Emergency has also created greater urgency in bridging the digital divide
- There’s a desire for DACL to strike the right balance of providing timely and concise updates on the COVID-19 response and vaccine distribution without overwhelming residents with too much information

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

- **Combatting Social Isolation and Loneliness:** DACL has already implemented some of the ideas collected from seniors in its community survey. This includes recruiting volunteers to provide holiday greetings via telephone to homebound seniors, partnering with Delta Sigma Theta Sorority, Inc. in a letter-writing campaign that amassed more than 11,000 notes for District seniors, and partnering with the Humane Rescue Alliance to develop neighborhood connections through the shared love of pets. DACL also launched a Call & Talk program for older District residents to engage in regular conversations with DACL staff on a variety of topics, based on community feedback. In addition, DACL has focused on leveraging volunteers and creating more opportunities for intergenerational connections such as engaging residents in creating valentine’s day cards for meal delivery clients, providing a monthly Ambassador newsletter, and hosting roundtable discussions to ensure that more District residents are mobilized to assist the agency in identifying potential socially isolated seniors. DACL grantee partners continue to provide virtual programming through its grantees, available in various formats, including video conferencing, telephone calls, and pre-recorded videos, as well as regular reassurance calls throughout the PHE.
- **Bridging the Digital Divide:** DACL is focused on ensuring older residents can stay connected to social activities, healthcare appointments, and programs and services. In FY21 DACL has partnered with its first-ever technology grant partner, Wild Tech, to implement a new senior tech connection program. This collaboration is bringing 500 iPads to low-income seniors to combat social

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isolation, promote connectedness to family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy. Wild Tech provides ongoing technical assistance to seniors, including ongoing specialized training, and managing a help desk to assist seniors with troubleshooting issues. DACL grantees have also supported this effort by providing technology workshops on a variety of topics including how to use Zoom, social media, and Google drive. In addition, DACL worked closely with the Office of the Chief Technology Officer to make updates to the vaccine appointment system and develop a user guide, based on feedback collected from the community.

- **Providing Access to Clear and Concise Information:** Feedback from the community indicated that too much information became overwhelming and there was a desire for DACL to provide more concise details specifically tailored for older residents regarding the COVID-19 response. DACL has worked closely with the Mayor’s Office and DC Health to provide the most up-to-date and relevant information. This includes a mailer to more than 80,000 older residents on important resources available for victims of abuse, developing flyers to promote special grocery store hours for seniors, circulating flyers with important recommendations and facts on keeping safe during the pandemic, and partnering with AARP on a series of community town halls to provide critical updates specifically for older residents. In addition, DACL’s outreach team continues to provide virtual community outreach via telephone and online video calls on a regular basis.

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

Please see Attachment Q61 - DACL Outreach Activities.

62. Please list specific outreach activities that Senior Villages conducted in FY20 and FY21 to date.

The table below shows outreach activities conducted in FY20 and outreach activities conducted in and planned for FY21.

Village	FY20	FY21
Capitol Hill Senior Village	<ul style="list-style-type: none"> ● Virtual programming offerings such as happy hours, volunteer learning groups, online 	<ul style="list-style-type: none"> ● Anti-racism working groups. ● Thanksgiving meals to clients. ● Diversity, Equity, and Inclusion

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	<p>volunteer Training Modules.</p> <ul style="list-style-type: none"> • Socialization calls to members through Senior Captains and Co-Captains. 	<p>Committee set goal: elect two community members that reflect the diversity of Capitol Hill; modified outward facing communications to include more inclusive language.</p>
<p>Cleveland & Woodley Park Senior Village</p>	<ul style="list-style-type: none"> • Valentine writing party. • Calling program, including regular wellness checks conducted by volunteers. • Volunteer assistance with grocery delivery, prescription pick-up, and check-in calls. 	<ul style="list-style-type: none"> • Updated member-volunteer matching technology. • Trainings for volunteers to use new service matching software • Meditation classes.
<p>Dupont Circle Village</p>	<ul style="list-style-type: none"> • CelebSalons virtual events program: partners with local theaters and celebrities. • Member survey on programs. 	<ul style="list-style-type: none"> • Case management services, including affordable dentist referral, food stamps enrollment, rehabilitation, care management coordination with out of town family, and assessments. • Virtual meditation, yoga classes,

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		strengthening bone structure.
East Rock Creek Village	<ul style="list-style-type: none"> ● Volunteer food, medicine, and supply delivery. ● Technology assistance. ● Check-in calls. ● Social work support to connect with district and federal services. ● Access to home health aide services through Medicaid Waiver, with Washington Hospital Center Home Call Program and DACL staff through Medicaid waivers. ● Complimentary memberships for people over the age of 50. 	<ul style="list-style-type: none"> ● Ensure safe home conditions, address personal and medical or family issues. ● Volunteer training to support wellbeing and increase social engagement. ● Virtual programs on subsidies for moderate or low-income households. ● Individual transportation to activities or medically necessary appointments.
Foggy Bottom West End Village	<ul style="list-style-type: none"> ● Intern interacts with socially isolated members on a regular basis. ● Telephone tree to contact all members. ● Virtual programs. ● Delivered lunches to their members. 	<ul style="list-style-type: none"> ● Programs available to all DC Village members. ● Social, interactive programming. ● Regular phone contact with isolated and vulnerable members. ● Case management

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		<ul style="list-style-type: none"> ● Information on community events.
Georgetown Senior Village	<ul style="list-style-type: none"> ● Virtual programs and activities. ● Outreach to members on social distancing options. ● Daily check in calls. ● Zoom instruction. 	<ul style="list-style-type: none"> ● Medical transportation. ● Remote IT assistance. ● Grocery shopping and errands including prescription pick ups. ● Individual check in calls. ● Gardening assistance. ● Meal preparation ● COVID-19 vaccine information and registration supporting; medical transportation to vaccine appointments.
Glover Park Village	<ul style="list-style-type: none"> ● Improved infrastructure; more robust telephone system. ● Virtual outreach. ● Transportation for appointments. ● Small home repairs. ● Caseworker connected vulnerable members to services and 	<ul style="list-style-type: none"> ● Interactive classes on the aging body. ● Healthy food preparation demonstrations.

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	<p>developed follow up plans.</p> <ul style="list-style-type: none"> ● Virtual healthy food program. 	
<p>Kingdom Care Senior Village</p>	<ul style="list-style-type: none"> ● Virtual activities, workshops, events. ● Care Package delivery to members (masks, sanitizer, word searches, inspirational coloring book and other items). ● Buddy calls to foster member-member relationships. ● Virtual games. ● Check-in calls. ● Identified a new health care organization that focuses on Ward 7 and 8 seniors providing in-home visits. 	<ul style="list-style-type: none"> ● Buddy Calls. ● Food pantry is open weekly and provides delivery to members. ● Book club. ● Exercise sessions, game day, distribution of wellness gift bags, grocery delivery and drive-by check-ins.
<p>Mt. Pleasant Senior Village</p>	<ul style="list-style-type: none"> ● Collaborative program with ANC to reach out to seniors who need assistance during the pandemic. ● Pandemic feeding program between Mt. Pleasant 	<ul style="list-style-type: none"> ● ANC collaboration -Neighbors helping Neighbors program. ● Food provision. ● Membership regulars will check-in on all members.

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	<p>restaurants and World Central Kitchen.</p> <ul style="list-style-type: none"> ● Interviewers/interviews for new and renewal members; strengthened ties with partners through common projects (masks, food bank, Meet the Street etc.). 	<ul style="list-style-type: none"> ● Meditation classes, reading groups and caregiver groups. ● Speakers on social isolation.
<p>Northwest Neighbors</p>	<ul style="list-style-type: none"> ● Virtual programs. ● Tutorials on accessing virtual programs. ● Increased programming to daily activities. ● Weekly buddy phone calls; assessed members' needs, reported concerns to staff, assisted members with contactless volunteer support. ● Email correspondence with members, volunteers, and families. ● Mailed masks to members and volunteers; assisted members with online orders. 	<ul style="list-style-type: none"> ● Contract social workers provides short-term assistance. ● Updated outreach materials. ● Yoga classes. ● New programming for social events, educational programming and specialized volunteer trainings.

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<p>Palisades Senior Village</p>	<ul style="list-style-type: none"> ● Refocused initiatives to ensure members had food and medicine. ● Virtual social activities. ● Fitness classes. 	<ul style="list-style-type: none"> ● Virtual programming. ● Social programming in response to community needs. ● Marketing and outreach effort.
<p>Waterfront Senior Village</p>	<ul style="list-style-type: none"> ● Grocery shopping and delivery services to seniors. ● Current events discussion, meditation class, music hour and TED Talk Tuesday, arts history event, book club and movie review discussion. ● Storytellers' class with members. ● Seminar on Financing Long-term Care. 	<ul style="list-style-type: none"> ● Social opportunities and educational programming to engage members. ● Information and resources regarding homes, health and welfare. ● Outreach and education programs to recruit new members and volunteers. ● Assess members' needs, identify options and provide home and health support services to enable members to remain in their homes. ● Work with seniors to conduct the planning, budgeting and reporting.
<p>Greater Brookland Intergenerational Village</p>	<ul style="list-style-type: none"> ● Not a grantee in FY20. 	<ul style="list-style-type: none"> ● Social, wellness and educational workshops.

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		<ul style="list-style-type: none"> ● Age Well events encouraging a preventative approach to aging and health-related issues.
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63. Please list specific outreach activities that the Commission on Aging conducted in FY20 and FY21 to date.

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

64. Please list all planned outreach activities by DACL, Senior Villages, and the Commission on Aging in FY21 and FY22. (Please indicate which entity will take lead entity in each activity listed).

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

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

Ongoing DACL media outreach includes:

Print

Senior Beacon (Monthly printed newsletter)
 The Washington Informer (Monthly printed newsletter)

Broadcast

The SeniorZone (Quarterly radio spot)

Digital

Social Media: Twitter, Instagram, and Facebook, NextDoor (pending approval from App)

DACL Website: dacl.dc.gov

DACL Virtual Events Calendar: daclvirtualevents.splashthat.com

DACL E-News (Monthly)

DACL Ambassador News (Quarterly)

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

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Outreach Events Include*:

FY2020

December	Holiday Celebration (mailing and volunteer calls during PHE)
February	Cupid’s Kids Community Edition Ambassador Roundtable
March	Humane Rescue Alliance Pet Connect Launch Notes from Neighbors with Delta Sigma Theta, Inc.
April	Be a Good Neighbor Campaign Launch
May	Older Americans Month Campaign Launch Virtual Centenarian Salute Campaign Launch Ambassador Roundtable
June	Virtual Ms. Senior DC (Tentative) Virtual Pride Celebration World Elder Abuse Awareness Day Campaign
August	Ambassador Roundtable
September	Virtual Senior Symposium National Falls Prevention Awareness Day Ambassador Training for LEP/NEP populations

FY2021**

November	National Family Caregiver Month Activity
December	Mayor’s Annual Senior Holiday Celebration
February	Cupid’s Kids Black History Month Campaign
March	Centenarian Salute
May	Older American’s Month Activity
June	Mayor’s Annual Senior Symposium DPR SeniorFest Capital Pride Parade and Festival World Elder Abuse Awareness Day Brain Games (Tentative)
September	National Falls Prevention Awareness Day

*In addition, DACL conducts 8 – 10 virtual outreach events monthly (12 – 20 when able to return to in-person activity). See Attachment Q61 for examples of outreach events which have already occurred. All dates are tentative.

**All activities for FY21 are tentative pending return to in-person events. List is not comprehensive as many events are planned throughout the year depending on community interest or need.

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

DACL, Age-Friendly DC, the Commission on Aging, and senior villages operate independently from each other with input and participation from DACL.

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DACL regularly participates in and contributes to 10 of the 14 Age-Friendly domains: Outdoor Spaces and Buildings, Transportation, Housing, Social Participation, Respect and Social Inclusion, Community Support and Health Services, Emergency Preparedness and Resilience, Abuse, Neglect, and Undue Influence, Public Safety, and Caregiving.

DACL provides grant funds to 13 senior villages. Please see responses to Q62 and Q89 for activities and services by the senior villages.

DACL participates in monthly Commission on Aging meetings to provide updates on the agency and receive feedback from Commissioners. Please see responses to Q120 for activities by the Commission on Aging as provided by the Commission on Aging.

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

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

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

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

DACL, Age-Friendly DC, the Commission on Aging, and senior villages operate independently, which means that all four entities together have a broad reach and diverse perspective of aging issues as it pertains to their individual interests. However, four entities with diverse perspectives may at times result in a seemingly complex system of implementation of services and supports for older residents. Despite this complication, maintaining this level of decentralization ensures a broader and more complete picture of aging in DC and a wider range of successful initiatives, executed at multiple levels, to serve and support DC's diverse senior population.

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

Please see responses to Questions 66 and 67.

III. Program Specific

69. Please provide the following information pertaining to the Safe at Home program.
- a. Total number of applications **received** in FY19, FY20 and FY21 to date, with a breakdown by Ward.
 - b. Total number of applicants that were **approved** in FY19, FY20 and FY21 to date, with a breakdown by Ward.
 - c. Please provide the age breakdown of the participants of the Safe at Home program.
 - d. Please provide a category breakdown of the in-home adaptations completed in the homes in FY19, FY20 and FY21 to date.
 - e. Please provide the average cost per program participant in FY19, FY20 and FY21 to date.
 - f. Please provide the total number of requests for a private security camera system in FY19, FY20 and FY21 to date.
 - g. How do applicants access the Safe at Home program? How are determinations made as to eligibility? What office makes these decisions?

Please see Attachment Q69 - Safe at Home Program

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

	FY20	FY21 through January, 2021
Total Contacts	177	58
Housing Requests	66	18

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

The “total contacts” column reflects the universe of calls/in person contacts the housing coordinator had during the period. These calls range from individuals who are asking

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for a landlord contact list, to those seeking information about reverse mortgages or more complicated issues that require a referral to legal services.

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

71. Please provide the number of referrals made to DHCD’s Single Family Rehabilitation in FY20 and FY21 to date.

DACL does not track referrals made to Single Family Rehabilitation. Our Safe at Home (SAH) program grantee may occasionally refer clients whose requested scope of work may not meet the requirements of the SAH program or whose necessary home modifications may exceed the SAH cost per project allocation, but the grantee does not consistently track these referrals. DCHD would have data on SFRP.

72. Please provide the number of individuals received seeking rental or mortgage assistance.

DACL does not systematically track this data across all programs.

73. How many clients were provided services in FY19, FY20 and FY21 to date, and how many clients are in the District yet do not utilize the services of DACL?

According to the US Census and The District of Columbia Office of Planning estimates, 120,000 individuals, 60 years of age or older, live in the District.

DACL’s Senior Service Network served 16,162 clients in FY19, 17,729 clients in FY 20 and approximately 11,903 clients in the first quarter of FY21. The Aging and Disability Resource Center (ADRC) served 2,763 clients in FY19 and 2,668 clients in FY 20 and 560 the first quarter of FY21, and received 36,111 calls in FY19, 37,622 calls in FY 20 and 8,208 calls in the first quarter of FY21.

Additionally, many seniors would have participated in DACL’s events throughout the year, including DACL’s signature events such as the Mayor’s Annual Symposium in FY20, Mayor’s Annual Holiday Celebration in FY20, and Older American’s Month Breakfast in FY20. Due to the COVID-19 national pandemic and the District’s public health emergency (PHE), DACL did not host these in-person events.

DACL participated in 108 outreach events across the city and spoke with a cumulative attendance of 10,908 in FY20, participated in 25 outreach events with a cumulative attendance 795 in the first quarter of FY 21.

74. Please provide utilization for various services (i.e. congregate meals, case management, etc.) for DACL-funded program areas overall, then broken down by each provider.

Please see Attachments Q74A Q74B for FY19.

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Please see Attachments Q74C & Q74D for FY20.

Please see Attachments Q74E & Q74F for FY21 first quarter.

The following data reflects the number of clients served under each ADRC program in FY19, FY20 and FY21 first quarter:

FY19	Number Served
Community Transitions	389
Information and Referral/Assistance	36,111
Medicaid Enrollment: EPD Waiver	2,250
Adult Day Care	124

FY20	Number Served
Community Transitions	341
Information and Referral/Assistance	37,622
Medicaid Enrollment: EPD Waiver	2,222
Adult Day Care	105

FY21 Q1	Number Served
Community Transitions	53
Information and Referral/Assistance	8,208
Medicaid Enrollment: EPD Waiver	452
Adult Day Care	55

75. Please provide a list of The Community Transition and Social Work team that is comprised of social workers, transition coordinators, case managers, and a housing coordinator who provide transition assistance for adults with disabilities and older adults from institutional long-term care settings back to the community.

NAME	POSITION
Akinola, E	Transition Care Specialist
Baxter, E	Transition Care Specialist
Butler, R	Program Coordinator

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Dalzell, E	Supervisory Social Worker
Darku, J	Community Outreach Coordinator
Edwards, V	Transition Care Specialist
Fields, A	Supervisory Social Worker
Gilliam, M	Transition Care Specialist
Jones, G	Public Health Analyst
Lucas, J	Transition Care Specialist
Nwanze, B	Special Assistant
Wallace, O	Social Worker
Watson, P	Housing Coordinator
Woods, M	Program Coordinator
Wray, R	Transition Care Specialist

76. 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 has partnered with its first-ever technology grant partner, Wild Tech, to implement a new senior tech connection program. This collaboration is bringing 500 iPads to low-income seniors to help combat social isolation, promote connectedness to family and community, improve access to telehealth services and nutrition education, and enhance or develop digital literacy. The program has set aside spots specifically for members of DC Villages, the LGBTQ community, and VIDA. Wild Tech provides ongoing technical assistance to seniors, including setting up Apple accounts, 1:1 training on how to use the iPads and ongoing specialized training, and managing a help desk to assist seniors with troubleshooting issues. Finally, Wild Tech is conducting surveys to determine the effectiveness of the program. The program will be evaluated at the end of FY2021 for a potential expansion based on its performance and impact.

Additionally, DACL has:

- sent out a citywide mailing to seniors’ homes providing information on programs and services;
- ensured all virtual outreach events hosted by DACL provide a dial-in option for residents who do not have access to computers;
- launched the Call and Talk Line to engage with seniors and caregivers;
- required telephone reassurance calls by grantees with clients; and

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- partnered with DC Health on disseminating information to seniors throughout the pandemic.

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

DACL continues to use a multi-channel approach to engage residents including print, radio, direct mail, and earned media opportunities through local media markets, such as Telemundo, ABC7, NBC4 and WHUR. Pre-PHE, DACL participates in more than 200 outreach events annually; however, due to the Public Health Emergency, DACL has adapted its community outreach to virtual outreach conducted online or via phone. All virtual outreach events hosted by DACL provide a dial-in option for residents who do not have access to computers.

78. In regards to the tablet distribution program that DACL cited in FY20 Budget Oversight, please provide the following information, in FY20 and FY21, to date:

- a. How many tablets total to be distributed.

500

- b. How many has been distributed.

No tablets were distributed in FY20. Fifty-nine tablets have been distributed so far in FY21. DACL plans to distribute an additional 50 iPads this month and complete distribution this summer.

- c. Breakdown by Wards

The grantee operating the program is still processing applications for the program.

- d. Breakdown by age groups

The grantee operating the program is still processing applications for the program.

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

All recipients will receive technical assistance and internet service.

- f. Overall responses by recipients

We have not yet received responses from the participants.

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79. How many home meals were provided in FY19, FY20 and FY21 to date?
 a. Provide the number of home-delivered meals with a breakdown by Ward.

Home-Delivered Meals Served			
Ward	FY19	FY20	FY21 Q1
1	59,190	145,255	57,862
2	54,661	100,076	34,759
3	45,124	84,693	27,551
4	80,074	170,353	62,991
5	117,614	258,628	102,679
6	78,584	156,368	58,708
7	185,504	281,408	100,403
8	130,187	254,977	117,103
Total	750,938	1,451,758	562,056

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

Home-Delivered Meals Clients Served			
Ward	FY19	FY20	FY21 Q1
1	374	879	702
2	297	555	447
3	207	385	323
4	376	1,144	938
5	525	1,449	1,351
6	394	923	831
7	834	1,472	1,345
8	548	1,311	1,244
Total*	3,555	8,118	7,181

*Totals reflect unduplicated clients, NOT the active client list. Clients are put on hold or inactivated upon request and individual circumstances.

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

In FY19 and FY20 until the Public Health Emergency (PHE), DACL used a priority scale for its nutrition programs that was developed by the nutritionists in the Senior Service Network and approved by DACL. Each lead agency controlled a specific number of slots for home-delivered meals for its designated ward and could allocate the home-delivered meals at the agency's discretion. In FY19, DACL expanded the number of slots to make sure the highest priority clients were receiving meals. In FY20, DACL continued to work with each lead agency

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to make sure the highest priority clients were served through the program. Each lead agency has a different enrollment process for its DACL-funded programs, but each lead agency knows that if it assesses individual need using the priority scale, DACL will work with the lead agency to ensure the highest priority seniors are enrolled in the program, even if all of the lead agency slots are being used.

During the PHE, DACL closed 46 congregate meal sites and converted meals that were served at the dining sites into a batch of frozen prepared nutritious meals that seniors can then store and heat in their homes. Additionally, DACL relaxed the eligibility criteria for home delivered meals as the needs of our seniors increased during the pandemic. The PHE heightened issues with food access, reduced availability of produce, lack of transportation, and ability to shop for groceries. Rather than an assessment and in-home visit, DACL determined eligibility using a Nutrition Screening Tool during a phone conversation, required by ACL, to identify seniors who are at high nutritional risk.

More than 87% of the 3,800+ seniors calling about meals during the PHE, have been determined high risk through the application of the Nutrition Screening Tool. Seniors who are not determined as high risk are provided with information to other resources.

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

Recent U.S. Census data shows that DC's population has reached 705,749². Of that number 17%³, or 119,977 individuals, are 60 years of age or older. During the PHE, the home delivered meal program reached 9,465 unduplicated clients, which is nearly 8% of the total senior population. The home-delivered meal program is not intended to serve every senior in the District of Columbia. This program targets primarily home-bound seniors and/or seniors with high nutrition/hunger risk who would not otherwise be able to afford and/or access a meal. During the PHE, DACL has expanded its reach to include seniors who are experiencing food insecurity.

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

Congregate Meals Served			
Ward	FY19	FY20	FY21 Q1*
1	39,680	25,204	0
2	45,830	23,398	0
3	10,303	4,644	0
4	32,157	19,585	32

² <https://www.census.gov/quickfacts/fact/table/DC#>

³ <https://censusreporter.org/profiles/16000US1150000-washington-dc/>

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5	80,896	41,728	22
6	31,979	17,677	2
7	27,584	15,484	4
8	43,102	22,562	1
Total	311,531	170,282	61

**This number only includes Adult Day Participants as all other Congregate Meal Sites are closed.*

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

Please see Attachment Q79 – Congregate Dining Sites.

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

During the Public Health Emergency, DACL has closed all congregate meal sites. All participants at congregate meal sites have the option of receiving home delivered meals, which has significantly increased the number of home delivered meals in FY20 and FY21 to date, while congregate meals were only provided in the first half of FY20.

- 80. Please provide a list of transportation options for seniors.

Senior MedExpress:

DACL, through Yellow Cab Co., provides eligible District seniors, 60 years of age or older, transportation to medical appointments, including chemotherapy, dialysis, and benefits. Seniors may receive round-trip transportation or one-way transportation. The appointments are made on a first-come, first-served basis; however, seniors also have the option of calling the day of an appointment to schedule for transportation. If appointments are available, Yellow Cab Co., will make accommodations and provide transportation. Seniors interested in applying may call DACL at 202-724-5626. Senior MedExpress is also providing trips to enrolled seniors 65+ with confirmed vaccination appointments to vaccination sites.

Seabury Connector:

Before the Public Health Emergency, DACL, through Seabury, provided free transportation for District of Columbia seniors age 60 years and older to wellness centers, adult day care centers, and group activities trips. Due to the public health emergency (PHE), these transportation activities are currently suspended. Seabury Connector is temporarily providing transportation of home-delivered meals to clients during the PHE.

Transport DC:

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Transport DC is an alternative transportation service for Metro Access customers. Transport DC provides \$5 taxicab rides to and from any location in DC without location restrictions from the 1st of the month through the 15th. For the remainder of the month, transportation is restricted to employment and medical treatment locations only. To be eligible for Transport DC all riders must be registered with Metro Access first. For eligibility call (202) 962-1100; to book a ride call (844) 322-7732.

Metro Access:

Metro Access is a shared-ride, door-to-door, paratransit service for people who cannot independently use the accessible bus and/or rail system due to a disability. For eligibility and enrollment requirements call (202) 962-2700 or email Eligibility@wmata.com.

My Rides:

My Rides is a new free 24/7 on-demand service that will provide transportation to treatment services for opioid use disorder (OUD). The program is set to begin in February 2021 and is a partnership between the Department of For-Hire Vehicles and the Department of Behavioral Health (DBH). Interested clients may call DBH at (202) 673-2200 to determine eligibility.

VetRides:

VetRide provides convenient, affordable, and efficient transportation for Veterans in DC seeking educational, health, employment, food distribution, or housing services. Program eligibility is restricted to veteran residents of Washington, DC with annual income less than \$30,000 or recently unemployed. Participants receive 10, one-way ride vouchers per month with the options of rolling over two unused vouchers every month. For eligibility and enrollment requirements call (202) 724-4010.

Non-Emergency Medical Transportation (NEMT):

The NEMT Medicaid benefit is designed to provide transportation to and from medical appointments for enrollees who have no other means of transportation. This is a free 24/7 service for Medicaid clients, which provides a cost-effective alternative to ambulance services for eligible customers in non-emergency situations. A customer that dials 911, and is experiencing a non-emergency, may be assessed over the phone by a registered nurse and then referred to an urgent care clinic, the customer will receive a free taxi ride to the clinic.

During the COVID-19 pandemic and PHE, the District's Medicaid Managed Care Organizations (MCOs) cover all transportation (free of charge), to and from, all medically necessary covered services and appointments. To request transportation, the enrollee can call the following number to schedule the service:

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- AmeriHealth Caritas DC | Call 1-800-315-3485. Rides available 24 hours a day, 7 days a week
- CareFirst Community Health Plan DC | Call MTM1 at 1-855-824-5693. Rides available 24 hours a day, 7 days a week
- Health Services for Children with Special Needs | Call SET Transportation at 1-866-991-5433
- MedStar Family Choice DC | Call 1-866-201-9974

81. How many clients received transportation services in FY19, FY20 and FY21 to date?
- a. Provide a breakdown of transportation services by Ward and the general reason for transportation (i.e. medical, recreational, etc.)

FY19	Medical Trips		Day Care Trips		Wellness Trips		Group Trips		Total	
	Trips	Clients	Trips	Clients	Trips	Clients	Trips	Clients	Trips	Clients
Ward 1	6,023	124	6,037	19	14,672	49	7,534	254	34,266	407
Ward 2	1,947	64	1,432	7	2,255	6	4,811	127	10,445	199
Ward 3	3,213	82	2,797	14	1,932	6	3,130	90	11,072	187
Ward 4	10,166	228	7,998	48	11,482	41	6,684	219	36,330	490
Ward 5	12,349	307	10,320	30	12,807	75	9,912	277	45,388	644
Ward 6	8,201	207	1,262	4	6,358	32	4,359	205	20,180	425
Ward 7	11,886	338	594	2	27,600	116	9,320	315	49,400	683
Ward 8	10,455	278	190	1	19,128	113	12,103	305	41,876	630

FY20	Medical Trips		Day Care Trips		Wellness Trips		Group Trips		Total	
	Trips	Clients	Trips	Clients	Trips	Clients	Trips	Clients	Trips	Clients
Ward 1	4,147	92	2,270	19	6,509	41	2,891	170	15,817	294
Ward 2	1,433	46	334	4	912	5	2,196	93	4,875	144
Ward 3	2,610	68	984	12	920	6	1,326	71	5,840	152
Ward 4	8,579	173	4,234	31	4,966	51	2,434	159	20,213	360
Ward 5	8,788	230	3,821	26	6,752	57	4,142	190	23,503	477
Ward 6	7,208	165	689	4	3,849	31	1,810	153	13,556	339
Ward 7	10,823	269	115	2	13,229	100	3,418	207	27,585	515
Ward 8	8,233	216	0	0	11,983	90	4,453	187	24,669	456

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FY21 Q1 ⁴	Medical Trips	
	Trips	Clients
Ward 1	1,023	58
Ward 2	300	28
Ward 3	649	33
Ward 4	1,979	106
Ward 5	2,244	151
Ward 6	1,764	119
Ward 7	2,878	181
Ward 8	2,452	151

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

Due to the COVID-19 pandemic and Public Health Emergency (“PHE”), DACL suspended trips for wellness, group activities, and day care. Service levels were significantly lower as all transportation services were provided for only two quarters of the fiscal year.

Medical trips also experienced a temporary decrease due to the pandemic in FY20 from FY19 levels with a 19.3% decrease in medical rides. In FY21, the program is back to regular ridership as the city has lifted some restrictions and seniors have adjusted to the current public health environment. All other types of trips remain suspended in FY21.

82. Please provide an update on the implementation of daily Reassurance Call program, in conjunction with Board of Election, as provided in FY21 Budget Oversight Response.

During the COVID-19 pandemic in FY2020, DACL launched the Call & Talk Line in April 2020. This was not a collaboration with the Board of Elections. Any DC senior who wanted someone to talk to was encouraged to call and sign up for this program. The senior was then matched with a DACL staff member and together they would agree upon the frequency of calls, which varies from once per week to several times per week. This program was one of the ways in which DACL has combatted social isolation during this time. Since launching in April, DACL has served 153 clients through this service and currently has about 100 individuals receiving calls.

83. 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.

Unit measures can be hour, session, or person depending on the service.

⁴ Due to the COVID-19 pandemic and PHE, only SME trips are being provided while other trip types are suspended.

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FY19 Services Units by Lead Agency/Ward								
SERVICE	1	2	3	4	5	6	7	8
CareGiver Case Management	280	74	0	183	292	16	34	46
Case Management	2,066	2,465	3,885	1,640	3,665	2,775	3,476	3,090
Comprehensive Assessment	414	290	270	476	1,037	143	678	434
Congregate Meals - Weekdays	39,530	45,789	10,257	32,126	80,656	31,688	25,379	40,778
Congregate Meals - Weekend	150	41	46	31	240	291	2,205	2,324
Counseling	23,240	23,892	3,495	22,992	8,625	8,170	10,330	14,530
Elder Abuse Prevention Initiative	16	5	8	2	10	10	0	0
Extended Geriatric Day Care	22	49	0	4	149	14	692	150
Geriatric Day Care	7,040	931	1,650	14,580	20,211	2,212	6,491	1,635
Health Promotion	23,663	37,798	4,748	19,422	48,369	15,690	22,654	21,382
Home Delivered Meals – Weekdays	52,881	37,770	33,613	62,935	81,734	65,240	161,030	102,966
Home Delivered Meals – Weekend	6,310	17,156	11,511	17,139	35,880	13,079	24,474	27,221
Heavy House Cleaning	255	107	44	62	154	79	634	283
Nutrition Counseling	508	806	388	413	795	373	248	755
Nutrition Supplements	264	267	372	742	284	168	81	272
Recreation/Socialization	72,371	48,037	8,197	49,716	110,690	56,497	51,859	67,511
Essential Medical Transportation	6,023	1,947	3,213	10,166	12,349	8,201	11,886	10,455
Transportation to Activities	28,194	8,497	7,859	26,164	33,036	11,979	37,514	31,389

FY20 Services Units by Lead Agency/Ward								
SERVICE	1	2	3	4	5	6	7	8
CareGiver Case Management	263	142	35	410	668	34	154	101
Case Management	1,281	2,162	3,193	2,486	2,142	2,507	3,749	3,643

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Comprehensive Assessment	342	365	137	689	1,019	134	332	422
Congregate Meals - Weekdays	25,143	23,395	4,629	19,580	41,659	17,513	14,431	21,515
Congregate Meals - Weekend	61	3	15	5	69	164	1,053	1,047
Counseling	23,881	24,823	3,890	25,318	12,157	15,384	12,762	36,713
COVID 19 Home Delivered Meals	90,920	59,622	45,810	97,804	145,196	79,599	97,268	136,792
Elder Abuse Prevention Initiative	0	2	0	0	0	11	7	3
Extended Geriatric Day Care	6	20	0	4	82	0	78	38
Geriatric Day Care	8,740	3,343	390	27,666	37,852	2,607	11,070	2,448
Health Promotion	16,733	26,075	3,295	18,312	46,985	9,565	13,401	11,985
Home Delivered Meals – Weekdays	43,946	30,019	30,676	56,960	91,166	63,350	154,672	90,795
Home Delivered Meals – Weekend	10,389	10,435	8,207	15,590	22,562	13,419	29,468	27,094
Heavy House Cleaning	55	0	14	0	48	64	123	28
Nutrition Counseling	1,059	459	572	1,139	1,266	292	238	1,455
Nutrition Supplements	498	676	542	961	430	230	38	444
Recreation/ Socialization	48,157	48,508	6,045	39,385	74,973	27,954	22,452	26,004
Essential Medical Transportation	4,147	1,433	2,610	8,579	8,788	7,208	10,823	8,233
Transportation to Activities	11,670	3,442	3,230	11,634	14,715	6,348	16,762	16,436

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FY21 Q1 Services Units by Lead Agency/Ward								
SERVICE	1	2	3	4	5	6	7	8
CareGiver Case Management	57	20	9	94	140	9	29	20
Case Management	301	510	766	803	536	362	740	707
Comprehensive Assessment	85	63	11	190	285	29	41	52
Congregate Meals - Weekdays	0	0	0	24	22	2	4	1
Counseling	4,469	3,406	852	6,487	2,532	2,649	3,823	7,294
COVID 19 Home Delivered Meals	57,862	34,759	27,551	62,991	102,771	58,708	100,403	117,011
Geriatric Day Care	3,836	0	0	7,537	8,864	690	2,202	267
Health Promotion	2,991	1,881	106	4,664	9,231	655	1,755	1,192
Heavy House Cleaning	0	0	0	0	0	0	170	155
Nutrition Counseling	255	106	198	184	158	314	23	152
Nutrition Supplements	141	138	149	257	120	16	5	85
Recreation/Socialization	9,349	6,015	2,535	17,806	11,297	1,306	1,246	834
Essential Medical Transportation	1,023	300	649	1,979	2,244	1,764	2,878	2,452

Note: Due to COVID-19 and the PHE, transportation to sites and activities are suspended. All meals are being delivered under the COVID-19 HDM protocol.

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

Each Lead Agency (LA) is assigned a Grant Monitor from DACL’s Programs Unit and a Resource Allocation Analyst from DACL’s Budget and Performance Management Unit. The Grant Monitors and Resource Allocation Analysts are responsible for providing programmatic and budgetary oversight and support over each LA. This includes compliance with DACL’s Grants Policy Manual (GPM). Prior to the public health emergency, DACL conducted both announced and unannounced in-person site visits throughout the fiscal year. Currently, DACL reviews client notes and CSTARS activity weekly for each LA. Each LA provides a monthly CURT (Comprehensive Uniform Reporting Tool) report to DACL detailing programmatic progress.

The DACL Clinical Director meets biweekly with Lead Agency social worker managers to address issues of quality and any concerns or questions that can improve the quality of their services. In addition, DACL’s Director and Chief Operating Officer host quarterly meetings with LAs to address issues, concerns, and to resolve any issues affecting services or programs.

Finally, DACL’s Public Health Nutritionist provides close oversight of DACL-funded nutrition programs. This includes:

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- Monthly meetings with Lead Agency Nutritionists and Home Delivered Meal Coordinators to address areas of improvement and concern.
 - Regular review of intake forms for home delivered meal clients.
 - Monthly review of Lead Agency home delivered meal assessment and enrollment numbers.
 - Review of Lead Agency nutrition counseling and nutrition education sessions.
 - Monthly review of nutrition supplement clients.
85. Please describe whether DACL has any tool for oversight of social workers under each Lead Agency. Why or why not?

DACL conducts monitoring of all Lead Agency social workers through both announced and unannounced site visits throughout the fiscal year and in accordance with the requirements set in the agency's Grants Policy Manual. Prior to the Public Health Emergency (PHE), DACL grant monitors conducted in-person site visits to Lead Agencies and reviewed the agency social workers' case management files. Since the start of the Public Health Emergency, DACL has continued oversight of Lead Agency social workers by conducting regular reviews of client records in CSTARS, DACL's client data management and reporting system. Due to improved monitoring and an evaluation of grantee case management caseloads, DACL determined that more than 60% of clients in Lead Agency case management did not need this service. Most of these clients would benefit more from the individual socialization service rather than case management. DACL has been focused on working with the lead agency grantees to create a standardized intake and enrollment process, improve quality, and enforce the requirement of the service benchmarks in the revised service standard.

Additionally, one of the purposes of DACL's case management oversight is to determine if case management service delivery is in compliance with DACL's revised Case Management Service Standards. The Case Management Service Standards are a quality assurance measure to ensure uniformity in service delivery and reporting in case management. They also establish quality control measures for grantees delivering a service. The new case management service standards include quality assurance benchmarks which support DACL in properly monitoring the performance of Lead Agency social workers. In FY21, DACL introduced a Case Management Monitoring Tool to closely monitor and track lead agency response times from intake to closure of the case management process. DACL provided training for our grant monitors on how to use the tool. DACL also provided training to Lead Agencies on how to enter and document data in CSTARS.

DACL maintains regular and frequent communication with Lead Agency social workers. The DACL Clinical Director meets biweekly with social worker managers to address issues of quality and any concerns or questions that can improve the quality of their services.

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86. Please include the quarterly scorecards for grantees for their services that were conducted in FY20 and FY21, to date.

In FY20, DACL stopped using score cards. Upon an evaluation of the effectiveness of the scorecards, the agency found these were not adequately improving monitoring of services. DACL focused on the implementation of a new Grants Policy Manual and on improving budgetary and financial forms. Please see response to Q39 for details on these efforts.

Additionally, DACL has augmented the enforcement of data entry into our system of record, CSTARS, to track services and grantee performance. Through the CSTARS reporting mechanism, DACL has been able to track and follow referrals from intake to closure, review the response times of grantees to senior requests for services, and conduct analyses of the programmatic output of each of our grantees.

87. Has DACL undergone any changes in distribution of funding to its grantees from FY20 to FY21?

Wild Tech – Senior Tech Connection Program

The COVID-19 pandemic and public health emergency has created barriers to access and use of technology for seniors. Without a means to connect virtually with loved ones and community partners, seniors are at a higher risk of social isolation. To ensure seniors can maintain and enhance social contacts while remaining physically distanced, DACL has partnered with its first-ever technology grant partner, Wild Tech, to implement a new senior tech connection program. This collaboration is bringing 500 iPads to low-income seniors to fight social isolation, promote connectedness to family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy. The program prioritizes members of DC Villages, the LGBTQ community, and VIDA. Wild Tech provides ongoing technical assistance to seniors, including setting up their Apple accounts, 1:1 training on how to use the iPads and ongoing specialized training, and managing a help desk to assist seniors with troubleshooting issues. Finally, Wild Tech is conducting surveys to determine the effectiveness of the program. The program will be evaluated at the end of FY2021 for a potential expansion based on its performance and impact.

Mary's Center – Eat Well, Live Better! Senior Nutrition Program

The COVID-19 pandemic has impacted older adults with chronic health conditions more than any other demographic. To ensure seniors maintain their wellbeing and improve health outcomes through healthy foods, DACL and Mary's Center partnered and launched the Eat Well, Live Better! Senior Nutrition Program. This program provides low-income seniors with chronic health conditions home-delivered grocery boxes twice a month. The boxes include fresh seasonal vegetables, fruits, grains, and choice of protein. Mary's Center provides the same seniors access to individualized nutrition education and coordinated care with the senior's primary care provider. Under this model, DACL can develop a plan for each senior centered on medical care, nutrition, and social supports. The program will serve up to 500 seniors in FY2021.

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Foggy Bottom West End Village

In FY 21, Foggy Bottom West End Village was awarded a recurring budget funding increase of \$23,500.00 for a new village in the Brookland neighborhood.

Iona Senior Services

DACL awarded Iona a one-time increase of \$10,000 for LGBTQ enhancement for peer support groups (total 5+ groups) and one time increase of \$10,800 for headsets for virtual enhancement programs for the adult day care program participants. Iona was also granted a one-time increase of \$72,066.98 for Nutrition Supplements, which serve seniors citywide. In FY21, Iona Senior Services was awarded a one-time budget funding increase of \$215,000 for Alzheimer's support services money management program for seniors with memory loss and other cognitive impairments.

East River Family Strengthening Collaborative

East River is administering an emergency \$20,000 flex fund for clients city-wide who have no other community resources in urgent circumstances.

Legal Counsel for the Elderly (LCE)

In FY21, Legal Council was awarded an additional \$100,000 of CARES Act funding to enhance services under the Long-Term Care Ombudsman Program related to needs during the pandemic.

Community Dining Support for LGBTQ Seniors

In FY21, the DC Council awarded one-time funding of \$100,000 for Community Dining Support for LGBTQ Seniors in FY21. Due to congregate settings being closed during the pandemic, DACL is working with the LGBTQ Advisory Committee to allocate the funds in an innovative way, with input from LGBTQ seniors.

Vida Senior Center

This is not a distribution change but DACL awarded Vida Senior Center once more in FY21, one-time funding of \$200,000 to continue to provide nutrition counseling, nutrition education, health promotion, recreational socialization, and counseling to District seniors, as allocated by the DC Council. Vida has created virtual spaces for seniors to gather, interact, learn, and socialize, with each other, with family members and Vida staff with the principal goal of combatting isolation.

The following are budget decreases made by DACL in FY 21:

- East River Family Strengthening Collaborative - \$10,000 decrease of one-time Council Funding for JW King senior Center/Benning Park Community Center Apartments.
- Mary Center decrease of \$100,000 for Grief Counseling at the Hattie Holmes senior wellness center which closed in March 2020 due to the COVID-19 pandemic.

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- Terrific SAH Camera Program transfer of \$364,874.67 to the Office of Victim Services and Justice Grants (OVSJG) to provide cameras through the OVSJG rebate program.
 - Seabury Connector reduced by \$1,492,438.64 a decrease of 26 FTEs due to COVID-19 pandemic operational changes (closure of dining sites and suspension of group trips) and the need to shift funds to home-delivered meals.
 - Iona Alzheimer's Program removal of Council's one-time funding of \$383,000.
88. Has DACL made any improvements to its grants processes in FY20? How about FY21, to date?

Zoom Grant Process

In FY20 DACL used the Zoom Grants platform to facilitate the FY21 grant application, review, and award process. This on-line process enabled community-based agencies to submit their grant application packages in a safe and socially distanced manner. The use of the on-line grant platform was necessary to ensure that the grant award process would not be impeded due to the pandemic. It provided DACL grant monitors and budget analysts who are working remotely to review, approve, and issue new grant awards efficiently.

DACL Guidance on Program and Service Units

Due to the pandemic, DACL issued guidance to all grantees on program service activities, service unit reporting and expectations during the COVID-19 public health emergency (PHE). The guidance provided grantees with a clear understanding of what services, programs, and units are reimbursable, and how grantees may apply COVID-19 flexibilities to enhance or improve the provision of services in FY21. This guidance was developed in alignment with federal guidance from the U.S. Administration on Community Living (ACL). For example, grantees previously funded to provide congregate meals were provided guidance on how to report the COVID-19 Home Delivered Meals that most of their former wellness and senior center participants were now receiving. DACL's new Individual Socialization Standard requirements provided guidance to grantees on how to assess and address social isolation of senior participants who grantees are serving remotely.

Implementation of a New Grants Policy Manual (GPM)

In FY2020, DACL released an updated yet simplified GPM. The GPM establishes DACL's requirements and expectations of grantees, from grant award to grant close-out. It explains the administrative, operational, and financial responsibilities of all entities receiving DACL grant funds. All DACL grantees must follow the GPM's policies and procedures for DACL-funded grant programs, along with specific directives, instructions, DACL policy memoranda, and any applicable District and federal employer requirements. The GPM was updated with grantee input as DACL allowed for a review and comment period. The GPM has established greater clarity on DACL's expectations and authority to enforce requirements.

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Enhanced Budgetary and Financial Forms

In FY21, DACL improved the pre-award and post-award phases of the grant process by implementing enhancements to budgetary and financial documents used by grant applicants and recipients. During the pre-award phase, DACL improved the grant application Budgetary Forms (“B-Pages”) which are used by grant applicants to submit how they propose to allocate the grant funds across various programs, services, and cost categories. The changes to the B pages increased granularity in the budget data that was not evident prior to the modified B pages. These changes reduced errors in budget calculations, assisted DACL in grant award decision making by allowing for easier budgetary comparisons between grants and increased transparency into how grant recipients planned to execute their budgets in FY21.

During the post-award phase, DACL improved the invoicing template (“M-1”) that all grant recipients use when submitting their monthly invoices for reimbursement. The template provides DACL with increased transparency into how program costs are allocated across cost categories and services. As a result of the revised invoicing template, DACL has improved the quality of monitoring across grant programs and improved programmatic and financial dialogue between the agency and grant recipients.

89. Please give a detailed description of each senior village including:
- a. Updated status of the village;

The villages have added a new village, Greater Brookland Intergenerational Village for FY2021. This allowed the villages to increase their outreach to 58 new seniors in the Brookland neighborhood and expand the program’s reach. Villages have expanded their reach to seniors outside their membership due to the pandemic. During the public health emergency, the villages have transitioned all programs to a virtual platform to ensure continued programming for seniors.

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

Village	Budget for FY21	Description of Programs
Capitol Hill Senior Village	\$23,500.00	Strengthening volunteer protocols, training and oversight. Recruiting additional volunteers, creating self-directed, project-oriented volunteer teams. Developing peer-to-peer learning and attendance program to increase turnout, with a focus on accountability for success of program, answering follow-up questions, and directing seniors towards additional information.

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Cleveland & Woodley Park Senior Village	\$23,500.00	Implementing subsidized and supported dues initiative to increase inclusivity and diversity of membership. Increasing volunteer pool to expand services, implementing new information system for the village network. Providing health and wellness programs and appropriate referrals for successful short-term crisis prevention.
Dupont Circle Village	\$23,500.00	Providing case management, virtual mediation, yoga and strengthening bone structure classes. This year added classes for seniors over the age of 80 who have lost a spouse or loved one.
East Rock Creek Village	\$23,500.00	Training and screening volunteers who can connect with members who receive care services. Addressing social isolation by offering monthly social interaction opportunities, including seasonal holiday-themed gatherings and opportunities to share life experiences, including ArmChair Travel Series, Open House/Game Days, and COVID-safe outings. Working on expanding membership.
Foggy Bottom West End Village	\$23,500.00	Tracking and documenting care services, including effect on the quality of life of members. Providing education and training programs to members and volunteers on the effects of aging and isolation.
Georgetown Senior Village	\$23,500.00	Providing educational lecture series, available to all village members, on Medicare, senior fraud, abuse, computer safety, end of life issues and various other topics.

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Glover Park Village	\$23,500.00	Providing geriatric case management. Engaging members who have not used village services, determining members' level of need and identifying vulnerable recipients. Continuing partnership development with Iona. Conducting recruitment and outreach activities with the goal of increasing diversity and inclusivity.
Kingdom Care Senior Village	\$23,500.00	Conducting workshops and trainings to educate and empower seniors to access additional services and resources. Providing social activities including cultural outings, recreational trips, and social events. Operated pantry for member shopping. Conducted membership drives to increase membership and volunteer pool. Continuing the Quilting Club and Writing Therapy Series launched in FY19. Conducting trainings through the Kingdom Technology Academy on introductory computer and internet skills. Developed and maintaining the Village garden.
Mt. Pleasant Senior Village	\$23,500.00	Created a program that integrates aspects of Helping Hands, Village Volunteer Buddy System, and the Block Captain Initiative.
Northwest Neighbors	\$23,500.00	Working with members to provide short-term professional assistance with a contracted social worker. Updating outreach materials, offering weekly yoga classes, and creating new programming for social events, educational programming, and specialized volunteer trainings.

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Palisades Senior Village	\$23,500.00	Creating social and educational programs to engage community members, including low income members. Offering care management services to provide information and guidance on health-related issues to members. Conducting aging-related trainings for staff and volunteers. Offered programs and assistive devices for those that live alone, including Wellness Wednesdays, virtual yoga, virtual trivia, virtual happy hours, virtual knitting, and storytelling.
Waterfront Senior Village	\$23,500.00	Combating social isolation, strengthening community relationships, and enhancing collaboration among D.C. Villages. Improving nutrition among members through a weekly grocery shuttle program. Improving the quality of support the Village provides to its most vulnerable members. Easing the burden of friends and family members involved with frail members' participation.
Greater Brookland Intergenerational Village	\$23,500.00	This is a new Village planning to provide social, wellness, and educational workshops informed by member needs and interests. The Village will hire program instructors and purchase supplies for classes such as therapeutic yoga and watercolor painting, and Preparing for Age Well events that encourage members to take a preventative approach to aging and health-related issues and provide workshops on topics such as creating a living will, foot health, and assistive listening devices.

d. Biggest challenge that each village faces; and

The barriers to access to technology for seniors, particularly in using a virtual platform for programming, have presented challenges for the villages trying to combat social isolation. The villages have reported that many seniors are suffering from pandemic fatigue and want to find ways to conduct programs in person while practicing social distancing. The villages are also trying to find the right balance between recruiting volunteers and recruiting new members.

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Recruiting new members is challenging without the opportunity to meet seniors in person and in the community.

- e. Anticipated changes and/or improvements for FY21.

After almost a full year of conducting their programs virtually, the villages have adapted most programs to an online platform and expect to continue to offer virtual programming in FY21.

DACL supports the villages’ commitment to reaching new seniors and diversifying membership and will provide them with assistance for infrastructure needs and expanding programs.

- 90. How many people in the Elderly and Persons with Disabilities (EPD) Waiver are people with developmental disabilities under the age of 60?

The Department of Health Care Finance (DHCF) collects and maintains data on EPD Waiver participants. The information in the table below was extracted by DHCF on February 11, 2021. The Department on Disability Services (DDS) also administers a waiver for people with developmental disabilities.

Age Group	Number of EPD Beneficiaries Enrolled²	Number of EPD Beneficiaries with a Neurodevelopmental Disorder	% of EPD Beneficiaries with a Neurodevelopmental Disorder
< 60 Years Old	1,086	88	8.1%
60 Years and Older	3,528	161	4.6%
Total	4,614	249	5.4%

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

Services provided through the EPD waiver include:

- Assisted Living Facilities (ALF)
 - Adult Day Health Program (ADH)
 - 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 Services (Similar to PCA services)
92. 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 outlined the timeframes for service delivery of case management services from intake to case closure in the agency's updated case management service standard. The case management procedure involves referral, intake, comprehensive assessment, care plan development, and case closure. Individuals may request services through the ADRC call center or Lead Agency intake number or by sending an email to ask.ADRC@dc.gov. DACL staffs the call center from 9:00am to 4:30pm Monday through Friday.

DACL CASE MANAGEMENT PROCESS

1. DACL staff answer the call and engage the caller to determine why they are calling and what service they are requesting. (Day 1)
2. The caller provides basic demographic and contact information. They are informed that they should expect to receive a call from the Lead Agency in their Ward within the next 5-7 days. If this is deemed to be an emergency, they will receive a call within 24 hours. (Day 1)
3. DACL call center staff enter the information and send the referral electronically to the receiving lead agency, this happens the same day, or the next working day from when the call was received. (Day 1-2)
4. The Lead Agency should contact the caller within 5 working days of receipt of referral or within 24 hours if this is an emergency. (Day 6/7)

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5. Lead Agencies have 10 days from the receipt of the referral to conduct a comprehensive assessment to determine service needs. (Day 16/17)
6. A Plan of Care must be developed within 15 days of the completion of the comprehensive assessment. (Day 31/32)
7. When the person-centered Plan of Care objectives are achieved the senior is closed out for case management services.

The timeframes described above are the maximum timeframes allowed in the case management service standard. DACL has recently developed a case management monitoring tool that allows the agency to track the response times of social workers and ensure cases are followed up on, objectives are achieved in 180 days, and cases are closed appropriately. In Q2 of FY 21 grant monitors will be tracking closely if social workers are following the timeframes outlined in the service standard.

HOMEMAKER PROGRAM STEPS AND TIMELINE:

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

IV. Public Safety

93. Please provide the number of individuals seeking assistance pertaining to crime, disturbance of peace, and gun violence.

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

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

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

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

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

Public Education and Awareness: DACL's Adult Protective Services provides educational presentations to other District government agencies and the community at large on how to identify signs of elder abuse and exploitation, as well as information on how to report suspected abuse. In addition, DACL sent a mass mailing to more than 80,000 older District residents promoting important hotline numbers for suspected cases of child abuse, elder abuse, and connection to the victim services hotline. DACL also participates in the Elder Abuse Prevention Committee which conducts public education campaigns on the prevention of elder abuse and exploitation.

Safe at Home Security Camera Installations: Through DACL's Safe at Home program, more than 1,782 security cameras have been installed on the exterior of homes where seniors live since its inception. This program is intended to deter crime and assist law enforcement with investigations. The Safe at Home program does not currently offer security cameras, but DACL is working closely with OVSJG, referring seniors to the Private Security Camera Rebate Program.

96. Please describe the resources currently allocated to these initiatives, program, or projects, and describe what additional resources you would need to improve the efficacy or scale of these efforts. (Note: If you currently do not have any initiatives, programs, or projects currently underway directed at homicide prevention, please describe the resources you would need to implement the ideas detailed in response to question 95.)

These community initiatives are a part of DACL's core mission and DACL does not need any additional resources. The Safe at Home program does not currently offer

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security cameras, but DACL is working closely with OVSJG, referring seniors to the Private Security Camera Rebate Program.

97. Please describe how your agency is working collaboratively with other DC agencies toward the goal of reducing homicides. Please also describe how your agency is engaging non-governmental organizations and the community at large on the issue of homicide prevention. (Note: If you currently do not have any initiatives, programs, or projects currently underway directed at homicide prevention, please describe with whom you would collaborate and how you would engage the community in order to implement the ideas detailed in response to question 95.)

DACL's Adult Protective Services regularly partners with MPD to assist in investigations of abuse of vulnerable adults. DACL also partners with MPD on outreach to Senior Wellness Centers, providing a forum for seniors to discuss concerns with MPD officers and community liaisons.

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

98. Please describe how you currently measure (or would measure) the efficacy of the aforementioned initiatives, programs, or projects. Additionally, if three metrics related to homicide prevention were added to your Key Performance Indicators (KPIs), what should those metrics be?

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

V. COVID-19 Operations

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

DACL coordinates with the Executive Office of the Mayor and DC Health to ensure seniors are informed with the most up-to-date information concerning the vaccine. We

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leverage our Senior Service Network comprising more than 20 community partners to amplify important vaccine information to seniors and to support seniors with registration. We also continue to use senior-focused communication channels like the *Senior Beacon Newspaper*, the *Washington Informer*, the Senior Zone radio show, our social media channels, electronic newsletters and email blasts sent to 4,430 subscribers, in addition to participating in telephone town halls to share updates on the vaccine.

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

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

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

DACL social services staff and DACL-funded case managers through Lead Agencies provide assistance through the provision of case management services which include an assessment of need and the connection to services in the community. Case managers will work with seniors to identify and complete forms for cash and in-kind services, and also to assist in re-certification for services, to include:

- Temporary Cash Assistance
- Medical Assistance
- Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamps)
- Burial Assistance, Interim Disability Assistance
- Parent and Adolescent Support Services (PASS)
- Refugee Cash Assistance

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

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

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102. Does DACL provide assistance to seniors wanting a COVID-19 vaccination but unable register through the Internet or phone? If so, how?

DACL continues to work closely with the Mayor's Office, DC Health, and OCTO to provide feedback received from older residents on the appointment process. Updates are continuously made to the system based on feedback from the community. In addition to amplifying DC Health's updates and messaging about vaccination, DACL sends guidance to the Senior Service Network on appointment availability, location of vaccination sites and distributed a user guide, created by OCTO with DACL input, to prepare grantee partners to assist seniors in booking their appointments. DACL has also provided staff support to the hotline to allow more residents to access appointments over the phone.

103. Please list specific outreach activities that DACL, Lead Agencies, Community Based Organizations, Age-Friendly, Senior Villages, and the Commission on Aging has taken to during COVID-19.

DACL coordinates with the Executive Office of the Mayor and DC Health to ensure seniors are informed with the most up-to-date information concerning COVID-19. We leverage our Senior Service Network comprising more than 20 community partners to amplify important COVID-19 information to seniors. We also continue to use senior-focused communication channels like the *Senior Beacon Newspaper*, the *Washington Informer*, the Senior Zone radio show, our social media channels, electronic newsletters and email blasts sent to 4,430 subscribers, in addition to participating in telephone town halls to share updates on COVID-19. DACL has also sent a mass mailing to more than 80,000 older adults, highlighting APS, CFSA, and OVSJG hotlines to report suspected abuse and neglect. In addition, DACL was able to execute citywide events in a socially distant manner including the first-ever Virtual Senior Symposium, which aired on public television and a virtual Salute to Centenarians with support from staff and the Mayor's Office to deliver medals and certificates to more than 30 District residents age 100 and older. In lieu of the Annual Holiday Celebration, DACL sent masks and holiday cards to approximately 8,000 older District residents, more than double the average attendance for the in-person celebration.

In addition, DACL launched a Call & Talk program for older District residents to engage in regular conversations with DACL staff on a variety of topics. DACL also recruited volunteers to provide holiday greetings via telephone to homebound seniors and create valentine's day cards for meal delivery clients. DACL also partnered with Delta Sigma Theta Sorority, Inc. in a letter-writing campaign that amassed more than 11,000 notes for District seniors. In FY21, DACL is partnering with the Humane Rescue Alliance to develop neighborhood connections through the shared love of pets.

Please refer to Q61 for a listing of all of DACL's outreach events.

Lead Agencies and Senior Wellness Centers continue to provide support in coordinating meal delivery to clients in their respective wards as well as ongoing virtual

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programming delivered online and over the phone. Grantees also provide regular reassurance calls to their participants throughout the PHE. In addition, they have served as an integral partner in disseminating vital information from DACL to their participants.

Please see responses to Q62 and Q89 for activities and services by the senior villages.

Please see responses to Q120 for activities by the Commission on Aging as provided by the Commission on Aging.

104. Please list specific activities that reduces isolation in the senior community during COVID-19, while maintaining safety measures.

DACL's continues to prioritize combatting senior isolation particularly during the PHE. Senior Wellness Centers continue to provide virtual programming available in various formats including video conferencing, telephone calls, and pre-recorded videos and DACL grantees continue to provide regular reassurance calls to participants throughout the PHE. In FY21 DACL launched a senior technology pilot program which will provide 500 iPads to low-income seniors to combat social isolation, promote connectedness to family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy.

DACL has also executed citywide events in a socially distant manner. This included the first-ever Virtual Senior Symposium, which aired on public television and included a meal kit delivery to more than 800 seniors who were able to participate in a live cooking demo with a celebrity chef. In addition, DACL presented its first-ever salute to District Centenarians with support from DACL staff and the Mayor's Office who personally delivered medals and certificates from the Mayor to more than 30 District residents, aged 100 and older. In lieu of the Annual Holiday Celebration, DACL sent masks and holiday cards to approximately 8,000 older District residents, more than double the average attendance for the in-person celebration.

In addition, DACL launched a Call & Talk program for older District residents to engage in regular conversations with DACL staff on a variety of topics. DACL also made intergenerational connections with volunteers to provide holiday greetings via telephone to homebound seniors and engaged in a citywide effort, in partnership with DCPL, to have residents create valentine's day cards for meal delivery clients. DACL also partnered with Delta Sigma Theta Sorority, Inc. in a letter-writing campaign that amassed more than 11,000 notes for District seniors. In FY21, DACL is partnering with the Humane Rescue Alliance to develop neighborhood connections through the shared love of pets.

VI. Racial Equity and Social Justice

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

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Addressing Health Disparities - DACL is committed to programs and supports that address health disparities impacting communities of color, which have been amplified due to COVID-19. In FY21, DACL, in partnership with Mary's Center, launched a senior nutrition pilot program, Eat Well, Live Better! This program is designed to address health disparities by providing access to healthy supplemental food for low-income DC residents who are 60 and older with a chronic illness. Through this program, participants receive a monthly delivery of supplemental food, such as vegetables, fruits, and grains, virtual meetings with a nutritionist, chronic illness care management, assessments and referrals to other resources. In addition, DACL is funding a new Adult Day Program in Ward 8, to provide 1) therapeutic services to functionally-impaired District residents 60 years and older, in order to avoid or forestall institutionalization; 2) respite for family members and caregivers, engaging them in health prevention and education activities; 3) specialized services to easily access resources and support services needed to effectively navigate long-term care options to remain independent and connected to the community and; 4) information on services and supports. DACL is also partnering with George Washington University and DC Health on a research study concerning cognitive and physiological health of Black male caregivers. Results from the study will inform DACL as we continue to create supportive services for unpaid family caregivers.

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

Bridging the Digital Divide - The public health emergency has created a greater urgency to bridge the technological divide with older generations, particularly low-income residents. As social activities, healthcare appointments, and access to services have moved online, DACL is focused on ensuring older residents can stay connected. In FY21 DACL launched a senior technology pilot program to help bridge this divide. DACL has partnered with its first-ever technology grant partner, Wild Tech, to implement a new senior tech connection program. This collaboration is bringing 500 iPads to low-income seniors who are not currently connected to technology to combat social isolation, promote connectedness to family and community, improve health through telehealth services and nutrition education, and enhance or develop digital literacy. Wild Tech provides ongoing technical assistance to seniors, including ongoing specialized training, and managing a help desk to assist seniors with troubleshooting issues.

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106. Please discuss whether there are any areas or programs that DACL has been successful in building racial equity in FY20 and FY21, to date.

Please see response to Q105.

107. Within your data collection tools, does DACL collect information on race and geographic area? Why or why not?
- Please list separately data collection for operations evaluation and performance evaluation.

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

108. Please discuss whether there are any legal barriers to advancing racial equity or to better understand racial inequity.

DACL does not foresee any legal barriers to advancing or better understanding racial inequity.

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

Please see response to question 107. In addition, DACL collects race information across all programs and services; however, race is self-reported and not a requirement to access services, which means that data reporting on race would not be comprehensive.

110. How could DACL use race information for future programmatic decisions?

DACL consistently uses race and equity considerations when developing all new programs and while monitoring current programs. Please see responses to questions 107 and 109.

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111. Please list two areas where DACL has significant potential to succeed in building racial equity. Why those selected areas?

Please see response to question 105.

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

Service Consistency - DACL continues work with our grantee network to ensure consistency in service and a strong continuum of services--both within the agency and throughout the aging network--across all eight wards of DC. Residents should have access to the same level of service, no matter who they are or where they live in the city.

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

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

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

Please see response to questions 112