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# D.C. Office on Aging

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Table BY0-1

Description	FY 2016 Actual	FY 2017 Approved	FY 2018 Proposed	% Change from FY 2017
OPERATING BUDGET	\$43,083,297	\$40,694,268	\$46,031,022	13.1
FTEs	70.1	63.0	69.0	9.5

The mission of the District of Columbia Office on Aging (DCOA) is to advocate, plan, implement, and monitor programs in health, education, and social services that promote longevity, independence, dignity, and choice for older District residents (age 60 plus), people with disabilities (age 18 to 59), and their caregivers.

### Summary of Services

DCOA provides consumer information, assistance, and outreach for District seniors, people with disabilities, and caregivers so that they can be better informed about aging issues, improve their quality of life, and maintain their independence. The agency also offers home health, adult day care, nutrition, case management, residential facilities, elder rights assistance, health promotion, wellness, counseling, legal, recreation, transportation, and caregiver services and supports to facilitate aging in place.

The agency's FY 2018 proposed budget is presented in the following tables:

## FY 2018 Proposed Gross Funds Operating Budget and FTEs, by Revenue Type

Table BY0-2 contains the proposed FY 2018 budget by revenue type compared to the FY 2017 approved budget. It also provides FY 2016 actual data.

**Table BY0-2**

(dollars in thousands)

Appropriated Fund	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change*	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change
<b>GENERAL FUND</b>										
LOCAL FUNDS	31,011	30,263	35,617	5,354	17.7	26.5	31.0	37.4	6.4	20.8
<b>TOTAL FOR GENERAL FUND</b>	<b>31,011</b>	<b>30,263</b>	<b>35,617</b>	<b>5,354</b>	<b>17.7</b>	<b>26.5</b>	<b>31.0</b>	<b>37.4</b>	<b>6.4</b>	<b>20.8</b>
<b>FEDERAL RESOURCES</b>										
FEDERAL GRANT FUNDS	7,629	7,732	7,592	-140	-1.8	5.1	5.0	4.0	-1.0	-20.0
FEDERAL MEDICAID PAYMENTS	0	1,037	2,345	1,308	126.0	0.0	11.3	24.6	13.2	116.5
<b>TOTAL FOR FEDERAL RESOURCES</b>	<b>7,629</b>	<b>8,769</b>	<b>9,937</b>	<b>1,168</b>	<b>13.3</b>	<b>5.1</b>	<b>16.3</b>	<b>28.6</b>	<b>12.2</b>	<b>74.7</b>
<b>PRIVATE FUNDS</b>										
PRIVATE DONATIONS	1	0	0	0	N/A	0.0	0.0	0.0	0.0	N/A
<b>TOTAL FOR PRIVATE FUNDS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>N/A</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>N/A</b>
<b>INTRA-DISTRICT FUNDS</b>										
INTRA-DISTRICT FUNDS	4,442	1,662	477	-1,185	-71.3	38.5	15.7	3.0	-12.7	-80.8
<b>TOTAL FOR INTRA-DISTRICT FUNDS</b>	<b>4,442</b>	<b>1,662</b>	<b>477</b>	<b>-1,185</b>	<b>-71.3</b>	<b>38.5</b>	<b>15.7</b>	<b>3.0</b>	<b>-12.7</b>	<b>-80.8</b>
<b>GROSS FUNDS</b>	<b>43,083</b>	<b>40,694</b>	<b>46,031</b>	<b>5,337</b>	<b>13.1</b>	<b>70.1</b>	<b>63.0</b>	<b>69.0</b>	<b>6.0</b>	<b>9.5</b>

\*Percent change is based on whole dollars.

**Note:** If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2018 Operating Appendices** located on the Office of the Chief Financial Officer's website.

## FY 2018 Proposed Operating Budget, by Comptroller Source Group

Table BY0-3 contains the proposed FY 2018 budget at the Comptroller Source Group (object class) level compared to the FY 2017 approved budget. It also provides FY 2015 and FY 2016 actual expenditures.

**Table BY0-3**

(dollars in thousands)

Comptroller Source Group	Actual FY 2015	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change*
11 - REGULAR PAY - CONTINUING FULL TIME	2,082	1,806	2,236	2,181	-55	-2.5
12 - REGULAR PAY - OTHER	2,757	3,385	2,768	3,198	430	15.6
13 - ADDITIONAL GROSS PAY	103	24	0	0	0	N/A
14 - FRINGE BENEFITS - CURRENT PERSONNEL	948	1,072	1,038	1,159	120	11.6
<b>SUBTOTAL PERSONAL SERVICES (PS)</b>	<b>5,890</b>	<b>6,287</b>	<b>6,042</b>	<b>6,538</b>	<b>496</b>	<b>8.2</b>
20 - SUPPLIES AND MATERIALS	126	81	160	124	-35	-22.2
31 - TELEPHONE, TELEGRAPH, TELEGRAM, ETC.	0	11	0	11	11	N/A
40 - OTHER SERVICES AND CHARGES	604	418	613	385	-228	-37.2

**Table BY0-3**

(dollars in thousands)

Comptroller Source Group	Actual FY 2015	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change*
41 - CONTRACTUAL SERVICES - OTHER	9,431	8,416	9,323	9,343	20	0.2
50 - SUBSIDIES AND TRANSFERS	26,020	27,747	24,445	29,499	5,054	20.7
70 - EQUIPMENT AND EQUIPMENT RENTAL	53	123	112	130	18	16.2
<b>SUBTOTAL NONPERSONAL SERVICES (NPS)</b>	<b>36,235</b>	<b>36,796</b>	<b>34,652</b>	<b>39,493</b>	<b>4,841</b>	<b>14.0</b>
<b>GROSS FUNDS</b>	<b>42,125</b>	<b>43,083</b>	<b>40,694</b>	<b>46,031</b>	<b>5,337</b>	<b>13.1</b>

\*Percent change is based on whole dollars.

**FY 2018 Proposed Operating Budget and FTEs, by Division/Program and Activity**

Table BY0-4 contains the proposed FY 2018 budget by division/program and activity compared to the FY 2017 approved budget. It also provides FY 2016 actual data. For a more comprehensive explanation of divisions/programs and activities, please see the Division/Program Description section, which follows the table.

**Table BY0-4**

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017
<b>(1000) AGENCY MANAGEMENT SERVICES</b>								
(1010) PERSONNEL COSTS ACTIVITY	4,390	3,176	3,276	99	28.6	27.0	28.0	1.0
(1040) CONTRACT AND PROCUREMENT ACTIVITY	625	5	35	30	0.0	0.0	0.0	0.0
(1045) INFORMATION TECHNOLOGY	0	345	472	127	0.0	0.0	0.0	0.0
(1087) LANGUAGE ACCESS	5	0	0	0	0.0	0.0	0.0	0.0
(1096) FLEET SERVICES	0	198	58	-139	0.0	0.0	0.0	0.0
<b>SUBTOTAL (1000) AGENCY MANAGEMENT SERVICES</b>	<b>5,020</b>	<b>3,725</b>	<b>3,841</b>	<b>116</b>	<b>28.6</b>	<b>27.0</b>	<b>28.0</b>	<b>1.0</b>
<b>(9200) CONSUMER INFO., ASSISTANCE AND OUTREACH</b>								
(9205) EMPLOYMENT SERVICES	370	0	0	0	0.0	0.0	0.0	0.0
(9215) COMMUNITY OUTREACH AND SPECIAL EVENTS	216	764	761	-4	0.0	5.0	5.0	0.0
(9220) TRAINING AND EDUCATION	4,685	0	0	0	38.5	0.0	0.0	0.0
(9222) ADVOCACY/ELDER RIGHTS	511	1,382	1,413	31	0.0	0.0	0.0	0.0
(9230) ASSISTANCE AND REFERRAL SERVICES	0	870	1,034	165	0.0	7.0	9.0	2.0
<b>SUBTOTAL (9200) CONSUMER INFO., ASSISTANCE AND OUTREACH</b>	<b>5,782</b>	<b>3,016</b>	<b>3,208</b>	<b>192</b>	<b>38.5</b>	<b>12.0</b>	<b>14.0</b>	<b>2.0</b>
<b>(9300) IN-HOME AND CONTINUING CARE PROGRAM</b>								
(9325) IN-HOME AND DAYCARE SERVICES	6,671	0	0	0	0.0	0.0	0.0	0.0
(9330) CAREGIVERS SUPPORT	727	0	0	0	0.0	0.0	0.0	0.0
<b>SUBTOTAL (9300) IN-HOME AND CONTINUING CARE PROGRAM</b>	<b>7,397</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>

**Table BY0-4**

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017
<b>(9400) HOME AND COMMUNITY BASED SUPPORT PROGRAM</b>								
(9420) IN-HOME SERVICES	0	2,061	5,650	3,589	0.0	0.0	0.0	0.0
(9430) LEAD AGENCIES AND CASE MANAGEMENT	0	9,878	11,049	1,171	0.0	22.0	26.0	4.0
(9440) SENIOR WELLNESS CENTER/FITNESS	3,760	2,436	2,891	455	3.1	0.0	0.0	0.0
(9450) COMMUNITY SERVICES	18,570	0	0	0	0.0	0.0	0.0	0.0
(9460) SENIOR VILLAGES	0	250	300	50	0.0	0.0	0.0	0.0
(9470) SUPPORTIVE RESIDENTIAL SERVICES	1,674	735	735	0	0.0	0.0	0.0	0.0
(9475) CAREGIVER SUPPORT	0	1,304	477	-827	0.0	2.0	1.0	-1.0
(9480) ADVOCACY/ELDER RIGHTS	881	0	0	0	0.0	0.0	0.0	0.0
(9485) TRANSPORTATION	0	4,991	5,436	445	0.0	0.0	0.0	0.0
(9490) DAY PROGRAMS	0	1,658	1,804	146	0.0	0.0	0.0	0.0
<b>SUBTOTAL (9400) HOME AND COMMUNITY BASED SUPPORT PROGRAM</b>	<b>24,884</b>	<b>23,314</b>	<b>28,342</b>	<b>5,028</b>	<b>3.1</b>	<b>24.0</b>	<b>27.0</b>	<b>3.0</b>
<b>(9500) NUTRITION</b>								
(9520) COMMUNITY DINING	0	4,798	4,798	0	0.0	0.0	0.0	0.0
(9530) HOME DELIVERED MEALS	0	4,832	4,832	0	0.0	0.0	0.0	0.0
(9540) NUTRITION SUPPLEMENTS	0	21	21	0	0.0	0.0	0.0	0.0
(9550) COMMODITY AND FARMERS MARKET	0	989	989	0	0.0	0.0	0.0	0.0
<b>SUBTOTAL (9500) NUTRITION</b>	<b>0</b>	<b>10,640</b>	<b>10,640</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>TOTAL PROPOSED OPERATING BUDGET</b>	<b>43,083</b>	<b>40,694</b>	<b>46,031</b>	<b>5,337</b>	<b>70.1</b>	<b>63.0</b>	<b>69.0</b>	<b>6.0</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)

**Note:** For more detailed information regarding the proposed funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2018 Operating Appendices** located on the Office of the Chief Financial Officer's website. "No Activity Assigned" indicates budget or actuals that are recorded at the division/program level.

## Program Description

The District of Columbia Office on Aging operates through the following 4 programs:

**Consumer Information, Assistance, and Outreach** – provides information, assistance, and outreach for a variety of long-term care needs to older adults, people with disabilities, and caregivers regarding long-term care services and supports offered in the District.

This program contains the following 3 activities:

- **Community Outreach and Special Events** – provides socialization, information, and recognition services for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers in order to combat social isolation, increase awareness of services provided, and project a positive image of aging;

- **Advocacy and Elder Rights** – provides legal support and advocacy for elder rights for District residents age 60 or older who need assistance with relevant state laws, long-term planning, or complaint resolution between residents/families and nursing homes and other community residential facilities for seniors; and
- **Assistance and Referral Services** – provides information on, connection to, and assistance with accessing home and community-based services, long-term care options, and public benefits for District residents age 60 or older, persons with a disability between the ages of 18 and 59, and caregivers.

**Home and Community-Based Support** – provides services for District residents who are 60 years of age or older so that they can live as independently as possible in the community including health promotion, case management services, nutrition, homemaker assistance, wellness, counseling, transportation, and recreation activities.

This program contains the following 8 activities:

- **In-Home Services** – provides home health and homemaker services for District residents 60 years of age and older to help manage activities of daily living;
- **Lead Agencies and Case Management** – provides core services and supports, such as case management and counseling services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers;
- **Senior Wellness Centers/Fitness** – provides socialization, physical fitness, and programs that promote healthy behavior and awareness for District residents age 60 or older;
- **Senior Villages** – provides support and technical assistance to the grass roots movement of neighbors helping neighbors age in place;
- **Supportive Residential Services** – provides emergency shelter, supportive housing, and aging-in-place programs;
- **Caregivers Support** – provides caregiver education and training, respite, stipends, and transportation services to eligible caregivers;
- **Transportation** – provides transportation to life-sustaining medical appointments and group social and recreational activities for District residents age 60 or older; and
- **Day Programs** – provides day programs through adult day health and senior centers, which allow District residents age 60 or older to have socialization and access to core services.

**Nutrition Services** – provides meals, food, and nutrition assistance to District residents 60 and over to maintain or improve their health and remain independent in the community.

This program contains the following 4 activities:

- **Community Dining** – provides meals in group settings such as senior wellness centers, senior housing buildings, and recreation centers for District residents age 60 or older;
- **Home-Delivered Meals** – provides District residents age 60 or older who are frail, home-bound, or otherwise isolated with meals delivered directly to their home;
- **Nutrition Supplements** – provides nutrition supplements each month for District residents 60 and over who are unable to obtain adequate nutrition from food alone; and
- **Commodities and Farmers Market** – the Commodity Supplemental Food Program provides a monthly bag of healthy, shelf-stable foods to low-income District residents; and the Senior Farmers Market Nutrition Program provides vouchers to participants in the Commodity Supplemental Food Program to purchase fresh produce at local farmers markets.

**Agency Management** – provides for administrative support and the required tools to achieve operational and programmatic results. This program is standard for all agencies using performance-based budgeting.

## Program Structure Change

The District of Columbia Office on Aging has no program structure changes in the FY 2018 proposed budget.

## FY 2017 Approved Budget to FY 2018 Proposed Budget, by Revenue Type

Table BY0-5 itemizes the changes by revenue type between the FY 2017 approved budget and the FY 2018 proposed budget. For a more comprehensive explanation of changes, please see the FY 2018 Proposed Budget Changes section, which follows the table.

**Table BY0-5**

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>LOCAL FUNDS: FY 2017 Approved Budget and FTE</b>		<b>30,263</b>	<b>31.0</b>
Removal of One-Time Funding	Multiple Programs	-250	0.0
Other CSFL Adjustments	Multiple Programs	8	0.0
<b>LOCAL FUNDS: FY 2018 Current Services Funding Level (CSFL) Budget</b>		<b>30,022</b>	<b>31.0</b>
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	435	6.4
Increase: To support the costs of pre-existing programmatic initiatives	Agency Management	61	0.0
Decrease: To align resources with operational spending goals	Multiple Programs	-1,328	0.0
<b>LOCAL FUNDS: FY 2018 Agency Budget Submission</b>		<b>29,189</b>	<b>37.4</b>
Enhance: To support the Safe at Home program (one-time)	Consumer Info., Assistance and Outreach	3,000	0.0
Enhance: To support transportation services, recreation activities, and senior villages for seniors	Home and Community Based Support Program	1,109	0.0
Transfer-In: From DHCF to support the Aging and Disability Program operations	Home and Community Based Support Program	1,433	0.0
<b>LOCAL FUNDS: FY 2018 Mayor's Proposed Budget</b>		<b>34,731</b>	<b>37.4</b>
Enhance: To support the Alzheimer's support program; case management services; and a telephone helpline program	Home and Community Based Support Program	808	0.0
Enhance: To support an inter-generational volunteer program (one-time)	Home and Community Based Support Program	128	0.0
Reduce: To realize cost savings in personal services	Agency Management	-50	0.0
<b>LOCAL FUNDS: FY 2018 District's Proposed Budget</b>		<b>35,617</b>	<b>37.4</b>
<b>FEDERAL GRANT FUNDS: FY 2017 Approved Budget and FTE</b>		<b>7,732</b>	<b>5.0</b>
Decrease: To align budget with projected grant awards	Multiple Programs	-140	-1.0
<b>FEDERAL GRANT FUNDS: FY 2018 Agency Budget Submission</b>		<b>7,592</b>	<b>4.0</b>
No Change		0	0.0
<b>FEDERAL GRANT FUNDS: FY 2018 Mayor's Proposed Budget</b>		<b>7,592</b>	<b>4.0</b>
No Change		0	0.0
<b>FEDERAL GRANT FUNDS: FY 2018 District's Proposed Budget</b>		<b>7,592</b>	<b>4.0</b>
<b>FEDERAL MEDICAID PAYMENTS: FY 2017 Approved Budget and FTE</b>		<b>1,037</b>	<b>11.3</b>
Increase: To align budget with projected federal Medicaid reimbursements	Multiple Programs	1,308	13.2
<b>FEDERAL MEDICAID PAYMENTS: FY 2018 Agency Budget Submission</b>		<b>2,345</b>	<b>24.6</b>
No Change		0	0.0
<b>FEDERAL MEDICAID PAYMENTS: FY 2018 Mayor's Proposed Budget</b>		<b>2,345</b>	<b>24.6</b>
No Change		0	0.0
<b>FEDERAL MEDICAID PAYMENTS: FY 2018 District's Proposed Budget</b>		<b>2,345</b>	<b>24.6</b>

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**Table BY0-5**

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>INTRA-DISTRICT FUNDS: FY 2017 Approved Budget and FTE</b>		<b>1,662</b>	<b>15.7</b>
Decrease: To align budget with projected revenues	Multiple Programs	-1,185	-12.7
<b>INTRA-DISTRICT FUNDS: FY 2018 Agency Budget Submission</b>		<b>477</b>	<b>3.0</b>
No Change		0	0.0
<b>INTRA-DISTRICT FUNDS: FY 2018 Mayor's Proposed Budget</b>		<b>477</b>	<b>3.0</b>
No Change		0	0.0
<b>INTRA-DISTRICT FUNDS: FY 2018 District's Proposed Budget</b>		<b>477</b>	<b>3.0</b>
<b>GROSS FOR BY0 - D.C. OFFICE ON AGING</b>		<b>46,031</b>	<b>69.0</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)

**FY 2018 Proposed Budget Changes**

The District of Columbia Office on Aging's (DCOA) proposed FY 2018 gross budget is \$46,031,022, which represents a 13.1 percent increase over its FY 2017 approved gross budget of \$40,694,268. The budget is comprised of \$35,617,220 in Local funds, \$7,591,728 in Federal Grant funds, \$2,345,115 in Federal Medicaid Payments, and \$476,958 in Intra-District funds.

**Current Services Funding Level**

The Current Services Funding Level (CSFL) is a Local funds ONLY representation of the true cost of operating District agencies, before consideration of policy decisions. The CSFL reflects changes from the FY 2017 approved budget across multiple programs, and it estimates how much it would cost an agency to continue its current programs and operations into the following fiscal year. The FY 2018 CSFL adjustments to the FY 2017 Local funds budget are described in table 5 of this agency's budget chapter. Please see the CSFL Development section within Volume 1: Executive Summary for more information regarding the methodology used and components that comprise the CSFL.

DCOA's FY 2018 CSFL budget is \$30,021,520, which represents a \$241,906, or less than 1.0 percent, decrease from the FY 2017 approved Local funds budget of \$30,263,426.

**CSFL Assumptions**

The FY 2018 CSFL calculated for DCOA included adjustment entries that are not described in detail on table 5. These adjustments include an increase of \$5,493 in personal services to account for Fringe Benefit costs based on trend and comparative analyses, and an increase of \$147,032 in nonpersonal services based on the Consumer Price Index factor of 2.5 percent.

CSFL funding for DCOA includes a reduction of \$250,000 to account for the removal of one-time funding appropriated in FY 2017 to support the Senior Villages program. Also, a decrease of \$144,432 for the Fixed Costs Inflation Factor accounts for estimates for Fleet Services.

**Agency Budget Submission**

**Increase:** In Local funds, the proposed budget includes an increase of \$434,873, primarily in the Consumer Information, Assistance, and Outreach program. The increase supports an additional 6.4 Full-Time Equivalent (FTEs) as well as projected salary increases and Fringe Benefits adjustments. In addition, the Local funds proposed budget includes a net increase of \$60,964 in nonpersonal services to the Agency Management program. This funding will be used to procure additional Supplies and Materials for operational needs, agency-managed Telecommunications services including needed technical support, and maintenance costs associated with the Harmony computer system.

An increase of \$1,307,636 and 13.2 FTEs across multiple programs in Federal Medicaid Payments aligns the budget with anticipated reimbursements for eligible services. This program commenced in fiscal year 2017 and allows the agency to fully execute and expand Medicaid administrative functions, such as enrolling beneficiaries in the Waiver for the Elderly and Individuals with Physical Disabilities and Adult Day Health programs with the Department of Health Care Finance (DHCF).

**Decrease:** The proposed Local funds budget reflects a reduction of \$1,328,112 across multiple programs, which will be offset by funds that will be received from Medicaid Payments. The proposed Federal Grant funds budget reflects a net reduction of \$139,916 and 1.0 FTE due to the expiration of the Alzheimer Disease Initiative grant. In Intra-District funds, a net decrease of \$1,184,759 and 12.7 FTEs is the result of elimination of Memoranda of Understanding (MOUs) with DHCF due to transfer of funding into agency Local funds budget. DCOA will continue to work in conjunction with DHCF to provide services for the Long-Term Care Ombudsman program.

### **Mayor's Proposed Budget**

**Enhance:** In Local Funds, the proposed budget includes an increase of \$3,000,000 in one-time funding in the Consumer Information Assistance and Outreach program to support the Safe at Home program. This program provides preventative adaptations to reduce the risk of falls in the homes of qualifying seniors and people with disabilities. The proposed Local funds budget also reflects an increase of \$1,108,966 in Home and Community-Based Support program. This adjustment is comprised of \$458,966 for transportation services, \$350,000 for recreation activities, and \$300,000 to support Senior Villages for District residents who are 60 years of age or older. A Village is a neighborhood-based nonprofit membership organization supported by volunteers that focus on the elderly. They offer programs that make it easier for older District residents to live safely and comfortably and remain active in their own homes by staying connected with their neighbors.

**Transfer-In:** In Local funds, the proposed budget includes an increase of \$1,432,710 to reflect the transfer of funds from the Department of Health Care Finance to support the Aging and Disability Resource Center and its Medicaid administrative functions. These funds will be allocated to the Home and Community-Based Support program.

### **District's Proposed Budget**

**Enhance:** DCOA's proposed Local funds budget proposal includes a net increase of \$808,000 in nonpersonal services in the Home and Community Based Support program. Of this amount, \$500,000 is to provide support for Alzheimer's support programs; \$208,000 is to support case management services in lead agencies; and \$100,000 is to support a helpline program for the seniors residing in Ward 3. Additionally, an enhancement of \$128,300 in one-time funding will be used to establish an inter-generational volunteer program. This program aims to unite the younger and older generations and provide seniors with the opportunity to share their wealth of knowledge. A portion of these funds will be used to provide stipends for participating seniors.

**Reduce:** DCOA's proposed Local funds budget reflects a decrease of \$50,000 due to projected salary lapse savings in the Agency Management program.



## Agency Performance Plan\*

The District of Columbia Office on Aging (DCOA) has the following strategic objectives for FY 2018:

### Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its mission. These are action-based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

### Objectives

1. Consumer Information, Assistance and Outreach: Provide information, assistance, and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to long-term care services and supports offered in the District.
2. Home and Community-Based Supports: Provide direct services and supports in the community, including nutrition services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promote aging-in-place with dignity and respect.
3. Create and maintain a highly efficient, transparent, and responsive District government.\*\*

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### ACTIVITIES

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the budget line items. This is further divided into “daily services” (ex. sanitation disposal), and long-term “key projects” that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have daily services, whereas some agencies that have more of their budget come from capital funding will have several key projects.

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#### **1. Consumer Information, Assistance and Outreach: Provide information, assistance, and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to long-term care services and supports offered in the District. (3 Activities)**

<b>Activity Title</b>	<b>Activity Description</b>	<b>Type of Activity</b>
Advocacy/Elder Rights	Provide legal and advocacy support and protective services for District residents age 60 or older in need of assistance with long-term care planning, quality of care disputes, estate and financial planning, and civil disputes.	Daily Service
Assistance and Referral Services	Provide information on, connection to, and assistance with accessing home and community-based services, long-term care options, and public benefits for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers.	Daily Service
Community Outreach and Special Events	Provide engaging socialization opportunities and community service, and support awareness campaigns for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that combat social isolation, improve access to services, and project a positive image of aging and people with disabilities.	Daily Service

**2. Home and Community-Based Supports: Provide direct services and supports in the community, including nutrition services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promote aging-in-place with dignity and respect. (5 Activities)**

Activity Title	Activity Description	Type of Activity
Homemaker Services and Caregiver Support	Provide homemaker services and caregiver support for District residents age 60 or older to help manage activities of daily living and prevent caregiver burnout.	Daily Service
Lead Agencies and Case Management	Provide core services and supports, such as case management and counseling services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers.	Daily Service
Senior Wellness Center/Fitness	Provide socialization, physical fitness, and wellness programs for District residents age 60 or older that promote healthy behavior and awareness.	Daily Service
Nutrition Program	Provide prepared meals, fresh foods, and nutrition assistance to District residents age 60 or older that maintains or improves health and the ability to remain independent in the community.	Daily Service
Transportation Services	Provide transportation services to essential nonemergency medical appointments and social/recreational group trips.	Daily Service

**KEY PERFORMANCE INDICATORS**

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome-oriented and should be used to answer the question, “What does the agency need to measure to determine success?”

**1. Consumer Information, Assistance and Outreach: Provide information, assistance, and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to long-term care services and supports offered in the District. (3 Measures)**

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Percent of callers looking for information and assistance that heard about DCOA services through the agency's outreach efforts	No	Not Available	Not Available	Not Available	20%	20%
Percent of residents working with D.C. Long-Term Care Ombudsman Program that self-report a satisfactory resolution to a complaint, concern, or problem	No	Not Available	Not Available	Not Available	80%	80%
Percent of residents working with DCOA’s Medicaid Enrollment Staff that self-report a positive experience through the Medicaid enrollment process	No	Not Available	Not Available	Not Available	80%	80%

**2. Home and Community-Based Supports: Provide direct services and supports in the community, including nutrition services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promote aging-in-place with dignity and respect. (3 Measures)**

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Average annual amount DCOA saves an older adult who regularly participates in services that promote aging in place	No	\$5,165	\$6,123	\$5,055	\$6,000	\$6,000
Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care	No	Not Available	Not Available	Not Available	90%	90%
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	No	Not Available	84.3%	75%	75%	75%

**3. Create and maintain a highly efficient, transparent, and responsive District government.\*\* (9 Measures)**

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Budget- Federal funds returned	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Local funds unspent	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement- Contracts lapsed into retroactive status	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement- Expendable Budget spent on Certified Business Enterprises	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service- Meeting Service Level Agreements	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee District residency	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee Onboard Time	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Vacancy Rate	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management- Employee Performance Plan Completion	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

**WORKLOAD MEASURES**

Workload Measures, also called inputs or outputs, quantify an activity, effort or process that is necessary to make progress towards the Strategic Objectives. They help answer the question; “How much are we doing?”

**1. Advocacy/Elder Rights**

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of hours of advocacy and legal support provided to residents	Yes	Not Available	Not Available	Not Available
Number of hours of Long-Term Care Ombudsman services provided to residents	Yes	Not Available	Not Available	Not Available

## 2. Assistance And Referral Services

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of caregivers receiving information, referral, and assistance through the Aging and Disability Resource Center	No	447	217	71
Number of people with disabilities between the ages of 18 and 59 receiving information, referral, and assistance through the Aging and Disability Resource Center	No	5,422	1,375	1,057
Number of residents age 60 or older receiving information, referral and assistance through the Aging and Disability Resource Center	No	15,140	4,184	9,477
Number of residents served by DCOA's Medicaid Enrollment Staff	Yes	Not Available	Not Available	Not Available

## 3. Provide homemaker services and caregiver support for District residents age 60 or older to help manage activities of daily living and prevent caregiver burnout.

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Average project cost for Safe at Home adaptations	Yes	Not Available	Not Available	New Measure
Number of residents receiving home adaptations	Yes	Not Available	Not Available	Not Available
Number of residents receiving homemaker services	Yes	Not Available	Not Available	Not Available

## 4. Lead Agencies And Case Management

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of residents receiving case management	Yes	Not Available	Not Available	Not Available
Number of residents receiving options counseling	No	962	915	551
Number of residents transitioned from an institutional setting to the community	Yes	Not Available	Not Available	Not Available

## 5. Senior Wellness Center/Fitness

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of residents attending Senior Wellness Centers	No	2,957	3,293	2,991

## 6. Community Outreach and Special Events

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of DCOA sponsored information and training sessions that increase knowledge and awareness of long-term services and supports in the community	Yes	Not Available	Not Available	Not Available

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**7. Nutrition Program**

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<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2014 Actual</b>	<b>FY 2015 Actual</b>	<b>FY 2016 Actual</b>
Number of residents attending community dining sites	Yes	Not Available	Not Available	Not Available
Number of residents receiving home-delivered meals	Yes	Not Available	Not Available	Not Available

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**8. Provide transportation services to essential nonemergency medical appointments and social/recreational group trips for DCOA activities.**

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<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2014 Actual</b>	<b>FY 2015 Actual</b>	<b>FY 2016 Actual</b>
Number of residents provided transportation to medical appointments	Yes	Not Available	Not Available	2,359
Number of residents provided transportation to social and recreational activities	Yes	Not Available	Not Available	2,682

**Performance Plan Endnotes**

\*For more information about the structure and components of FY 2018 draft performance plans, please see the FY 2018 Proposed Budget and Financial Plan, Volume 1, Appendix E.

\*\*\*"Create and maintain a highly efficient, transparent and responsive District government" is a new Strategic Objective required for all agencies.

\*\*\*Key Performance Indicators that are new may not have historical data and may only have FY 2018 targets.