TESTIMONY

FOR THE

PUBLIC HEARING ON FISCAL YEAR 2009 AND 2010 OVERSIGHTAND PERFORMANCE OF THE OFFICE ON AGING

BEFORE THE

COUNCIL OF THE DISTRICT OF COLUMBIA

COMMITTEE ON AGING AND COMMUNITY AFFAIRS

THE HONORABLE YVETTE ALEXANDER, CHAIR

PRESENTED BY

CLARENCE P. BROWN, Ph.D.

EXECUTIVE DIRECTOR

IN THE COUNCIL CHAMBERS (ROOM 412)

FEBRUARY 24, 2010

10:00 am

Good morning Chairperson Alexander and members of the Committee on Aging and Community Affairs. My name is Clarence Brown and I am the Executive Director of the District of Columbia's Office on Aging. Accompanying me today are four Office on Aging managers: Ms. Donna Dunston, Deputy Director; Mr. Sam Gawad, Chief Operating Officer; Mr. Eric Manuel, Programs and Grants Manager; and Dr. Terracita Powell, Interim Manager, the Aging and Disability Resource Center.

I am pleased to testify before the Committee on Aging and Community Affairs today on the performance of the District of Columbia's Office on Aging (DCOA) in FY 2009 and for FY 2010 to date.

The DC Office on Aging (DCOA) continues to effectively carry out its mission as defined in the District of Columbia Public Law 1-24 created in 1975, excels in its performance, and sees challenges as new opportunities. Moreover, the agency is truly doing more with less given these difficult economic times and striving to be creative in seeking additional revenue sources for the agency. DCOA's mission is to advocate, plan, implement and monitor programs in health, education, employment and social services that promote longevity, independence, dignity and choice for our seniors. For the DC Office on Aging, fiscal years 2009 and 2010 are still best described as "transformational" and challenging for the agency in meeting the life supporting and sustaining services it provides to older District residents.

In fiscal year 2009, the Office on Aging's total budget from **federal** and **local** sources only was $23,914,509 and for the FY 2010 approved budget is $25,699,408. In fiscal year 2009, DCOA received $7,843,700 in intra-district funds and $2,304,175 in fiscal year 2010. There was a slight

increase in federal funds ($237,371) under the Older Americans Act in fiscal year 2010, excluding stimulus funds (ARRA).

Source	FY 2009	FY2010
Local Funds	$16,974,902	$16,218,255
Federal Funds	6,939,607	7,176,978
Intra-District Funds	$ 7,843,700	$ 2,304,175
	$ 31,758,209	$ 25,699,408

More than 92% of the Office on Aging's total budget pays for and supports home and community-based services to older residents which are provided in partnership with twenty-two (22) community- based organizations and private contractors that constitute the Office on Aging Senior Service Network.

The Office on Aging has 38.5 full-time equivalents employees (FTEs): 16.5 FTEs are funded by local dollars; 10 FTEs by federal dollars; and 12 FTEs are intra-district positions funded by federal and local funds.

There are almost 100,000 District residents age 60 and older representing 17% of the District's total population. During FY 2009, twenty-nine percent (29%) of the District's senior population (29,033 older residents; unduplicated count) received one or more services funded by this agency, and tracked by the agency's customer services database (CSTARS) and other programs. The key performance measures are related to and based on the following agency service categories:

- In-Home and Continuing Care
- Community-Based Support
- Consumer Information, Assistance and Outreach

The agency's performance for FY 09 exceeded targets in most categories with actual overall performance ranging from 15% to 99% of the targeted goals. For example, 99% of District seniors requesting nutritious meals received these services. However, the agency's performance was low (15%) in terms of placing participants who completed the specialized job skill training program in unsubsidized employment, in large part due to the deteriorating economic climate. For FY 2010, DCOA developed several new , more quantifiable key performance indicators, including metrics related to the Aging and Disability Resource Center as well as continuing to to use a number of the FY 2009 KPIs.

Some of the accomplishments and outcome measures that I would like to note for FY 2009 were:

- More than 1 million nutritious meals (1,122,756) were served at homes and at congregate sites, an increase of more than 122,000 meals served compared with FY 2008;
- 3,661 homebound seniors received 601,139 home-delivered weekday and weekend meals;
- 5,061 seniors received 288,519 congregate meals, including meals served at special events such as the Mayor's Senior Holiday Celebration;
- 2,200 emergency meals were served to homebound seniors and persons experiencing catastrophic events such as home fires, flooding or power outages;
- 1,622 seniors received nutrition education and 873 seniors received nutrition counseling;
- 56 seniors were trained and placed at various employment sites through the Senior Works Volunteer Program ;
- The District of Columbia Caregiver's Institute served 126 persons and 96 caregivers received respite and other support services;
- 965 hours of heavy house-cleaning services were provided for home-bound elderly;
- 92,525 hours of homemaker and personal care services were provided for home-bound elderly and 100 participants were trained as home healthcare aides

- 639 transportation trips to and from medical appointments were provided by the Washington Elderly Handicapped Transportation Service (WEHTS);
- 161seniors used the call'n' ride taxicab voucher program ;
- 24,519 hours of geriatric assessment and case management services were provided;
- 3,847 seniors participated in health promotion, self-care training and wellness activities;
- 454 seniors participated in UDC 's Institute of Gerontology Bodywise water aerobics program;
- 77,864 hours of geriatric day care services were provided;
- 4,376 seniors participated in socialization activities;
- 144 persons received services from the Oasis Senior Center for the displaced/homeless elderly;
- 120,041 hours of psycho-social counseling services were provided for 5,413 seniors;
- 703 seniors received services from the Spanish Senior Center and 188 seniors received services through the Asian/Chinese Cultural Center for seniors;
- 25 seniors received services through the extended services to the blind and visually impaired program;
- 57 seniors were served through the deaf and hard of hearing program;
- 658 complaints were verified by the Long Term Care Ombudsman related to residents in long-term care facilities such as nursing homes and 599 complaints were fully or partially resolved; and
- Volunteers provided more than 50,000hours of service to seniors served by DCOA Senior Service Network.

Other key accomplishments of the Office on Aging in FY 2009 include:

- Partnered with several organizations to provide District residents with DTV conversion including installation, training, education, outreach and technical assistance under a small grant from the National Association of State Units on Aging. More than 3900 seniors were served and one-to-one assistance provided to 8,100 persons.

- Conducted four ward-based, town hall meetings to solicit citizens' input on the District's State Aging Plan for 2010-2012.

- Partnered with the D. C. Metropolitan Police Department in support of the Senior Citizens Police Academy.

- Funded the George Washington University Health Insurance Counseling Project, which conducted public and media outreach activities to 104,010 District residents about Medicare and Medicaid; targeted the dual eligible and hard to reach populations; and provided information on long term care, waiver services, health care options, long term care insurance, limited income subsidy programs and the QMB program. This GW HICP is also operated in coordination with the ADRC.

- Wrote and produced twelve (12) issues of the "Spotlight on Aging," a four-page featured newsletter in the Senior BEACON newspaper with a monthly readership of over 200,000 monthly

- Staffed and supported all of the activities and meetings of the D.C. Commission on Aging including their annual Intergenerational Poster Contest in partnership with the United Black Fund, mini-commission meetings, neighborhood meetings and acted on special requests and needs by the Commission.

- Funded a 3- hour training program for 100 participants to become personal aides .

The Office on Aging also hosted various annual events and activities, such as:

- Senior Day Celebration
- Mayor's Holiday Celebrations (December and Thanksgiving)
- Senior Outreach Initiatives
- Health Fairs
- Elderfest/Harvestfest
- The District's Salute to Centenarians
- The Ms. Senior D. C. Pageant and the Cameo Club

In addition to the agency's performance on key performance measures, there are eight (8) other key accomplishments of the DCOA during FY 2009 that should be highlighted.

1. The first accomplishment is the continued growth and operational effectiveness of the **Aging and Disability Resource Center (ADRC)** that has been operating in collaboration with the Department of Health Care Finance, other health and human services agencies and community-based organizations for almost two years. The ADRC is a single entry point system,

for long term care services providing access to government and private services. The ADRC serves the District's elderly residents age 60 and older and persons with Disabilities aged 18 and older. Key accomplishments of the ADRC over the past year include :

- Extensive marketing, training and outreach related to the ADRC and DCOA using a variety of mediums and a dedicated website (www.adrc.dc.gov).
- ADRC staff participated in 53 outreach events with approximately 17,337 people in attendance during FY 2009.
- More than six thousand (6,338) individuals contacted the ADRC in FY 2009. Of this, 5,751 were persons age 60 and older and 587 were persons with disabilities age 18-59. The ADRC also provides one-stop services to case managers and service providers in the senior service network.
- Since April 2009, the ADRC has collaborated with other agencies, especially the Department of Human Services, in securing housing placements and case management services for 40 residents, including 25 homeless older residents.
- Housing, option counseling for long-term care, employment, mental health services, linkages to hospital discharge planning process are key features of services the ADRC providers.
- Operation of a 24/7 call-in service for residents through the Mayor's City Wide Call Center, with connection to a staff person on duty. Outside of normal business hours and on weekends, dedicated cell phones held by key staff are used to respond.

Additionally in FY 2009, the DCOA and the ADRC implemented the District's first Long Term Care Campaign ("Own Your Own Future") under a competitive cooperative agreement award from the US Department of Human Services. This campaign included the development and mailing of a District Long Term Care Planning Guide to 70,000 households with residents between the ages of 40 and 70. The US Department of Health and Human Services provided an additional 50,000 copies of the guide to the ADRC for direct distribution to District residents.

2. Grant writing and the submission of competitive grant applications is the second area I would like to highlight. The Office on Aging submitted eleven (11) grant applications in FY 2009 valued at more than $4 million. In FY 2009, DCOA/ADRC was awarded eight (8) grants valued at $1.3 million, a significant improvement in the agency's success rate over FY 2008. The agency will continue to vigorously pursue competitive grant funds in FY 2010 with the goal of

obtaining additional external funds. For example, the agency recently submitted an ARRA competitive grant application to the US Administration on Aging for a Diabetes Self-Management Program (DSMP) to be implemented at DCOA's four senior wellness centers.

3. Third, the **Washington Elderly Handicapped Transportation Service (WEHTS)** was significantly changed and restructured in FY 2008 and in FY 2009 DCOA continued to improve the programs and services for medical and adult day transportation and senior meal delivery. The most significant FY 2009 changes for the senior transportation programs and services were:

- acquisition of three (3) new wheelchair accessible vans for WEHTS as part of the phased-in vehicle replacement plan;
- submission of an agreement for Medicaid reimbursements for WEHTS medical clients from the District's Medicaid transportation provider (MTM);
- submission of a federal grant application to cover 80% of the cost for two new wheelchair accessible, 14 passenger vans that was approved for FY 2010; and
- acquisition and testing of three new (3) refrigerated vehicles (Hot Shots) for home delivered meals to replace, under a lease agreement, the thirteen (13) high maintenance and aged cargo vans currently being used.

4. The **"Aging in Place Initiative,"** the fourth agency accomplishment in FY 2009, is designed to support and grow innovative ideas and models that allow District older residents to age in place. These goals are accomplished by organizing services to meet the needs of older residents within a defined geographic boundary. One of the most popular and growing models in the District and across the country is the "Senior Village" model. Senior Villages are organized

as non-profits and operate on membership dues and volunteerism. In FY 2009, more than 10 villages were planned in the District and several have been organized and are operational. Last year, DCOA issued an Aging in Place Request for Proposals and mini-challenge grant opportunities for non-profits organizations interested in planning and implementing aging in place projects. In FY 2009, four organizations were funded and each received $15,000 mini-challenge grants match 100% by the grantee for Senior Villages.

5. The start-up **Construction of Ward 1 and 6 Senior Wellness Centers and the new Office on Aging Headquarters** is the fifth area of progress and accomplishment for the agency. Both Centers and the new Office on Aging Headquarters will open before the end of the year. The DC Office on Aging and Ward 6 Senior Wellness Center scheduled to move in during the fall. Ward 1 opening and move in will take place this summer.

6. In FY 2009, the DC Office on Aging, under a MOU with the new Department of Health Care Finance, managed grants for the implementation of three **Nursing Home Quality of Care Projects** valued at $6.1 million for the District's eighteen (18) nursing homes. Two of three projects were implemented, focusing on

1. Initiatives to streamline daily care documentation, redesign work to improve communications, and reduce in-house pressure ulcer rates;
2. A nursing home bed bulletin board to assist hospitals to electronically obtain real time information on availability of beds and admissions; and
3. A family/resident satisfaction survey on quality of care and services.

The projects results will be evaluated in FY 2010.

7. In FY 2009, the Office on Aging received $485,000 in stimulus funds under the **American Recovery and Reinvestment Act of 2009** (ARRA) for congregate and home-delivered meals. The stimulus spending plan was successfully implemented in FY 2009 and was used to sustain existing home and congregate meals services, as well as increase the number of elderly served in FY 2009 and 2010.

8And lastly, the Office on Aging implemented an **evidence-based program (Enhanced Fitness)** at the four Senior Wellness Centers that will promote heath and disease prevention. This program will also provide empirical, evaluative evidence of improved health outcomes among participants. Data collection and analysis will be conducted during FY 2010. Finally, during FY 2009 an **external ADRC evaluation** was implemented to ascertain the ADRC's outcomes as a fully functioning long term care, one-stop service center for older persons and persons with disabilities. An outside evaluator designed and implemented the project in FY 2009 and the results will be reported in FY 2010.

It should also be noted that the agency completed FY 2009 closing with no fiscal liabilities and within the total approved budget. The approved external annual audit revealed no disallowances and no anti-deficiencies.

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As we look at the agency's performance for FY 2010, the agency continues to : meet the challenge of providing more than twenty-seven (27) home and community-based services to the District's older population during difficult economic times; being creative in seeking financial

resources to meet the increasing demand for services; improve existing services and; transform the agency for the future. To date, the Office on Aging is on target for reaching and exceeding its agency program performance measures, achieving its FY 2010 Agency Performance Plan as posted on the DC Government Website, and providing programs and services within the FY 2010 approved budget.

Additionally and more specifically, DCOA is on schedule for FY 2010 to:

- Submit the District's State Aging Plan for 2010-2012 to the US Administration on Aging in July. A working draft of the State Plan and a Survey Questionnaire are being distributed and are available on line to solicit residents' input that will be used to develop the final plan.
- Working with DRES, execute a ground lease for the Washington Center for Aging Services nursing home that will generate several positive economic and social benefits for the District, its residents and nursing home clients.
- Receive and grow Medicaid financial reimbursements for medical transportation provided by WEHTS to support and improve the services .
- Continue to work with grantees to revise their FY 2010 budgets based on DCOA's approved budget with the goal of maintaining the same level of services.
- Complete IT enhancements for the agency's customer database (CSTARS) for the ADRC, Information and Assistance and Employment and Training Units.
- Implement Phase II of the vehicle replacement plan medical, adult day care and meal delivery programs and services.
- Implement plans for collaboration and cooperation with federal and local agencies to ensure District seniors are counted for the 2010 Census.
- Implement grant projects to strengthen DCOA/ADRC in the areas of caregiving, hospital discharge planning and lifespan respite care.
- Launch a new DCOA/ADRC Website in collaboration with OCTO.

The agency also was prepared for and effective in responding to the historic snow storms in December 2009 and again in January 2010. This was attributed to the effective collaboration and coordination with the City Administrator's Office, HSEMA and DCOA's service providers, contractors and volunteers. During the December storm, all residents received their meals as a result of the contractor's outstanding and heroic work. In fact, during the December storm, three of the contractor's employees were involved in a serious car collision that totaled the personal vehicle of the driver and sent them to the hospital. The accident occurred while they were trying to get to work to prepare and deliver the meals to the seniors. During the January storm, meals were delivered a day early and after the storm, regular meal delivery resumed. During the storms only home delivered meals were prepared and transported, with seniors who are most vulnerable receiving their meals first. Congregate sites are closed until the weather conditions improve. We are continuing to work with Serve DC in responding to seniors' numerous requests for snow removal. Serve DC and its volunteer army have done an outstanding job and have assisted more than 228 seniors and persons with disabilities with shoveling snow from porches, steps and sidewalks. DCOA received over 300 snow related calls and vetted the ones for snow removal for Serve DC. DCOA would also like to recognize the outstanding performance by WEHTS' (Washington Elderly Handicap Transportation Services) staff and drivers who transported nursing home staff at the Washington Center for Aging Services to and from work during the different shifts and made more than 400 trips to transport clients for dialysis and chemotherapy treatment during the storms.

In closing Madame Chairperson, the continued and outstanding performance of the DC Office on Aging will continue to be attributed to the agency's service providers, contractors, numerous volunteers, the staff and managers and their continued commitment to provide high quality, essential and life-supporting services and programs to the District's older residents. I want to personally and professionally thank them and encourage them to stay committed and professional as always during these difficult times.

Madame Chairperson, I would also like to thank you for your leadership and support in the past and going forward as we strive to make a great agency even greater and remain fiscally responsible and responsive to the needs of older District residents.

At this time, I will be please to answer any questions that you and your committee members may have.

Thank you