



New Community Living

Strategic Plan 2017



DISTRICT OF COLUMBIA
OFFICE ON AGING



Government of the District of Columbia
Vincent C. Gray, Mayor



The District of Columbia Office on Aging's (DCOA) strategic plan provides a comprehensive framework for the agency to address various issues impacting the city's seniors, persons living with disabilities and caregivers. The plan defines an overarching purpose and four goals that will guide DCOA's future work (2013 - 2017). The stakeholder commitments reflect the agency's promises to the community and underscore its dedication to improving the quality of life of our customers residing in the District of Columbia.

Agency's Mission: Advocate, plan, implement and monitor programs in health, education, employment and social services, which promote longevity, independence, dignity and choice for our senior citizens.

OUR STAKEHOLDER COMMITMENTS

To our Customers, we promise that our top priority is to carry out a comprehensive and coordinated system of health, education, employment and social services for seniors, persons living with disabilities and caregivers.

To the Mayor and D.C. City Council, we promise to work to improve the economic, education and quality of life in the District of Columbia under the *One City Action Plan*. We will grow, diversify, educate and prepare the workforce for the new economy and improve the quality of life for all.

To our Federal Partners, we promise to work together; give you the support to lead; and provide the environment, resources and tools needed to be successful in your mission.

To our Senior Service Network, we promise to partner with you to ensure your success in supporting seniors, persons living with disabilities and caregivers residing in the District of Columbia.



OUR PURPOSE The District of Columbia Office on Aging is the designated State and Area Agency on Aging and operates the Aging and Disability Resource Center (ADRC), a one-stop shop for long-term care information, benefits and assistance for older adults, persons living with disabilities and caregivers. We fund a network of providers (Senior Service Network) consisting of 20 community-based nonprofit organizations operating 37 programs that provide a wide range of social and health services throughout the eight Wards of the city. Our Lead Agencies, also part of the Senior Service Network, act as community satellites that continually strengthen our link to older Washingtonians. Although most services and programs are provided through our Network, the agency also provides direct services such as job training and placement and information and referral assistance ensuring seniors, people living with disabilities and caregivers have adequate supports and services to help them remain in the community for as long as possible.



GOAL

1

The District of Columbia will be an “Age-Friendly City,” a community that is an inclusive and accessible urban environment that encourages active and healthy aging.

The Age-Friendly City Initiative is part of an international effort begun by the World Health Organization (WHO) and supported by AARP’s Age-Friendly Communities Network, to respond to two significant demographics trends: urbanization and population aging. As of 2007, over half of the world’s population lives in cities and by 2030, that population will rise to about three out of every five people in the world. At the same time, improvements in public health have led to more people living longer lives. The proportion of people aged 60 and over will likely double from 11% of the world’s population in 2006 to 22% by 2050¹. To help cities prepare for the convergence of these two trends, the WHO developed the *Global Age-Friendly Cities* project. WHO maintains eight broad domains that help influence the health and quality of life of older people living all around the world:

- **Outdoor spaces and buildings** – accessibility to and availability of safe recreational facilities.
- **Transportation** – safe and affordable modes of private and public transportation.
- **Housing** – wide range of housing options for older residents, aging in place, and other home modification programs.
- **Social participation** – access to leisure and cultural activities and opportunities for older residents to participate in social and civic engagement with their peers and younger people.
- **Respect and social inclusion** – programs to support and promote ethnic and cultural diversity, along with programs to encourage multigenerational interaction and dialogue.
- **Civic participation and employment** – promotion of paid work and volunteer activities for older residents and opportunities to engage in formulation of policies relevant to their lives.
- **Communication and information** – promotion of and access to the use of technology to keep older residents connected to their community and friends and family, both near and far.
- **Community support and health services** – access to homecare services, clinics, and programs to promote wellness and active aging.

Currently, 16% of the city’s population is age 60 and over and the number is expected to increase proportionately for the next few years.

DCOA serves 35,107 out of approximately 108,000 seniors living in the District of Columbia.

*The District of Columbia is ranked 23 in the U.S. for Best Cities for Seniors in 2011.**

*Source - Sperling’s Best Places “Best US Cities for Seniors 2011”

¹ Source-World Health Organization Global Age-Friendly Cities: A Guide, 2007.



DCOA has 1,500 active participants annually in Senior Wellness Centers across the city.

The Aging and Disability Resource Center serves 14,897 persons annually.

Washingtonians have eight senior villages operating in the city.



GOAL

2 ***Every senior will be linked to appropriate quality resources ensuring independent productive living in the community.***

- Offer recently diagnosed seniors chronic disease self-management training. This will enable them to effectively manage progressive, debilitating illnesses; thereby, decreasing emergency room revisits and hospital re-admissions.
- Expand home and community based services and programs through the Aging and Disability Resource Center (ADRC) to eliminate barriers that prevent or make it difficult for seniors and people living with disabilities to access long-term services and supports in every community.
- Provide seed funding and technical assistance to establish new Senior Villages, offering seniors a range of low-cost home maintenance, medical, shopping, and social services to help them remain in the community.
- Advocate and support legislation that would improve housing, safety, and financial security for seniors living in the District of Columbia.





The agency has 100 volunteers trained as DCOA Senior Ambassadors.



Today, DCOA manages several partnerships and would like to bring more innovative ideas and practices to help make life better for our customers.

GOAL

3

All seniors will have access to nutritious meals, physical and recreational activities, and be financially prepared for retirement and their long-term care needs.

- Expand the presence of Senior Wellness Centers in every ward of the city.
- Improve coordination of food service programs to address food insecurity issues among seniors in the District.
- Bolster programs at Senior Wellness Centers by offering evidence based interventions that will generate better health outcomes.
- Increase the public's awareness that prepares District residents for retirement and their future long-term care needs and desires.



GOAL

4

Create and Strengthen Partnerships to implement Innovative Practices and Improve Senior Services.

- Lead the transformation of institutional care by partnering with organizations, advocates and communities to lead the transformation of institutional care to bring innovative practices to improve the delivery of long-term services and supports.
- Establish intergenerational programs by collaborating with schools to improve the social skills and academic performance of students, while enhancing socialization and decreasing cases of social isolation impacting seniors.
- Create a sustainable home improvement initiative with community-based organizations and private foundations that provides high school and GED students with on the job training while providing seniors with repairs and renovation services to their homes to avoid displacements.
- Integrate health care, long-term care, and community programs by improving partnerships with other local health and human service agencies to successfully ensure comprehensive and cost-effective services, while maximizing and leveraging federal funding.
- Design an outcome-based information management system for central intake, eligibility determination, referral, and case management to fulfill DCOA's requirements to support mandated federal and state reporting, review utilization data, reduce program waste and abuse, and improve program efficiencies and effectiveness.



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