

Attachment I

District of Columbia Efforts to Improve Senior Services Delivery System

DCOA administers the provisions of the Older Americans Act (OAA) through a competitive grant making and procurement process to a Senior Service Network (SSN) comprised of 22 community-based organizations. Specifically, DCOA administers OAA core programs from Title III and Title VII—supportive services, nutrition, health promotion, caregiver support, and elder rights services—through 40 programs in the SSN. Critical to this network are Lead Agencies that offer a broad range of legal, nutrition, social and health services. The goal of these agencies is to enhance the quality of life for older adults and their families throughout all eight wards of the District of Columbia. The agencies accomplish this goal through service delivery and widespread distribution of information about the variety of services and programs offered to older adults throughout the city.

Additionally, DCOA operates the Aging and Disability Resource Center (ADRC), which provides a coordinated system of information and access for people seeking long-term care services and supports. ADRC provides information, counseling, and service access to older adults, people with disabilities (ages 18 and older), and caregivers.

The Mayor's budgets reflects the city's commitment to DC values and the populations DCOA serves through investments that provide all residents of the District of Columbia with the opportunity to succeed and live well. The Administration is focused each day on creating pathways to the middle class by investing in education, affordable housing, infrastructure, public safety, and people. DCOA's community partners, sister government agencies, and advocates are all aligned under the same goal: deliver the highest quality of services and programs that enable District seniors to live well and thrive in the communities they know and love.

In FY 2016, DCOA commissioned a needs assessment to better understand the needs of older adults in the District (Please see Attachment H). The study was done by the Center for Aging, Health and Humanities at the George Washington University, and served as a tool in establishing the baseline for identifying community-driven priorities. Because of the Needs Assessment, DCOA learned that 1) more than half of all District seniors live alone making isolation a critical issue in the District; 2) that seniors want to know more about city resources and DCOA services; and 3) 77 percent of District seniors were concerned about preventing falls and other accidents in the home. DCOA has committed to ensuring that investments made in senior programs go toward combatting isolation, promoting wellness, supporting community living, and creating more opportunities for residents to provide feedback. Successes, include:

Combating Isolation

The 2016 DCOA Needs Assessment revealed that more than half of all District seniors surveyed live alone. DCOA has focused on increasing outreach to unserved and underserved populations, promoting DCOA programs and supports, and mobilizing the community to reach out to isolated seniors. According to SAGE, an organization dedicated to improving the lives of lesbian, gay, bisexual, and transgender older adults, the risk factors for social isolation affect LGBTQ older adults in disproportionate ways. LGBTQ older adults are twice as likely to live alone, twice as

likely to be single, and three to four times less likely to have children. In FY16, feedback from the community indicated a need to improve and increase outreach to older LGBTQ adults. In FY17, the agency focused on creating safer spaces throughout the aging network by: organizing culturally competent programming for all participants at all Senior Wellness Centers; conducting a town hall to gather feedback from the community; and organizing an LGBTQ Advisory Committee composed of older LGBTQ residents, service providers, and advocates. Based on recommendations of the LGBTQ Advisory Committee, DCOA is working with its grantees to create citywide meal opportunities with monthly activities, entertainment, and learning opportunities, and establishing peer-led support groups for LGBTQ seniors in every ward of the city.

In FY17, DCOA's two large-scale signature events drew higher participation than years prior with nearly 4,000 seniors attending the Mayor's Annual Senior Holiday Celebration and more than 900 seniors attending the Mayor's Annual Senior Symposium. Additionally, the Symposium was held for the first time in Ward 8 at Ballou High School. DCOA had a full day of educational workshops and nearly 100 vendors sharing information and resources on programs available for District seniors.

DCOA also launched a new campaign to promote intergenerational connections through the Cupid's Kids initiative. By partnering with the Office of the Deputy Mayor for Education and eight DC Public Schools (DCPS) Elementary schools, DCOA delivered more than 4,000 homemade Valentine's Day cards created by DCPS students to home-delivered meal clients and Adult Day Health Participants. This was a great opportunity to engage our youngest members of the community in helping to lift the spirits of many homebound seniors on Valentine's Day. DCOA has expanded the program by providing the recipients a note card and postage-paid envelope to give them an opportunity to write back to the students.

Additionally, DCOA continues to build its network of Ambassadors who receive training on how to engage seniors in their community and provide information on programs and services available through District government. DCOA is expanding its Ambassador program to include ongoing community training on DCOA programs, as well as quarterly workshops covering a variety of issues that are important to seniors. Through proactive and ongoing engagement with Ambassadors, DCOA is leveraging these relationships in the community to bring greater awareness to DCOA services and supports through effective, and trusted word-of-mouth marketing. DCOA is looking to incorporate digital literacy training in its Ambassador program and will also continue to promote opportunities for seniors to engage with modern technology through partnerships with our sister agencies.

Promoting Living Well

Because aging well means living well, DCOA has focused on ensuring all older adults have access to programs that promote healthy living, physical fitness, and community engagement. Thanks to the investments made by the Mayor, DCOA has been able to ensure that older adults throughout the city have greater access to more programs in more places. Through programs like the citywide YMCA's Senior Fit & Well and exercise programs at SWCs, older adults are able to attend fitness programs at sites throughout the city. In addition, the agency is engaging with the community to develop ways to increase access to wellness programs in Wards 2 and 3, where there is no brick-

and-mortar wellness center and exploring ideas for coordinated senior programming throughout these wards.

DCOA has also been able to increase access to wellness activities at current Senior Wellness Centers. In FY 2018, DCOA began providing daily transportation to all Senior Wellness Centers for seniors most at risk of isolation. Throughout the city, DCOA is ensuring that an increasing number of older adults can access and participate in the activities—no matter where they live.

Supporting Community Living

DCOA's Safe at Home Program continues to be a popular program and is now a national model for community living. The program provides safety adaptations to reduce the risk of falls in and around the homes of qualifying seniors and adults with disabilities. In FY17, the Safe at Home Program completed a total of 5,315 home preventative adaptation projects for 595 DC seniors and people with disabilities. The Program was honored with an Innovation Award in Home & Community-Based Services by the National Association of Area Agencies on Aging (n4a), a membership association representing America's national network of 622 Area Agencies on Aging. The Administration continues to make annual investments in Safe at Home with \$4.7 million in FY18 and \$4.5 million in FY19.

DCOA also supports the senior village movement through grant funding designed to further the mission of providing grassroots, community-based volunteer services and programming to support aging in place. The DC village community is the most vibrant and dynamic collection of neighborhood villages in the country, and village grantees have deployed grant funds in extraordinary ways. Through the village funding, DCOA has been able to support a village model that builds on a faith-based community for the first time in Ward 8. DCOA is also providing support for low-income, frail, and socially isolated seniors, and delivering technical training and education to District village leadership and volunteers. In FY 2018, village grantees are using funds to pilot an online virtual wellness program for isolated seniors, deliver technical training and education, coordinate learning exchange opportunities with village leaders, and create innovative programming.

Investments in Older Adults

The Bowser Administration is committed to ensuring DC continues to be the best city in the world to age. This will be accomplished by:

- Providing more wellness in more places with \$350,000 for citywide Fit & Well senior programs;
- Combatting social isolation with \$459,000 invested in transportation to Senior Wellness Centers for residents most at risk of social isolation;
- Supporting community with \$300,000 invested in neighbors serving neighbors through senior villages;
- Reaching underserved communities with new LGBTQ citywide programming;
- Supporting residents with Alzheimer's and other related dementias, enabling them to live longer and safer in the community with a \$500,000 recurring annual investment;
- Creating safer homes and communities with \$4.5M for the Safe at Home program with increased eligibility to help more seniors;

- Making homes more affordable by cutting in half the amount Seniors' property taxes can go up each year for qualified seniors;
- Repairing older homes with \$250,000 in historic homeowner grants to help people with low- and moderate-income living in specific historic districts to pay for repairs that restore or rehabilitate their homes;
- Building new homes with \$26M invested for 50 new permanent supportive housing units for senior women;
- Providing more affordable and accessible transportation options for Metro Access customers with \$6 million dedicated to Transport DC, an increase of \$2M from prior years.
- Increasing access to Wellness Programs with \$4 million in capital funds for internal renovations and refreshers at all Senior Wellness Centers and three group-homes, and \$1.5M in capital funds to expand the Model Cities & Congress Heights Senior Wellness Centers to allow for more participation by seniors;
- Caring for the caregiver with a new state-of-the art Caregiver Complex for unpaid family caregivers. This will be a citywide complex in Ward 7 with \$35.5 million in capital investments through partnership with the Department of Parks and Recreation. The Caregiver complex will provide therapeutic, respite, and support services all under one roof for unpaid and family caregivers in the District. Planning will start in FY 2019 with a goal of opening in 2022.
- Investing \$11.4 million on a citywide senior site focused on holistic health and nutrition in Ward 8.
- Producing and preserving more affordable housing units, including senior apartments, with \$100 million invested in the Housing Production Trust Fund and \$10 million in the Housing Preservation Fund;
- Creating more pathways to employment with \$36.7 million toward employment initiatives, such as LEAP, linking unemployed residents with employment, education and training opportunities;
- Increasing community safety and stability with \$11.7 million in police recruitment and \$530,000 to establish an Office of Community Engagement and Neighborhood Safety; and,
- Making it safer to move around the city whether on foot or by car, with \$4.5 million in increased street safety, including more Traffic Control Officers.