



TESTIMONY
ON THE
D.C. OFFICE ON AGING'S
FY 2010 AND 2011 PERFORMANCE
FOR THE
OVERSIGHT HEARING
BEFORE THE
COUNCIL OF THE DISTRICT OF COLUMBIA
COMMITTEE ON AGING AND COMMUNITY AFFAIRS
THE HONORABLE MARION BARRY, CHAIRMAN
PRESENTED BY
DONNA S. DUNSTON, INTERIM EXECUTIVE DIRECTOR
IN THE COUNCIL CHAMBERS
MARCH 3, 2011
10:00 am

Good morning Chairman Barry and members of the Committee on Aging and Community Affairs. My name is Donna S. Dunston; I am the Interim Executive Director of the District of Columbia's Office on Aging. Accompanying me today are four Office on Aging Managers: Mr. Sam Gawad, Chief Operating Officer; Mr. Eric Manuel Program and Grants Manager; Ms. Camille Williams, Long Term Care Coordinator; and Dr. Terracita Powell, Manager of the Aging and Disability Resource Center. I am pleased to testify before the Committee today on the Performance of the Office on Aging in FY 2010 and to date in FY 2011.

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, it excels in its performance, and sees challenges and problems as new opportunities. Moreover, the agency is truly doing more with less given these difficult economic and financial times; we strive to be creative in identifying 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 fiscal years 2010 and 2011 are still best described as

“challenging” for the agency in meeting the life supporting and sustaining services it provides to older District residents.

In Fiscal Year 2010, the Office on Aging’s total budget from the federal and local sources was \$23,003,914 and for the FY 2011 the approved budget is \$23,934,499. In Fiscal Year 2010, DCOA received \$1,000,000 in Intra-district funds from the Health Care Finance Agency. In Fiscal Year 2010 DCOA received a slight increase in the Older Americans Act Title III federal funds in the amount of \$26,971.00.

More than 92% of the Office on Aging’s total budget pays for support of home and community-based services for older residents which are provided in partnership with twenty (20) community-based organizations that constitute the Office on Aging Senior Service Network.

The Office on Aging had 47 full-time equivalent employees (FTEs); 41 filled positions and 6 vacant positions; 19 FTEs are funded by local dollars; 16 FTEs by federal dollars; and 12 FTEs are intra-district positions and funded by federal and local funds.

There are 100,869 District residents who are age 60 and older representing 17% of the District's total population of 599,657. During FY 2010, thirty-five percent (35%) of the District's senior population (35,107 older residents; unduplicated count) received one or more services funded by this agency as measured by the agency's key performance indicators or KPIs that are tracked by the agency's customer service 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
- Agency Management Program

The agency's performance for FY 2010 exceeded targets in most categories with actual overall performance ranging from 67% to 99% of the targeted goals. For example, the agency's performance was low (67%) in terms of placing participants who completed the specialized job skill training program in unsubsidized employment. However, the percent of persons requesting and receiving nutritious meals was 99%. In 2010, DCOA developed some new and more quantifiable key performance indicators including metrics related to the

Aging and Disability Resource Center and continue to use some of the FY 2010 KPIs.

Some of the accomplishments and outcome measures that I would like to note for FY 2010 were:

- During FY 2010 more than 954,932 nutritious meals were served; a decrease of 167,824 less than FY 2009. The decrease was due to increased monitoring and assessment of congregate sites and home delivered meals.
- 2,661 homebound seniors received 501,401 Home-delivered weekday and weekend meals
- 5,098 seniors received 451,531 Congregate Meals which includes meals served at special events such as the Mayor's Senior Holiday Celebration
- 2,000 Emergency Meals were served to homebound seniors and persons experiencing catastrophic events such as home fires, flooding or power outages
- 1,597 senior received nutrition education; and 887 seniors received nutrition counseling

- The DCOA Older Workers Employment and Training Program registered 400 new clients in FY 2010, placed 100 in employment; 30 were trained (23 in Home Health and 7 in Office Technology).
- 312 seniors were trained and 71 placed at various employment sites through our Senior Works Volunteer Program with Family Matters for 90 days and paid \$6.25 per hour. Currently there are 199 on the waiting list.
- 156 persons were served through the District of Columbia Caregiver's Institute and 306 caregivers received respite and other support services
- 1,303 hours of heavy house-cleaning services were provided for 41 home-bound elderly
- 81,351 hours of homemaker and personal care services were provided for home-bound elderly
- 80,767 transportation trips to and from medical appointments were provided by the Washington Elderly Handicapped Transportation Service (WEHTS)
- 170 seniors used the Call'N'Ride Taxicab Voucher Program
- 26,154 hours of geriatric assessment and case management services were provided

- 4,521 seniors participated in health promotion, self-care training and wellness activities
- 450 Seniors participated in UDC's Institute of Gerontology BODYWISE Water Aerobics Program
- 95,863 hours of geriatric day care services were provided
- 4,573 seniors participated in socialization activities
- 292 persons received services from the Oasis Senior Center for the displaced/homeless elderly
- 97,315 hours of psycho-social counseling services were provided for 6,676 seniors
- 537 seniors received services from the Spanish Senior Center; 424 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
- 58 seniors were served through the deaf and hard of hearing program
- 1,861 complaints were received by the Long Term Care Ombudsman related to residents in long-term care facilities i.e.,

nursing homes, community residential facilities and assisted living facilities; 1,443 complaints were fully or partially resolved

- Volunteers provided 15,586 hours of service to seniors served by DCOA Senior Service Network

The Office on Aging accomplished the following tasks in FY 2010:

- Conducted eight ward-based town hall meetings to solicit citizens input on the District's State Aging Two- Year Plan (2010 through 2012), which has been approved by the US Administration on Aging.
- Submitted the District's State Aging Plan for 2010 through 2012 to the US Administration on Aging
- Worked with DRES to execute the ground lease agreements for the Washington Center for Aging Services and J. B. Nursing Home. This lease agreement will generate several positive economic and social benefits for the District and its nursing home residents
- Completed IT enhancements for the agency's customer data base (CSTARS) for ADRC, Information and Assistance and the Employment and Training Unit

- Implemented grant projects to strengthen DCOA/ADRC in the areas of hospital discharge planning, respite care and outreach
- Evaluated results of the Nursing Home Quality of Care Projects; Analyzed the Senior Wellness Center evidence based health program; completed the evaluative study of ADRC
- Continued its partnership with the D.C. Metropolitan Police Department in support of the Senior Citizens Police Academy
- Continued its funding and close working relationship with George Washington University Health Insurance Counseling Project that: provides one-on-one counseling on the Medicare Drug Benefit, assists in resolving urgent billing, coverage and eligibility issues. Also, GWU HICP conducts outreach activities to eligible Medicare and Medicaid beneficiaries, the dual eligible residents and hard to reach population including younger individuals with disabilities providing them with information on the Medicare Part D Low Income Subsidy programs and the District's Medicare Savings Program.
- Wrote and produced twelve (12) issues of the "Spotlight on Aging," a two-page featured newsletter in the Senior BEACON Newspaper with readership 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 and neighborhood meetings

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

- Mayor's Christmas Holiday Celebration
- The District's Salute to Centenarians
- The Ms Senior D. C. Pageant and the Cameo Club
- Health Fairs
- Senior Outreach Initiatives

Although the agency's performance for FY 2010 is noteworthy on the measures enumerated, there are other accomplishments that should be highlighted. They are:

- The continued growth and operational effectiveness of the Aging and Disability Resource Center (ADRC) that is operating in collaboration with the Department of Health Care Finance, other health and human services agencies and community-based organizations.

This is a single entry point system, or a one-stop resource center providing access to government and private services to the District elderly residents age 60 and older and persons with Disabilities age 18 and older.

- The second accomplishment that I would like to highlight would be in the area of grant writing and submission of competitive federal and other grant applications.
- In FY 2010 the Office on Aging was awarded \$633,897.00 in federal funds from competitive grants.
- The third accomplishment was the purchase of six vehicles for the Washington Elderly Handicapped Transportation Service (WEHTS), which has greatly improved the program and its services for medical and adult day care transportation. The acquisition of these new wheelchair accessible vehicles are a part of the phased-in vehicle replacement plan; and the continued agreement for Medicaid reimbursement for WEHTS medical clients from the District's Medicaid transportation provider (MTM).
- The fourth accomplishment was the official opening of the Ward 1 Senior Wellness Center. The center is now fully staffed and to date has enrolled 240 seniors in its various programs

It should be noted that the agency completed FY 2010 closing with no fiscal liabilities and within the total approved budget. The approved external annual audit revealed no disallowances and no anti-deficiencies.

FISCAL YEAR 2011 UPDATE

Funding for our FY2011 Budget is as follows:

• Local Funds	\$15,944,665.56
• Federal Funds	6,999,494.62
• Intra-District Funds	<u>990,838.48</u>
Total ---	\$23,934,499.00

As we look at the agency performance and current status for FY 2011, the agency continues to meet the challenge of providing more than thirty-one (31) home and community-based services to the District's older population during difficult economic times; being creative in seeking and identifying financial resources that will meet the increasing demand for senior services; improve existing services, and transform the agency for the future. To date, the Office on Aging is on target for: reaching and/or exceeding its agency program

performance measures (Key Performance Indicators); achieving its FY 2011 Agency Performance Plan as posted on the DC Government Website; and providing program and services within the FY 2011 approved budget.

The agency was prepared for and effectively responded to the snow storms in January 2010 and February 2011. This was attributed to the effective collaboration and coordination with the City Administrator's office; DCOA's service providers, contractors and volunteers. During both snow storms, all residents received their home delivered meals and where feasible seniors were transported to their various medical appointments

In closing Mr. Chairman, the continued and outstanding performance of the DC Office on Aging will continue to be attributed to the agency's service providers, numerous volunteers, the continued commitment of the DCOA staff and managers in providing high quality, essential and life supportive services and programs for the District's older residents. I want to personally and professionally thank them and encourage them to stay committed during these difficult times.

Mr. Chairman, I would also like to thank you for your continued leadership and support of aging programs, and we ask that you continue your support as we

strive to make a great agency even greater and remain fiscally responsible and responsive to the needs of the older District residents.

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