



# **DCOA's Aging and Disability Resource Center**

500 K Street N.E., Washington, D.C. 20002

# Training Overview

- ▶ DCOA's Mission
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# DCOA's Mission

The D.C. Office on Aging's mission is to advocate, plan, implement, and monitor programs in health, education, employment, and social services which promote longevity, independence, dignity, and choice for:

- ▶ older District residents (age 60 and over);
- ▶ persons living with disabilities (age 18 to 59); and
- ▶ their caregivers.

# **DCOA's History: Older Americans Act (OAA)**

- ▶ The OAA was enacted by the U.S. Congress in 1965 to improve the lives of America's older individuals in relation to income, health, housing, employment, long-term care, retirement, and community service.
- ▶ The purpose of the Act was to enhance the ability of older individuals to maintain as much independence as possible and to remain in their homes and communities.

# DCOA History

- ▶ The D.C. Office on Aging was created by the Mayor in 1975 under D.C. Law 1-24 to administer the provisions of the Older Americans Act (OAA).
- ▶ DCOA was established as both the District's State Unit on Aging, and the Area Agency on Aging.
- ▶ DCOA is structured to carry out advocacy, leadership, management, programmatic, and fiscal responsibilities mandated by the Older Americans Act.

# **DCOA History: Federal Government Shifts Focus**

- ▶ Since 1965, the U.S. Administration on Aging (AoA) was established as the principle agency to carry out the provisions of the OAA.
- ▶ In 2012 the U.S. Administration for Community Living was formed, bringing together the efforts of three U.S. Health and Human Service departments: aging, physical disability, and intellectual and developmental disabilities.

# Administration for Community Living (ACL)

- ▶ The mission of ACL is to maximize the independence, well-being, and health of older adults, **people with disabilities across the lifespan, and their families** and caregivers.
- ▶ ACL brings together the Administration on Aging, the Administration on Intellectual and Developmental Disabilities, and the HHS Office on Disability to help people access community supports, while focusing on older Americans and people with disabilities of all ages.

# **DCOA is Committed to Changing with the Times**

- ▶ DCOA has kept pace with the Administration for Community Living and the rest of the country by expanding its focus to include people ages 18 and older with physical, intellectual and developmental disabilities.
- ▶ This is accomplished primarily through DCOA's:
  - Aging and Disability Resource Center;
  - Collaboration with Lead Agencies and other community-based organizations; and
  - No Wrong Door Initiative with other D.C. human service agencies.

# **DCOA's Aging and Disability Resource Center (ADRC)**

The following topics are covered in this section:

- ▶ **ADRC Overview**
- ▶ **Direct Services Provided by DCOA's ADRC**
- ▶ **Referral to the Senior Service Network**
- ▶ **Collaboration with Lead Agencies**

# ADRC Overview

The Aging and Disability Resource Center (ADRC), provides a single, coordinated system of information and access for individuals seeking long-term care services and supports. This is accomplished through the provision of unbiased reliable information, counseling, and service access to older adults, individuals living with disabilities, and caregivers.

# ADRC's Direct Services

ADRC provides a variety of direct services including:

- ▶ Information and Referral/Assistance
- ▶ Alzheimer's Disease Initiative Grant
- ▶ Caregiver Assistance: Lifespan Respite Care Program
- ▶ Community Social Work
- ▶ Community Transition
- ▶ Hospital Discharge Planning Program
- ▶ Housing Coordination
- ▶ Medicaid Waiver Enrollment
- ▶ Senior Employment and Training Program

# Information and Referral/Assistance

- ▶ ADRC's Information and Referral/Assistance (I&R/A) staff provide a point of entry into the senior service and disability networks.
- ▶ People can call, email, or visit in person to obtain assistance on accessing a wide range of home and community-based services, long-term care options, and public benefits.

**Contact: 202-724-5626 or [IRA.ADRC@dc.gov](mailto:IRA.ADRC@dc.gov)  
500 K Street NE, DC 20002**

# Alzheimer's Disease Initiative Grant

- ▶ The purpose of the Alzheimer's Disease Initiative Grant is to further develop D.C.'s dementia-capable system of long-term services and supports for persons living with Alzheimer's disease and related dementias and their caregivers.
- ▶ The grant includes four new programs:
  - Cluster Care
  - Money Management
  - Club Memory
  - Saturday Respite

# Caregiver Support/ Lifespan Respite Care

- ▶ The Lifespan Respite program helps connect caregivers with the necessary resources to strengthen their ability to continue providing support to their loved one(s).
- ▶ The ADRC accomplishes this by:
  - linking families with respite care providers;
  - bi-weekly supportive online chats; and
  - community outreach via presentations at churches and other community settings.

# Community Social Work

ADRC Social Workers provide:

- ▶ Long-term care options counseling (person-centered conversations about home and community-based service options);
- ▶ Case management, counseling, advice and referral-giving for adults 18-59 years old; and
- ▶ Collaborative assistance on cases with other D.C. agencies, and/or community-based organizations.

# Community Transition

- ▶ The Community Transition Team assists with transitioning older adults and people with disabilities from long-term care settings back to the community.
- ▶ It also provides comprehensive post-discharge case management services for up to one year after the date of discharge to ensure sustained independence and quality of life.
- ▶ This team combines staff of the federally-funded Money Follows the Person Demonstration and staff of the locally-funded Nursing Home Transition program into one streamlined team.

# Hospital Discharge Planning

- ▶ Program staff works collaboratively with District residents and hospital staff to develop discharge plans that ensure successful and sustained transitions from the hospital back into the community.
- ▶ This is accomplished through person-centered planning that elicits patient input to more effectively tailor discharge plans to suit the particular needs of the individual.
- ▶ This service reduces the likelihood of hospital readmission and enables residents to live as independently as possible.

# Housing Coordination

- ▶ DCOA's ADRC staff provide information and referral resources to people with low- to moderate-income seeking affordable, safe, and secure rental and housing units.
- ▶ DCOA's ADRC staff assist D.C. residents by:
  - collaborating with non-profit and government housing programs;
  - helping people understand and gain access to housing vouchers; and
  - providing information and referral to individuals seeking community residential housing, assisted living residences, and emergency shelter.

# Medicaid Waiver Enrollment

D.C.'s Elderly and Persons with Physical Disabilities (EPD) Waiver Program is a person-centered home and community-based waiver funded by Medicaid and administered by the Department of Health Care Finance (DHCF) .

- ▶ As of Spring 2015, the ADRC is expanding its role in the EPD Waiver enrollment process.
- ▶ The goal of the EPD Waiver Program is to reduce confusion about the enrollment process, increase inter-agency communication, and improve customer service.

# Older Workers Employment and Training Program (OWEPT)

- ▶ OWEPT provides employment and training opportunities for D.C. residents 55 years and older.
- ▶ Employment specialists aim to increase employment opportunities for D.C.'s older residents by matching the employer's labor needs with the older adults' past or current career experiences, educational backgrounds, and desired work.

# ADRC and the Senior Service Network

- ▶ DCOA's Senior Service Network consists of 25+ community-based nonprofit organizations that operate 30+ programs for senior citizens and people with disabilities.
- ▶ The ADRC makes referrals to over 1,500 providers, program, services, and other community supports including providers within DCOA's Senior Service Network.
- ▶ The ADRC works closely with DCOA's Senior Service Network providers, including referral, case collaboration, and professional development.

# Senior Service Network Programs and Services

Eligibility requirements apply to many of the following services, and are offered at no cost to the D.C. resident, for a fee, on a sliding scale, or with a voluntary contribution.

# Senior Service Network Programs and Services

- ▶ Adult Day Health
- ▶ Caregiver Support
- ▶ Case Management for older adults (60 years and older)
- ▶ Counseling (Short-term advice)
- ▶ Emergency Shelter
- ▶ Group Mid-Day Meals
- ▶ Health Insurance Counseling
- ▶ Home Delivered Meals
- ▶ In-Home Support
- ▶ Legal Services
- ▶ Long-Term Care Ombudsman
- ▶ Multi-Purpose Senior Centers
- ▶ Nursing Homes
- ▶ Nutrition Counseling
- ▶ Recreation and Socialization
- ▶ Respite Aid Services for Caregivers
- ▶ Transportation
- ▶ Senior Wellness Centers

# Lead Agencies / ADRCs

- ▶ Lead Agencies are DCOA grantees within the Senior Service Network, and provide a wide range of social and health services throughout the eight wards of the city.
- ▶ The ADRC works closely with Lead Agencies to provide direct services such as case management and community social work to residents.

# Lead Agency/ADRC Collaboration

- ▶ Co-location of ADRC social workers at Lead Agencies helps fulfill both DCOA's and ACL's missions of maximizing the independence, well-being, and health of D.C. older adults, people with disabilities and their caregivers.
- ▶ Currently, Lead Agency staff focus on serving older adults and caregivers, and ADRC social workers located at lead agencies focus on assisting people ages 18-59 with disabilities.
- ▶ Lead Agencies are also referred to as "ADRCs" because of the work done with D.C. residents of various ages and abilities.

# Lead Agencies / ADRCs

There is one Lead Agency in each of the eight D.C. wards:

- ▶ **Ward 1:** TERRIFIC, Inc.
- ▶ **Ward 2:** TERRIFIC, Inc.
- ▶ **Ward 3:** IONA Senior Services
- ▶ **Ward 4:** TERRIFIC Inc.
- ▶ **Ward 5:** Seabury Ward 5 Aging Services
- ▶ **Ward 6:** Seabury Ward 6 Aging Services
- ▶ **Ward 7:** East River Family Strengthening Collaborative
- ▶ **Ward 8:** Family Matters of Greater Washington

# Lead Agency/ADRC's Core Responsibilities

- ▶ Lead Agencies are responsible for delivering the following supports to older adults in each service area:
  - Congregate and Home Delivered Meals
  - Caregiver Respite/Supplemental Services
  - Case Management
  - Comprehensive Assessment
  - Counseling
  - Health Promotion
  - Nutrition Counseling and Education
  - Socialization
  - Transportation to sites and activities

# ADRC Initiatives

- ▶ Collaborate with D.C. Agencies on the No Wrong Door Initiative
- ▶ 211 Initiative: Active participation in developing a citywide resource database for all human service agencies
- ▶ Improve Customer Service
  - Revamp EPD Waiver and Adult Day Health enrollment process
  - Monthly staff training on key aging, physical disability, intellectual/developmental disability services and supports

# ADRC Initiatives

- ▶ Implement new case management system (database)
- ▶ Educate stakeholders and the public about ADRC:
  - Disseminate outreach materials
  - Deliver ADRC training to stakeholders
- ▶ Comprehensively evaluate all ADRC services through:
  - Customer satisfaction survey
  - Customer expectation survey
  - Data collection with new case management system

# No Wrong Door Initiative

- ▶ In October 2014, D.C. received grant from ACL to develop a three-year plan to transform current Long-Term Supports and Services (LTSS) programs and processes in the District into a single, No Wrong Door system for all populations and all payers.
- ▶ The goal is to create a coordinated District-wide, No Wrong Door system that will support all D.C. residents in need of LTSS, regardless of where they enter the system.

# No Wrong Door Stakeholders

- ▶ The NWD plan is being developed in collaboration with people in need of LTSS, their families, advocates, public and private sector partners, community-based service providers and other partners
- ▶ Key D.C. Agency Partners:
  - DCOA
  - Department of Disability Services
  - Department of Health Care Finance
  - Department of Behavioral Health
  - Department of Human Services
  - Department of Health
  - Office of Veterans Affairs

# **ADRC Contact Information**

## **General Intake:**

202-724-5626 or [IRA.ADRC@dc.gov](mailto:IRA.ADRC@dc.gov)

## **Referrals for Elderly and Persons with Physical Disabilities Waiver Enrollment:**

202-724-5626 or [EPDWaiver.dcoa@dc.gov](mailto:EPDWaiver.dcoa@dc.gov)

**DCOA Main Number: 202-724-5622**

**Address: 500 K Street NE, DC 20002**

**ADRC Managers: [ADRC.Managers@dc.gov](mailto:ADRC.Managers@dc.gov)**