

## PROGRAM MISSION

To ensure that persons 60 years of age and older live as an integral part of society with dignity and with access to programs and services that meet their needs and preferences.

The Arlington Agency on Aging is one of a national network of 660 Area Agencies on Aging established by the Federal Older Americans Act with this common mission. The Agency's activities include the following: facilitating the cooperation and coordination of service providers; serving as a catalyst for the development of new private and/or public programs; assisting individuals in gaining access to services by distributing publications, making public presentations, responding to requests for information and referral, and administering the Personal Advocate Service; serving as a U. S. Department of Housing and Urban Development certified counseling agency for the Home Equity Conversion Mortgage Program; and overseeing and coordinating data collection for the state information management system, Aging Information Management (AIM). Staff support two County Board appointed citizen advisory groups: Commission on Aging and the Arlington Commission on Long-Term Care Residences. The Personal Advocate Service recruits and trains volunteers to assist older people in a variety of ways including help with completion of forms, referrals to needed services, exploring supplemental and long-term care insurance choices, and addressing Medicare and Medicaid issues. Staff members administer the federally funded Volunteer Insurance Counseling and Advocacy Program and the Medicare Fraud Prevention program for Arlington and Alexandria.

Agency staff also administer the federal, state, and local funds that provide total or partial financial support for the components of the Arlington Area Plan for Aging Services. The Older Americans Act requires Area Agencies on Aging to develop area plans identifying services provided to elderly persons with the funding received. The following chart identifies the components of the Arlington Area Plan for Aging Services. A statement about those components provided by staff other than those in the Agency on Aging follows the chart.

The following programs are not a part of the Area Plan for Aging Services and are administered by the Agency on Aging:

- The Arlington Employment Center administers the **Subsidized Employment** program supported by Older Americans Act funds to provide part-time jobs for 14 low-income adults 55 years of age or older.
- The **Senior Loop** was initiated to provide transportation service for grocery shopping and to drug stores for residents of The Carlin, Culpepper Garden, Woodland Hill, and Claridge House. The Loops are a fixed-route service operating one day per week for each building. In FY 2005, the Senior Loop provided 7,992 trips. This program is funded with revenues resulting from renegotiation of the lease agreement between the Medical Facilities of America (Cherrydale Nursing Center) and the Arlington Health Center Commission in FY 2001. The intake function for the taxi cab discount program, **Super Senior Taxi (SST)**, is funded in the Area Agency on Aging with County funds.
- The **Volunteer Guardianship** Program staff recruits, trains and provides guidance to volunteers who become court appointed guardians and conservators, as well as representative payees. The volunteers serve in these roles to assist incapacitated adults who are unable to manage their personal and financial affairs and who have no one else on whom to rely for these decisions. Twenty (20) volunteer guardians served twenty-two (22) incapacitated adults in FY 2005.
- Funds are made available to **Culpepper Garden Assisted Living** to cover costs for approximately 30 residents per month who cannot afford the full cost for assisted living services. This subsidy is funded with revenues resulting from renegotiation of the lease

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agreement between the Medical Facilities of America (Cherrydale Nursing Center) and the Arlington Health Center Commission in FY 2001, and County funds. In FY 2005, 39 persons were served.

**Arlington Area Plan for Aging Services**

	FY 2005 Actual	FY 2006 Adopted	FY 2007 Proposed	% Change '06 to '07
Administration and Long Term Care Coordination	\$333,788	\$331,868	\$345,754	4%
Public Information and Education and Advocate Service	118,923	151,700	161,562	7%
Information and Assistance	37,008	35,838	44,364	24%
Personal Care/Homemaker Service	210,238	241,797	365,141	51%
Home Delivered Meals	153,838	155,207	198,300	28%
Transportation - Groceries and Medical Appointments	47,660	50,484	59,573	18%
Long-Term Care Ombudsman	32,898	35,511	38,511	8%
Legal Assistance	41,040	41,040	41,040	-
Senior Centers with Congregate Meals	468,374	470,770	440,340	-6%
Money Management	22,684	30,627	32,229	-
Assisted/Escort Transportation	7,770	7,771	7,771	-
<b>Total Expenditures</b>	<b>1,474,221</b>	<b>1,552,613</b>	<b>1,734,585</b>	<b>12%</b>
<b>Total Revenues</b>	<b>576,433</b>	<b>584,535</b>	<b>605,943</b>	<b>4%</b>
<b>Net Tax Support</b>	<b>\$897,788</b>	<b>\$968,078</b>	<b>\$1,128,642</b>	<b>17%</b>

The Area Plan is identified and published as part of the County Manager's Proposed Budget to meet the legal requirement of public notice of priority of services as established in the Area Plan for Aging Services. Legal Assistance and Senior Centers with Congregate Meals are not part of the Agency on Aging budget and are reflected in other areas of the County's budget.

- Staff in the Adult Protective Services/Over Sixty Intake program and Adult Social Services program provide the **Information and Assistance**, and home visits to adults 60 years of age and older whose income just exceeds that of the Social Services Block Grant financial eligibility criteria. Staff in these programs served 67 persons in FY 2005.
- **Personal Care/Homemaker Services** are provided by an outside vendor to elderly persons in one of the five geographic areas designated under the Cluster Care Program, under a contract with the Aging and Disability Services Division. In FY 2005, 109 persons received a total of 15,078 hours of service, of which 3,544 hours were to provide respite for family caregivers. Older Americans Act, state, and County funds support this program. The description and funding for the remainder of this program is found in the Nursing Case Management section of the DHS budget and is called Cluster Care.
- Meals on Wheels of Northern Virginia provides **Home Delivered Meals**. Older Americans Act and state funds, as well as reimbursement from the U. S. Department of Agriculture and client contributions, provide the financial support for this program and for the purchase of a high-protein liquid dietary supplement for low-income persons in need of the supplement. County staff administers the distribution of the liquid dietary supplement. In FY 2005, 248 persons received a total of 65,024 meals (includes hot noon meals, bag suppers, and nutritional supplement meals).
- The Arlington Chapter of the American Red Cross provides elderly persons with **Transportation for Groceries and Medical Appointments** and receives a combination of Older Americans Act, state, and County funds. The Red Cross volunteer drivers transported

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248 persons in FY 2005. Red Cross also purchases STAR2Bucks, to provide a voucher assistance program for STAR users needing medical trips who cannot afford the \$4.00 round trip cost. In FY 2007, 3000 vouchers will be provided.

- The **Long-Term Care Ombudsman** assists in resolving problems in long-term care facilities (i.e., nursing homes and assisted living residences) in Arlington County and other Northern Virginia jurisdictions. Staff and volunteers investigate and resolve complaints made by facility residents or their families and friends and counsel consumers about ways to resolve issues on their own. Older Americans Act, state, and local funds from each of the jurisdictions fund the service; the amount contributed by each jurisdiction is determined by an allocation formula. In FY 2005, there were 971 consumer counseling sessions and 88 formal complaints involving 116 complaint issues. In the other jurisdictions, during FY 2005, there were 4,254 consumer counseling sessions and 326 formal complaints involving 544 complaint issues. Both the Ombudsmen and the volunteers have a 90% resolution rate.
- Legal Services of Northern Virginia, Inc. provides **Legal Assistance** through an attorney and paralegal staff who provide legal representation for older persons who are unable to afford a private attorney; 93 people received representation in FY 2005. In addition, staff conducts community education programs and prepares informational documents on elderly issues for dissemination to interested people. Staff conducted 250 community education events in FY 2005. Older Americans Act and County funds support this program component.
- The **Senior Center with Congregate Meals** Program is administered by the Department of Parks, Recreation, and Cultural Resources. In FY 2006, funding for meals and transportation costs for the Congregate Meals program were transferred to the Department of Parks, Recreations, and Cultural Resources. During FY 2005, 349 participants received a hot, noontime meal. Older Americans Act and County funds in combination with U.S. Department of Agriculture reimbursement and participant contributions support the program. Participants in need of transportation to the meal program receive it and 188 participants relied on this service.
- **Money Management Service** (assistance with tracking and paying bills) is provided by Senior Services of Alexandria to Arlington elders who lack the capacity to manage or pay for the management of their own funds. In FY 2005, 49 persons were served. Older Americans Act and local funds finance this program.
- **Assisted Transportation** is provided by STAR drivers who escort elderly passengers from the door of the passenger's residence to the waiting room of the passenger's health care provider. State funds supplemented by client fees support these programs. In FY 2005, 45 persons took 2,906 one-way trips.

**PROGRAM FINANCIAL SUMMARY**

	FY 2005 Actual	FY 2006 Adopted	FY 2007 Proposed	% Change '06 to '07
Personnel	\$676,610	\$714,975	\$811,694	14%
Non-Personnel	506,033	209,838	210,264	-
Nonprofits	709,129	763,659	963,907	26%
<b>Total Expenditures</b>	<b>1,891,772</b>	<b>1,688,472</b>	<b>1,985,865</b>	<b>18%</b>
Contributions/Fees	294,045	181,049	187,296	3%
State Share	181,889	181,887	155,112	-15%
Federal Grants	510,452	400,859	474,929	18%
<b>Total Revenues</b>	<b>986,386</b>	<b>763,795</b>	<b>817,337</b>	<b>7%</b>
<b>Net Tax Support</b>	<b>\$905,386</b>	<b>\$924,677</b>	<b>\$1,168,528</b>	<b>26%</b>
Authorized FTEs	7.8	8.1	8.7	
Funded FTEs	7.8	8.1	8.7	

**SIGNIFICANT BUDGET HIGHLIGHTS**

- ↑ Personnel expenses reflect a two percent market pay line adjustment, a 10% increase in employer health insurance costs, and an increase in employer retirement contributions to maintain full funding of the retirement fund. Personnel also includes the continuation of two grant funded supplemental appropriations (\$27,965, 0.6 FTE), and the proposed increase in the living wage rate from \$11.20 to \$11.80 per hour (\$9,441).
- ↑ Non-personnel expenses are increased due to the net impact of reallocation of funding to personnel expenses for Title V program participants (\$15,818), increased funding for the Senior Loop program (\$3,372), a decrease in telephone charges (\$435), an increase in rent (\$7,407), and a continuation of two grant funded appropriations (\$5,900).
- ↑ Nonprofits include an increase in the regional formula for the Ombudsman Program (\$3,000), the transfer of funds from Nursing Case Management that support one of the geographic areas of the Cluster Care Program (\$144,643), and the continuation of two supplemental appropriations for home delivered meals (\$41,073). Increased funding is also included for normal salary and fringe benefit increases for Home Care Partners (\$6,750), Arlington Red Cross (\$9,089 including transportation related cost increases), Senior Services of Alexandria (\$1,602), and Culpepper Garden (\$22,141). These increases are partially offset by the transfer of LPACAP funding for Cluster Care from the Agency on Aging to Nursing Case Management (\$28,049).
- ↑ Fees/contributions include an increase in the Guardianship Fees (\$115), Senior Nutrition Fees (\$800), and Cherrydale lease funds (\$5,332).
- ↓ State share revenues decrease due to the transfer of LPACAP revenues that support a portion of the cluster Care Program to Nursing Case Management (\$28,049), partially offset by inclusion of continuation of a FY 2006 supplemental appropriation of State General Funds for the home delivered meals program (\$1,274).
- ↑ Federal grants include the continuation of two supplemental appropriations (\$74,070).

**PERFORMANCE MEASURES**

	FY 2002 Actual	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2006 Estimate	FY 2007 Estimate	FY 2007 Goal
Number of requests for information and assistance	2,643	6,789	3,179	4,125	3,800	3,800	3,800
Number session evaluations completed by customers rated helpful	120	225	280	389	370	280	280
Percent session evaluations completed by customers rated helpful	99%	98%	95%	98%	95%	95%	95%
Number of persons served reporting that information provided was helpful (phone survey)	18	45	27	24	30	30	35
Percent of persons served reporting that information provided was helpful (phone survey)	100%	98%	93%	96%	95%	95%	95%
Number of advocates available to provide assistance	24	22	24	26	25	25	25
Number of persons assisted by advocates	179	200	170	165	175	175	175

- The decrease in the number of persons assisted by advocates in FY 2004 was due to fewer requests for assistance with Housing Grants since the program was frozen and reflected that some persons requesting assistance were referred to the Money Management Program.