

## 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; 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 **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 2007, the Senior Loop provided 6,946 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. Thirty volunteer guardians served 33 incapacitated adults in FY 2007.
- Funds are made available (\$384,282) 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 agreement between the Medical Facilities of America (Cherrydale Nursing Center) and the Arlington Health Center Commission in FY 2001, and County funds. In FY 2007, 40 persons were served.

**Arlington Area Plan for Aging Services**

	FY 2007 Actual	FY 2008 Revised	FY 2009 Proposed	% Change '08 to '09
Administration and Long Term Care Coordination	\$377,228	\$403,192	\$410,749	2%
Public Information and Education and Advocate Service	260,174	253,139	211,531	-16%
Information and Assistance	43,390	45,529	47,126	4%
Personal Care/Homemaker Service	335,976	394,269	419,864	6%
Home Delivered Meals	197,569	214,284	268,491	25%
Transportation - Groceries and Medical Appointments	50,484	70,730	71,728	1%
Long-Term Care Ombudsman	36,747	38,511	47,909	24%
Legal Assistance	41,040	42,886	44,099	3%
Senior Centers with Congregate Meals	435,436	465,368	531,502	14%
Money Management	22,679	35,345	36,282	3%
Assisted/Escort Transportation	7,771	7,771	7,771	-
<b>Total Expenditures</b>	<b>1,808,494</b>	<b>1,971,024</b>	<b>2,097,052</b>	<b>6%</b>
<b>Total Revenues</b>	<b>570,697</b>	<b>584,171</b>	<b>666,796</b>	<b>14%</b>
<b>Net Tax Support</b>	<b>\$1,237,797</b>	<b>\$1,386,853</b>	<b>\$1,430,256</b>	<b>3%</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 78 persons in FY 2007.
- **Personal Care/Homemaker Services** are provided by a non-profit agency to elderly persons in one of the five geographic areas designated under the In-Home Services Program, under a contract with the Aging and Disability Services Division. In FY 2007, 107 persons received a total of 15,850 hours of service, of which 3,421 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 under In-Home Services.
- 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. These funds also provide financial support for a meal subsidy program for some residents of Culpepper Garden I, and for culturally appropriate meals for eligible Vietnamese residents at Woodland Hills (50 percent subsidy for persons with incomes at or below SSI and 25 percent subsidy for persons with incomes at or below 100 percent of poverty). In FY 2007, 262 persons received a total of 64,560 meals (includes hot noon meals, bag suppers, nutritional supplement meals, Culpepper Garden I, and Woodland Hill subsidy 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

AGENCY ON AGING

369 persons in FY 2007. Red Cross also purchases STAR Voucher, to provide a voucher assistance program for STAR users needing medical trips who cannot afford the round trip cost. In FY 2009, 3,000 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 2007, there were 2,162 consumer counseling sessions and 182 formal complaints involving 232 complaint issues. In the other jurisdictions, during FY 2007, there were 7,202 consumer counseling sessions and 596 formal complaints involving 909 complaint issues. Both the Ombudsmen and the volunteers have a 90 percent 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; 174 people received representation in FY 2007. In addition, staff conducts community education programs and prepares informational documents on elderly issues for dissemination to interested people. Staff conducted 721 community education and service coordination events in FY 2007. 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 2007, 322 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 174 participants relied on this service.
- **Money Management Service** (assistance with tracking and paying bills) was provided in the first half of FY 2007 by Senior Services of Alexandria, and during the second half of FY 2007 by Northern Virginia Family Services to Arlington elders who lack the capacity to manage or pay for the management of their own funds. In FY 2007, 40 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 2007, 33 persons were served.

**PROGRAM FINANCIAL SUMMARY**

	FY 2007 Actual	FY 2008 Revised	FY 2009 Proposed	% Change '08 to '09
Personnel	\$677,002	\$751,657	\$737,231	-2%
Non-Personnel	491,321	234,177	242,856	4%
Nonprofits	959,334	1,033,065	1,129,732	9%
<b>Total Expenditures</b>	<b>2,127,657</b>	<b>2,018,899</b>	<b>2,109,819</b>	<b>5%</b>
Contributions/Fees	216,181	192,788	202,700	5%
State Share	167,844	170,498	203,355	19%
Federal Grants	395,824	370,340	418,905	13%
<b>Total Revenues</b>	<b>779,849</b>	<b>733,626</b>	<b>824,960</b>	<b>12%</b>
<b>Net Tax Support</b>	<b>\$1,347,808</b>	<b>\$1,285,273</b>	<b>\$1,284,859</b>	<b>-</b>
Permanent FTEs	8.8	8.77	9.37	
Temporary FTEs	-	-	-	
<b>Total Authorized FTEs</b>	<b>8.8</b>	<b>8.77</b>	<b>9.37</b>	

**SIGNIFICANT BUDGET HIGHLIGHTS**

- ↓ Personnel expenditures include a decrease in Work By Others and decreases due to hiring of new staff at lower salaries. These decreases are partially offset by normal salary increases, an increase in employer retirement contributions to maintain full funding of the retirement fund, and a ten percent increase in employer health insurance rates. There is also an increase of 0.6 FTE, which is funded by the Virginia Department of Aging. The new FTE will support senior transportation services and assist with data collection requirements.
- ↑ Non-personnel expenses primarily include an increase in rent (\$2,191), a contractual increase in Cherrydale lease funds for Senior Loop (\$925), a contractual increase for the transportation provider for the Senior Loop (\$1,608), and an increase in grant funds for long-term care ombudsman (\$5,000).
- ↑ Nonprofit expenditures include contractual increases for Home Care Partners (\$13,011) and Cherrydale lease funds for Culpepper Garden (\$4,732). Nonprofit expenditures also include normal personnel and utility increases for Arlington Red Cross (\$998), Northern Virginia Family Services (\$937), Home Care Partners (\$12,584), and Culpepper Garden (\$12,831). Increased grant funding is included for Meals on Wheels (\$42,176) and funds are reallocated from the Senior Adult Mental Program to fund an increase in the regional formula for Arlington's portion of Regional Long Term Care Ombudsman (\$9,398).
- ↑ Fees/contributions increase primarily due to an increase in the Cherrydale lease funds (\$5,657) and an increase in the contributions for the Senior Nutrition Program based on FY 2007 actuals (\$4,200).
- ↑ State share revenues increase based on a change in the state funding formula from the Virginia Department of Aging (\$32,857).
- ↑ Federal grants increase primarily due to a change in the federal funding formula (\$48,616).

**PERFORMANCE MEASURES**

Critical Measure	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Estimate	FY 2009 Estimate	FY 2009 Target
Number of requests for information and assistance	3,179	4,125	4,127	5,074	3,800	3,800	3800

  

Supporting Measures	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Estimate	FY 2009 Estimate	FY 2009 Target
Number of persons assisted by advocates	170	165	309	122	165	165	165
Number of session evaluations completed by customers rated helpful	280	389	338	238	280	280	280
Percent of session evaluations completed by customers rated helpful	95%	98%	99%	98%	95%	95%	95%
Number of persons responding to a survey who reported that information provided was helpful (survey)	27	24	31	30	30	30	30
Percent of persons responding to a survey who reported that information provided was helpful (survey)	93%	96%	97%	97%	95%	95%	95%
Number of advocates available to provide assistance	24	26	21	24	25	25	25

- In FY 2005, FY 2006 and FY 2007, a large number of persons transitioning to the new Medicare Part D Prescription Program were given information and assistance by Agency on Aging staff. In FY 2008 and FY 2009, those numbers are expected to decrease.
- In FY 2007, only one advocate was able to travel to Richmond for training, therefore staff provided most of this assistance.