

**FY 2022 PERFORMANCE PLAN**

<b>Arlington Adult Day Program</b>		<b>ADSD/CSCB</b>	<b>Michael DiGeronimo x0965</b>
Program Purpose	Improve the quality of life for adults with age-related or developmental disabilities and their families and/or caregivers.		
Program Information	<ul style="list-style-type: none"> <li>• Mission is to provide personalized care to adults with healthcare needs and disabilities, giving them the ability to live at home longer while providing relief and guidance for their caregivers.</li> <li>• A combined health and social model is provided in a purpose-built section of the Walter Reed Community Center; it is co-located with senior programs and Social 60+ Cafes.</li> <li>• The Center is licensed for 40 participants based on physical space; however, the normal maximum daily capacity is 24 participants, based on staffing.</li> <li>• The daily fee of \$99 is subsidized with local funds.</li> <li>• The program provides respite for families/caregivers.</li> <li>• Services include medication management, therapeutic activities, adapted exercise, physical transfers, toileting assistance, eating assistance, supervision for safety, and ambulation assistance.</li> <li>• Program participants and caregivers have participated in evidence-based research studies from Penn State, Marymount University, and George Mason University, focusing on caregiver stress, muscle memory, balance, and wandering patterns in people with Alzheimer’s Disease.</li> </ul>		
Service Delivery Model	<ul style="list-style-type: none"> <li>• Due to COVID and the risk to program participants, the Adult Day Program moved to virtual services in March 2020 and reopened for in-person services at a limited capacity on June 29, 2021.</li> <li>• An extensive Re-Opening Plan was developed to accommodate recommendations by the Centers of Disease Control, Virginia Department of Health, and Arlington Public Health. To meet the guidelines, adaptations were made to the program when it reopened for in-person services:               <ul style="list-style-type: none"> <li>○ Hours of operation decreased from 7:30-5:30 to 9:00-4:30, allowing additional time for cleaning and disinfecting.</li> <li>○ Daily capacity reduced from 24 participants to 12-15.</li> <li>○ Staff schedules were adapted to limit the number of people in each area of the center.</li> <li>○ A portable handwashing station and 3 hand sanitizing station were added to the common areas of the center.</li> </ul> </li> <li>• The patio was expanded and utilized for activity groups, dining, exercise, and relaxation when weather permitting. This allowed people an opportunity to take masks down and have an opportunity to visit in a more familiar way.</li> <li>• Most elements from Re-opening plan will continue into FY 2023 as they have proven to be in the best interest of the safety of participants and staff. The program will continue to social distance. It has been determined that logistically, 18 participants can be spaced safely apart. Thus, the maximum capacity will be increased to 18 participants for FY 2023.</li> <li>• The program continues to maintain an interest list of 35+ people that need care/respite.</li> </ul>		
<b>PM1: How much did we do?</b>			

**FY 2022 PERFORMANCE PLAN**

Staff	<p>Total 8.75 FTEs:</p> <ul style="list-style-type: none"> <li>• 1 FTE Supervisor</li> <li>• 1 FTE Public Health Nurse</li> <li>• 1 FTE Social Worker (Human Service Clinician II)</li> <li>• 5.75 FTE Direct Care/Floor Staff                             <ul style="list-style-type: none"> <li>○ 1.75 FTE Recreation Therapists</li> <li>○ 4 FTE Human Services Aides</li> </ul> </li> </ul>																								
Customers and Service Data	<table border="1" data-bbox="277 485 1510 741"> <thead> <tr> <th></th> <th><b>FY 2019</b></th> <th><b>FY 2020</b></th> <th><b>FY 2021</b></th> <th><b>FY 2022</b></th> </tr> </thead> <tbody> <tr> <td>Total Number Served</td> <td align="center">60</td> <td align="center">47</td> <td align="center">32</td> <td align="center">33</td> </tr> <tr> <td>Average Daily Attendance</td> <td align="center">22</td> <td align="center">21</td> <td align="center">8*</td> <td align="center">11</td> </tr> <tr> <td>Average Monthly Census</td> <td align="center">40</td> <td align="center">33</td> <td align="center">31</td> <td align="center">20</td> </tr> </tbody> </table> <p>* <i>Average daily attendance</i> in FY 2021 is the average number of participants that attended each virtual activity.</p>						<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	Total Number Served	60	47	32	33	Average Daily Attendance	22	21	8*	11	Average Monthly Census	40	33	31	20
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<b>PM2: How well did we do it?</b>																									
2.1	Compliance with Virginia Department of Social Services licensing requirements																								
2.2	Utilization rate																								
2.3	Adherence to activity requirements																								
<b>PM3: Is anyone better off?</b>																									
3.1	Effect of Arlington Adult Day Program on quality of life for family/caregivers and program participants																								

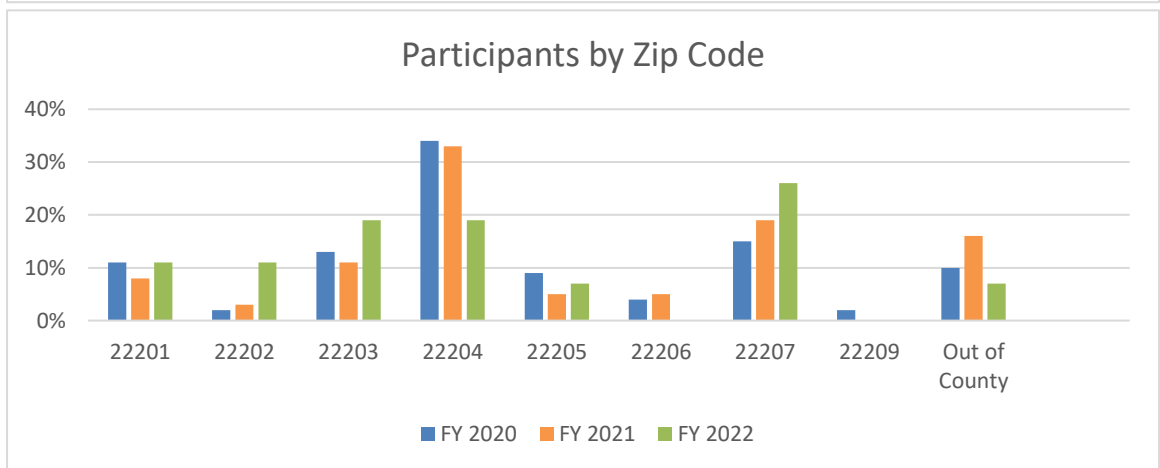
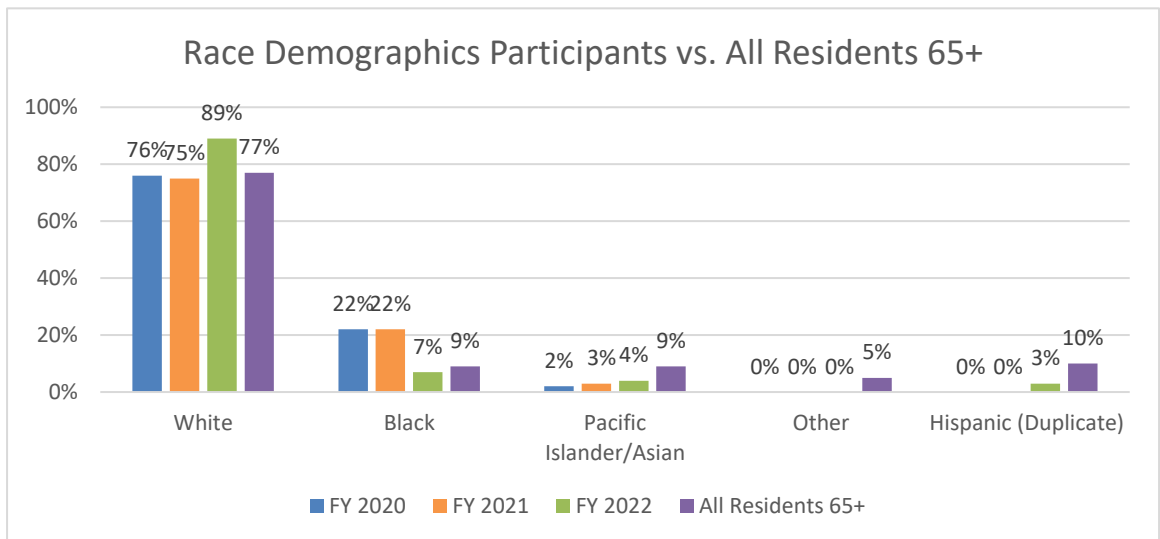
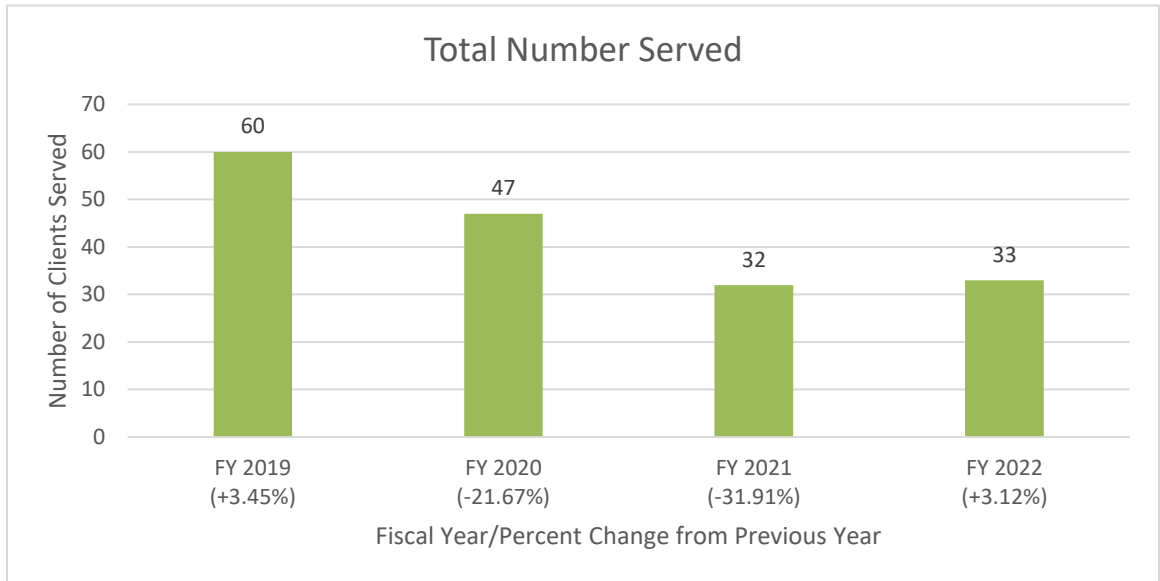
**Arlington Adult Day Program**

Measure

1

How much did we do?

Data



## FY 2022 PERFORMANCE PLAN

<b>Data Summary</b>	<ul style="list-style-type: none"> <li>In FY 2022 33 individuals were served by the program, an increase of 3%.</li> <li>89% of participants are White, 7% are Black and 4% are Pacific Islander/Asian.</li> <li>The percentage of white participants exceeds the percentages for Arlington residents 65 and over. Black participants in FY 2022 is in alignment with the comparison population. Pacific Islander/Asian and Hispanic population served increased slightly over the past year.</li> <li>The percentage of Hispanic participants rose to 3% in FY 2022.</li> <li>The highest percentage of participants live in 22207, which is a shift. In prior years, 22204 has had highest representation at the adult day program.</li> <li>Out of County participants include RAFT clients that live in McLean.</li> <li>Data is collected manually and calculated in Excel.</li> </ul>
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### What is the story behind the data?

<ul style="list-style-type: none"> <li>In FY 2022, the rate of admissions slowed significantly due to the substantial decrease in the daily capacity with social distancing. The daily capacity prior to COVID was 24. Once re-opening, the goal was 12-15 people per day. For the first two quarters, attendance was low, as participants and caregivers acclimated back to pre-COVID schedules- resulting in a significant decrease in people served.</li> <li>Most common diagnoses of participants are dementia (63%), developmental disability (26%), and serious mental illness (4%). Other diagnoses (5%) include Parkinson’s disease, traumatic brain injury, cerebral palsy, and stroke. A small portion of participants have dual diagnoses (7%), including a mental health diagnosis and a history of substance abuse; however, none of those participants are actively using.</li> <li>Participant age ranges: 64 years and younger (15%), 65 to 74 (30%), 75 to 84 (37%), 85 to 94 (11%), and 95 and older (7%).</li> <li>Participants are 52% male and 48% female.</li> <li>Participant acuity level is based on a 1 to 5 scale (least acute to most acute) that rates need for assistance or monitoring with ambulation, toileting, eating, medication management, exit seeking/wandering, psychological monitoring, therapeutic activities, initiating tasks, and communication skills. Participants are assessed at acuity level 1 (4%), level 2 (33%), level 3 (26%), level 4 (30%), and level 5 (7%).</li> </ul>
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Recommendations	Target Dates
<ul style="list-style-type: none"> <li>Increase daily capacity to 18.</li> <li>Accommodate for the 13% no show rate and over book by 2 participants per day.</li> </ul>	<ul style="list-style-type: none"> <li>Second Quarter FY 2023</li> <li>Second Quarter FY 2023</li> </ul>

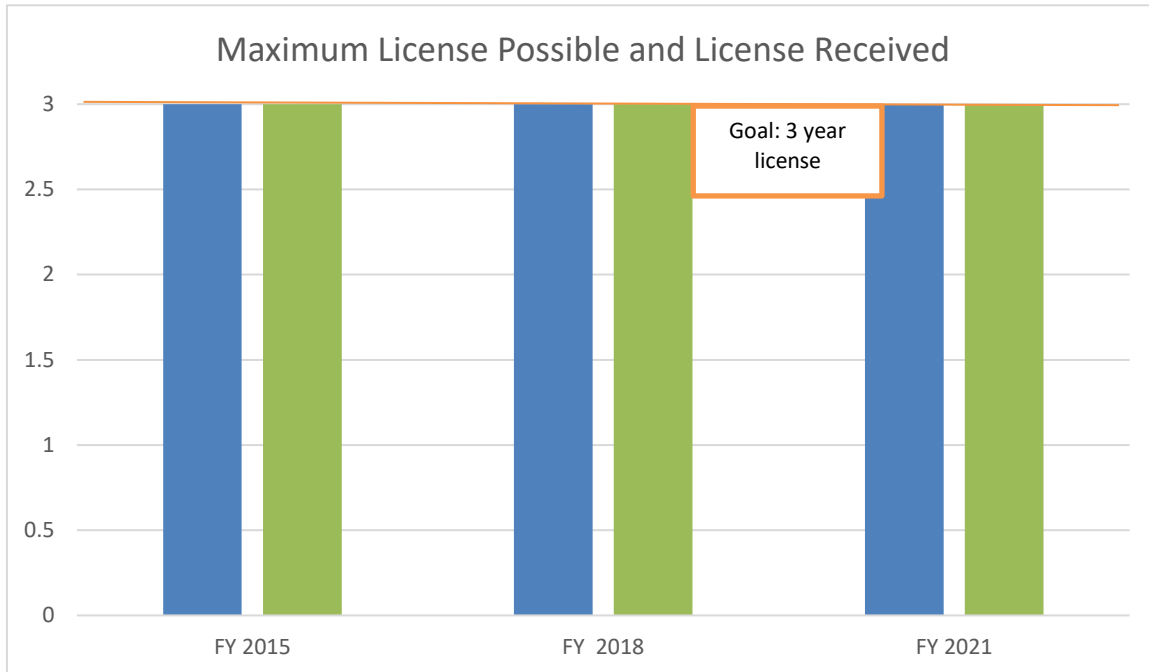
<b>Forecast</b>
<ul style="list-style-type: none"> <li>In FY 2023, individuals served is projected to increase by 6% to 35 individuals.</li> </ul>

**FY 2022 PERFORMANCE PLAN**

**Arlington Adult Day Program**

**Measure** 2.1 Compliance with Virginia Department of Social Services Licensing Requirements

**Data**



	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>
Number violations on annual audit	0	0	0	0

**Data Summary**

- The Center has attained the highest possible license level for the time it has been in operation: 3-year license in 2012, 2015, 2018, and 2021
- Next licensing review will be Fall 2024.

**What is the story behind the data?**

- The 2022 audit yielded no violations.
- State licensing process ensures the program meets state requirements in the areas of participant safety, documentation, staffing, medication management, and policies and procedures. Annual reviews occur to ensure ongoing compliance, despite length of license.
- Achieving maximum licensure indicates that the program exceeds state standards.
- When a license expires, a comprehensive inspection is completed – staff charts, policy and procedures, nursing, and medication management are all reviewed. Additionally, there is a thorough application process with the Department of Social Services.
- New program policies mandated by licensure have been transferred to updated County letterhead.

**Recommendations**

- Continue to implement quality assurance activities and collaborate with Division’s Quality Assurance unit to ensure best practices are followed.

**Target Dates**

- Ongoing

**FY 2022 PERFORMANCE PLAN**

<ul style="list-style-type: none"><li>• Continue to collaborate with state licensing inspectors and seek clarification on state policy changes.</li><li>• Conduct Annual Staff Training Days to ensure all staff meet the annual 12 hours training requirements- covering ethics, infection control, therapeutic activities, team building, and diagnosis specific education.</li><li>• Collaborate with new data system, StoriiCare, to transition participant charts to an electronic charting system.</li><li>• Collaborate with Virginia Tech Adult Day Program and StoriiCare to develop stronger monthly and annual reporting for adult day services.</li></ul>	<ul style="list-style-type: none"><li>• Ongoing</li><li>• Third Quarter of FY 2023</li><li>• Second Quarter of FY 2023</li><li>• Fourth Quarter of FY 2023</li></ul>
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**Forecast**

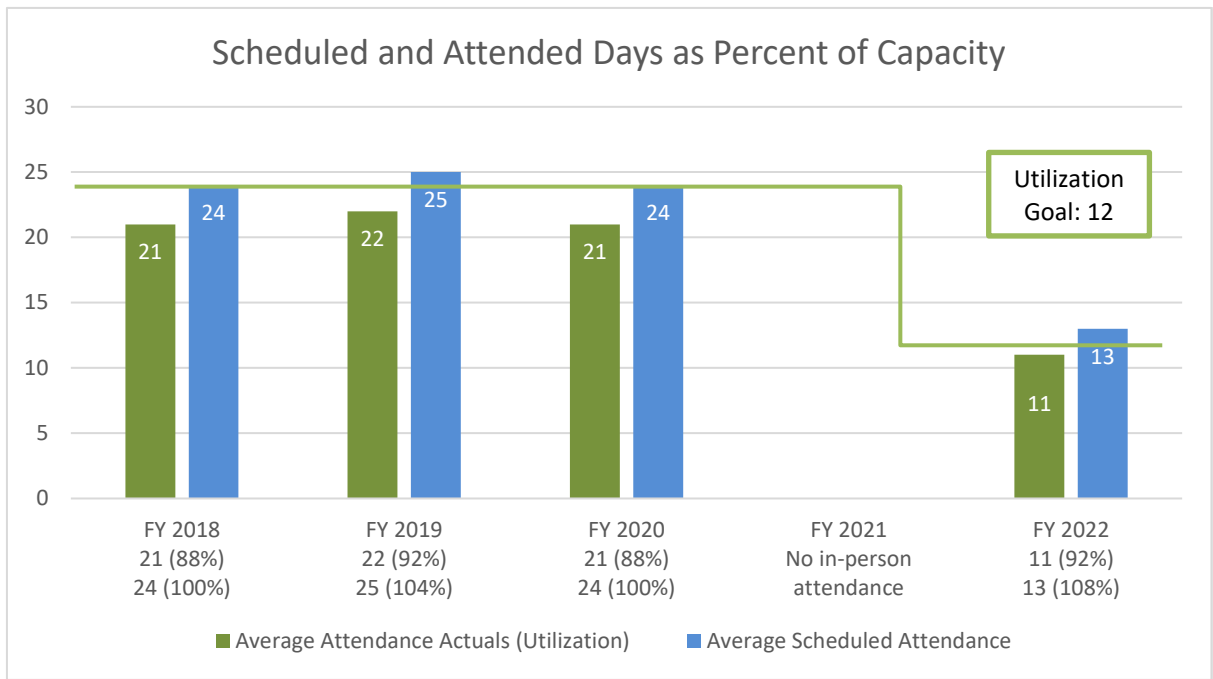
- Anticipate obtaining a three-year license at the next review in the Fall of 2024.

FY 2022 PERFORMANCE PLAN

**Arlington Adult Day Program**

Measure 2.2 Utilization Rate

Data



Data Summary

- Overall, in FY 2022 the program was able to meet the re-opening goal of 10-12 participants.
- Average daily attendance was 11.
- Attendance was lower for the first half of FY 2022.
- Prior to FY 2021, utilization goal was 24. For FY 2022, utilization goal was reduced to 12 due to COVID capacity limitations.

**What is the story behind the data?**

- In FY 2022, there were 8 discharges and 12 admissions. Discharges occurred due to events such as long-term care placement (4), declining health (3), and family relocation (1).
- Admissions were limited to 12 due to spacing issues with social distancing.
- The interest list averaged 40 people. It was managed considering variable factors - acuity, risk, and need.
- The full-time social work position has been filled and is actively working on the interest list and managing admission assessments - this will streamline the process making it more efficient for caregivers.
- People on the list were offered potential resources such as PACE, support groups, social groups in DC and NOVA, Insight Memory Care Center, home health support, and 1:1 support from AADP social worker as needed.
- Social worker was able to assist with substantial discharge planning and support to caregivers as participants transitioned out of the program.

**Recommendations**

- Continue to follow masking, social distancing, handwashing, and sanitizing practices.

**Target Dates**

- Ongoing

**FY 2022 PERFORMANCE PLAN**

<ul style="list-style-type: none"> <li>• Build daily census to 18 participants by over scheduling to 20. This will allow for the 12% no-show rate.</li> <li>• Management of the interest list will continue to prioritize people at highest risk in the community.</li> <li>• Explore opportunities to provide respite to families that are not ready for adult day services or who are in need, but waiting on the interest list - such as assist with the Memory Café and Support Group at the Central Library</li> <li>• Continue to offer education and support to people in the community through inquiry calls and 1:1 requests-CCC+, Community Living Program, Fairfax Caregiver List, Meals on Wheels, Local Memory Cafes, VA programs, local support groups, AARP, 60+ Cafes, and other applicable resources.</li> <li>• Begin to track services and outreach the program is doing for the community and referrals/support provided through the calls. Share training opportunities and conferences with families and caregivers.</li> <li>• Rebuild the caregiver outreach, training, and support program.</li> <li>• Explore expanding the physical space and/or researching the feasibility to relocate the program to accommodate the needs of Arlingtonians and their caregivers who will require supportive day services to help them age in place safely.</li> </ul>	<ul style="list-style-type: none"> <li>• Second Quarter FY 2023</li> <li>• Third Quarter FY 2023</li> <li>• First Quarter of FY 2023</li> <li>• Ongoing</li> <li>• June 2023</li> <li>• Third Quarter FY 2023</li> <li>• Fourth Quarter FY 2023</li> </ul>
<p><b>Forecast</b></p>	
<ul style="list-style-type: none"> <li>• Adjust daily capacity to 18 for FY 2023.</li> <li>• Anticipate serving 38 unduplicated participants for FY 2023, with an average scheduled daily attendance of 15 and an average actual daily attendance of 13.</li> </ul>	

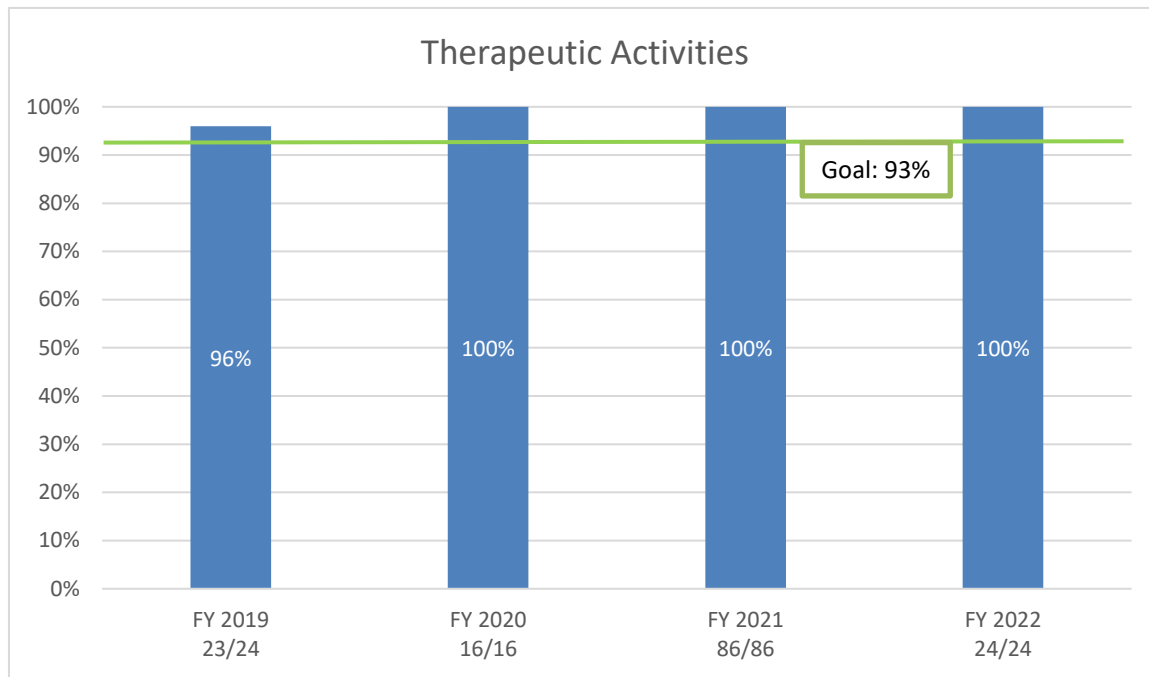


FY 2022 PERFORMANCE PLAN

Arlington Adult Day Program

Measure 2.3 Adherence to Activity Requirements

Data



Data Summary

- The *Therapeutic Activity Monitoring Tool* assesses day program activities based on state regulations and best practices.
- Domains assessed include activity content, facilitation, and communication.
- Supervisor observed and assessed 24 activities for FY 2022. This measure reports the percentage of activity reviews that meet or exceed the 93% standard.
- 100% of activities exceeded the 93% rating goal.

What is the story behind the data?

- Volunteers and groups continued programming via Zoom for the first two quarters and joined AADP in person during the second half of FY 2022.
- Staff worked in teams to accommodate for social distancing. When planning and implementing the calendar, it made it easier for staff to plan co-led groups and special events. Each team alternated taking the lead on the floor.
- Concurrent groups were not offered for the first three quarters due to social distancing.
- During the second quarter of FY 2022, small concurrent exercise groups were formed to cater to the participants with lower acuities.
- During the fourth quarter of FY 2022, small concurrent activity groups were conducted 2 to 3 times per week. To allow for distancing of staff and participants, concurrent groups had to be less than 5 people due to the small size of the activity rooms.
- The outdoor patio space was used regularly when temperatures were between 65° and 90° and air quality was good.
- Areas that demonstrated consistent strengths: using creativity in planning and implementing activities, collaboration of staff planning special themes and special events, staff maintaining high energy levels to keep participants involved, being attentive to individuals’ needs, and following the lesson plans.

**FY 2022 PERFORMANCE PLAN**

- All activity staff were creative in planning, presenting, and implementing therapeutic activities.
- Community collaborations continued- including music, arts, crafts, movement, animal therapy, and yoga.
- Feedback on group facilitation was given immediately following the group.
- Feedback on successful groups and suggestions to enhance groups was shared at daily check-in meetings with staff.

**Recommendations**

**Target Dates**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Continue to review monitoring results immediately with staff or in regularly scheduled supervision sessions.</li> <li>• Pursue Certified Therapeutic Recreation Specialist (CTRS) intern upon fully re-opening the program.</li> <li>• Continue to work with staff and CTRS to determine topics that will enhance activity development for the adult day population.</li> <li>• Determine if there is a more efficient way to arrange the adult day space to accommodate concurrent activities and more participants, as to lessen the length of the interest list. Ideas include:             <ul style="list-style-type: none"> <li>▪ Adding a tent structure to patio with heating, to expand service/activity space</li> <li>▪ Adding a trailer type building off the patio or emergency exit</li> <li>▪ Moving to an underutilized space in the County</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Bi-monthly supervision meetings</li> <li>• February 2023</li> <li>• Ongoing</li> <li>• June 2023</li> </ul> |
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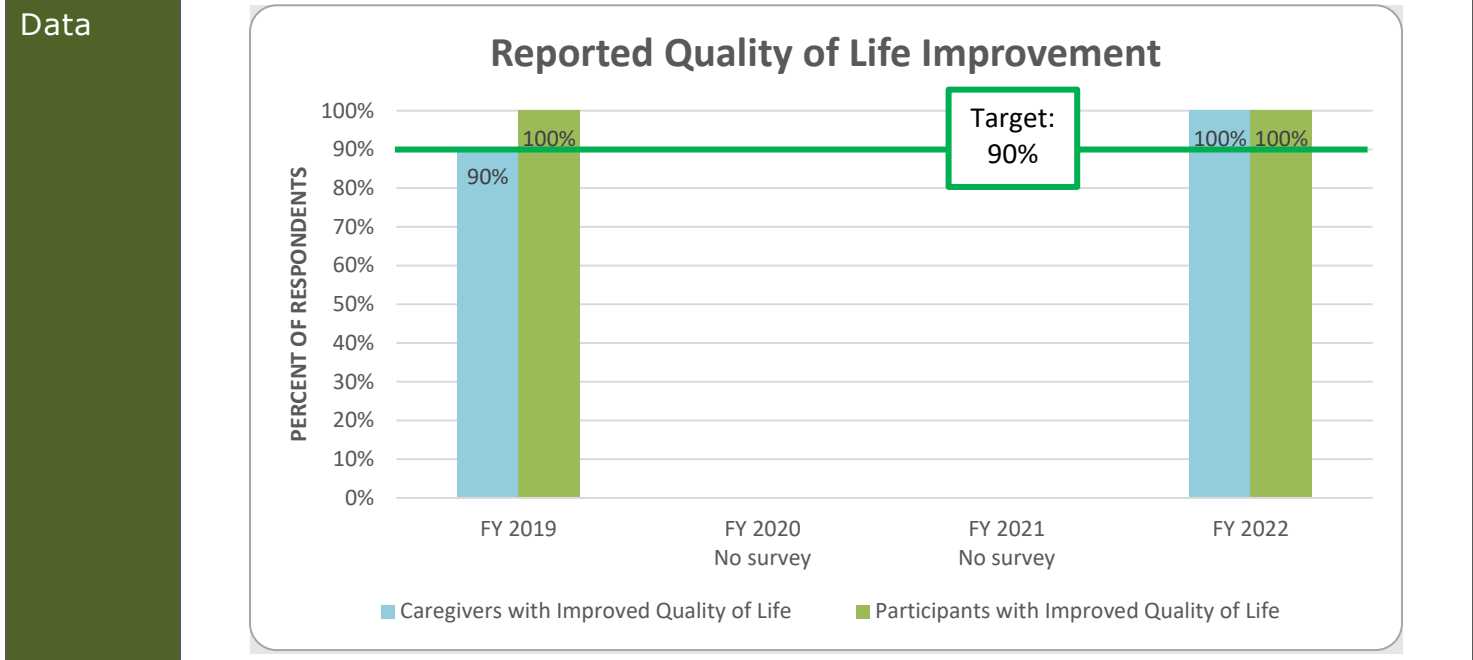
**Forecast**

- FY 2023: at least 93% of the activities will meet or exceed expectations.

**FY 2022 PERFORMANCE PLAN**

**Arlington Adult Day Program**

<b>Measure</b>	3.1	Effect of program on the quality of life for family/caregivers and program participants
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<b>Data Summary</b>	<ul style="list-style-type: none"> <li>• 100% of caregivers reported a perceived Improved Quality of Life for their participant.</li> <li>• 100% of caregivers self-reported an Improved Quality of Life.</li> <li>• 33 surveys were sent to caregivers and case managers, and 22 surveys were completed. The response rate of the survey was 66%.</li> </ul>
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**What is the story behind the data?**

- In FY 2022 the number of surveys received was small, but 100% of respondents indicated that the program improved quality of life for both participants and caregivers.
- The importance of the program in providing respite to caregivers has been articulated within the survey results and verbally to staff on a regular basis. For caregivers who work virtually or in person, having the participant active in meaningful activity in a supervised environment was a welcome shift in FY 2022.

<b>Recommendations</b>	<b>Target Dates</b>
<ul style="list-style-type: none"> <li>• Continue to explore family members’ perceptions of program impact on quality of life.</li> <li>• Continue to emphasize the value of the survey so that families comprehend the information’s utility, and how it highlights the program’s validity.</li> <li>• Offer incentive to complete survey to improve timeliness of responses and response rate: all that respond will be listed in a lottery for a free day of attendance at adult day.</li> </ul>	<ul style="list-style-type: none"> <li>• Annually</li> <li>• Ongoing</li> <li>• FY 2023 Q4</li> </ul>

**Forecast**

**FY 2022 PERFORMANCE PLAN**

- FY 2023: Reported improvement in participants' and caregivers' quality of life will be consistent with previous years of 90% or more.