

## **Attachment D**

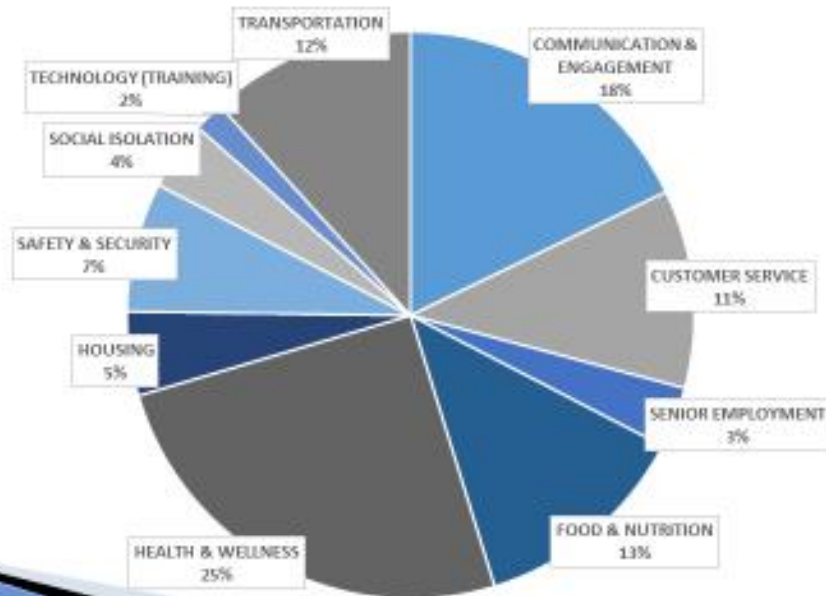
### **Community Participation in the State Plan Development Process**

The development process for the State Plan was initiated in fiscal year 2018, following the guidelines and program instructions issued by the US Administration for Community Living (ACL). Community leaders and stakeholders look to DCOA for guidance in designing sustainable models of service, collection of data to assess critical needs, and to ensure oversight and accountability of the service delivery system. The process for developing the State Plan included the input from citywide stakeholders, including the DC Commission on Aging, the Senior Service Network, consumers, residents, advocacy groups and organizations, and health and human services providers.

In accordance with Older Americans Act Regulations (Sec. 1321.27), DCOA hosted 18 interactive community workshops in all eight wards of the city. The agency's leadership engaged participants in interactive, small-group exercises to collect the community's thoughts, opinions, and feelings on what the agency's objectives and strategies should be over the next four years. A total of 1,000 individual comments, representing all 8 Wards of the city, were collected in this process. DCOA analyzed all of the comments received and identified 11 broad, recurring themes: communication and engagement, customer service, employment, food and nutrition, health and wellness, housing, safety and security, social isolation, technology (training), service access, and transportation. The team returned to present findings, including trends in comments from seniors across the city. This was the first time the agency held an interactive state plan drafting conversation with the community.

# Strengthen Programs, Service Coordination, and Quality of Services

Washington, D.C.



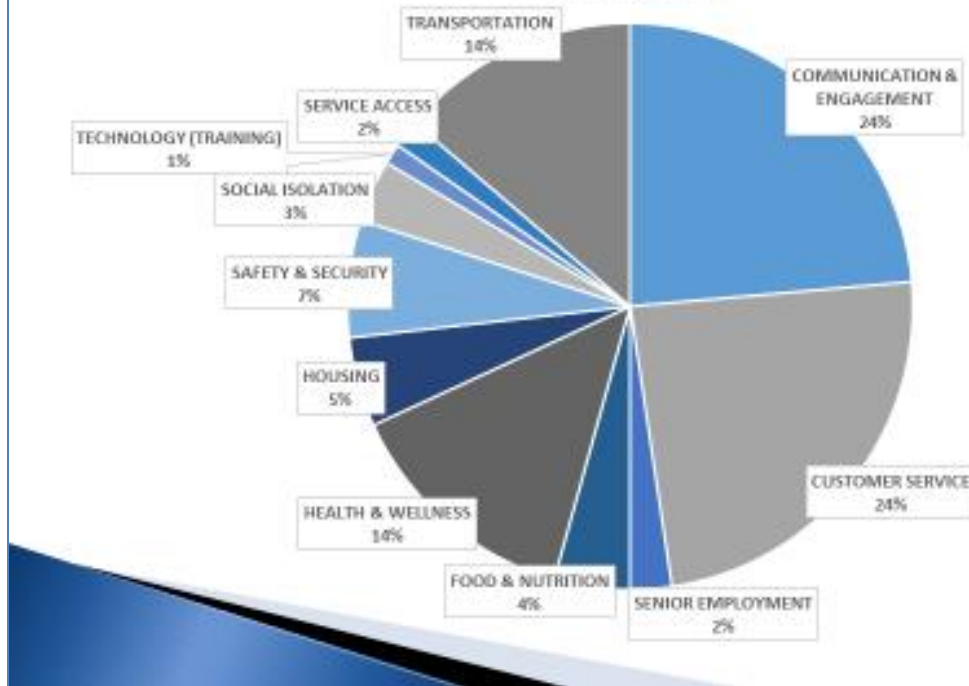
7

When asked “How can DCOA strengthen its programs, service coordination, and quality fo services?” the majority of the comments focused on Health and Wellness at 25%, and Communication and Engagement at 18%. The feedback from the community indicated:

- Programming should be driven by the community and by customer satisfaction
- Seniors want more oppotunity to engage with the community and the Office on Aging
- There is a need for more targeted outreach to underserved populations

## Improve Access to Services and Supports and Ensure the Agency is Driven by Customer Service Experience

Washington, D.C.



9

When asked “How can DCOA improve access to services and supports and ensure the agency is driven by customer experience?” the feedback focused on Customer Service (24%) and Communication & Engagement (24%).

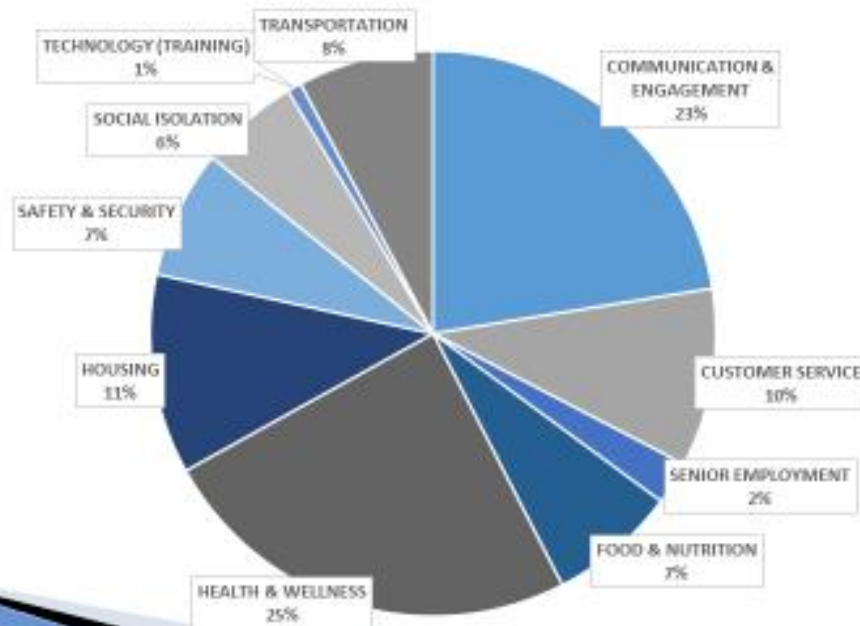
Having a seamless customer experience, whether accessing a DCOA service or District agency was a top priority for the community. Comments focused on:

- Potential barriers to service such as lengthy applications
- A desire for DCOA to offer additional resources for participants who may not qualify for specific services, including offering cost-share options
- A desire for DCOA to work with other government agencies to share best practices in delivering positive customer service for seniors
- A desire for more opportunities to provide immediate feedback on programs and services.

These comments indicate that the ability for a government agency to adapt programs and services based on direct and immediate feedback from the community is something that is highly valued.

# Promote Living Well in the District

Washington, D.C.



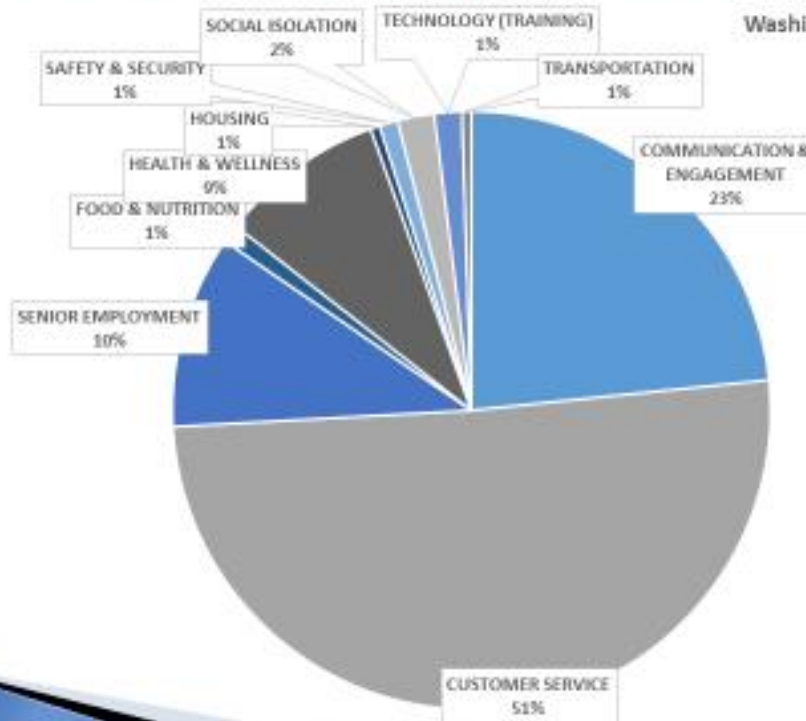
11

When asked “How can DCOA promote living well in the District?” the majority of the comments were around health & wellness programs and communication & engagement, specifically:

- Ensure high quality programs are available to provide health and nutrition education
- Increase outreach to underserved populations (i.e. more men at Wellness Centers)
- Portray a positive and inclusive image on aging in D.C.
- Encouraging more intergenerational opportunities
- Promote community building and more community engagement

# Empower the Workforce

Washington, D.C.

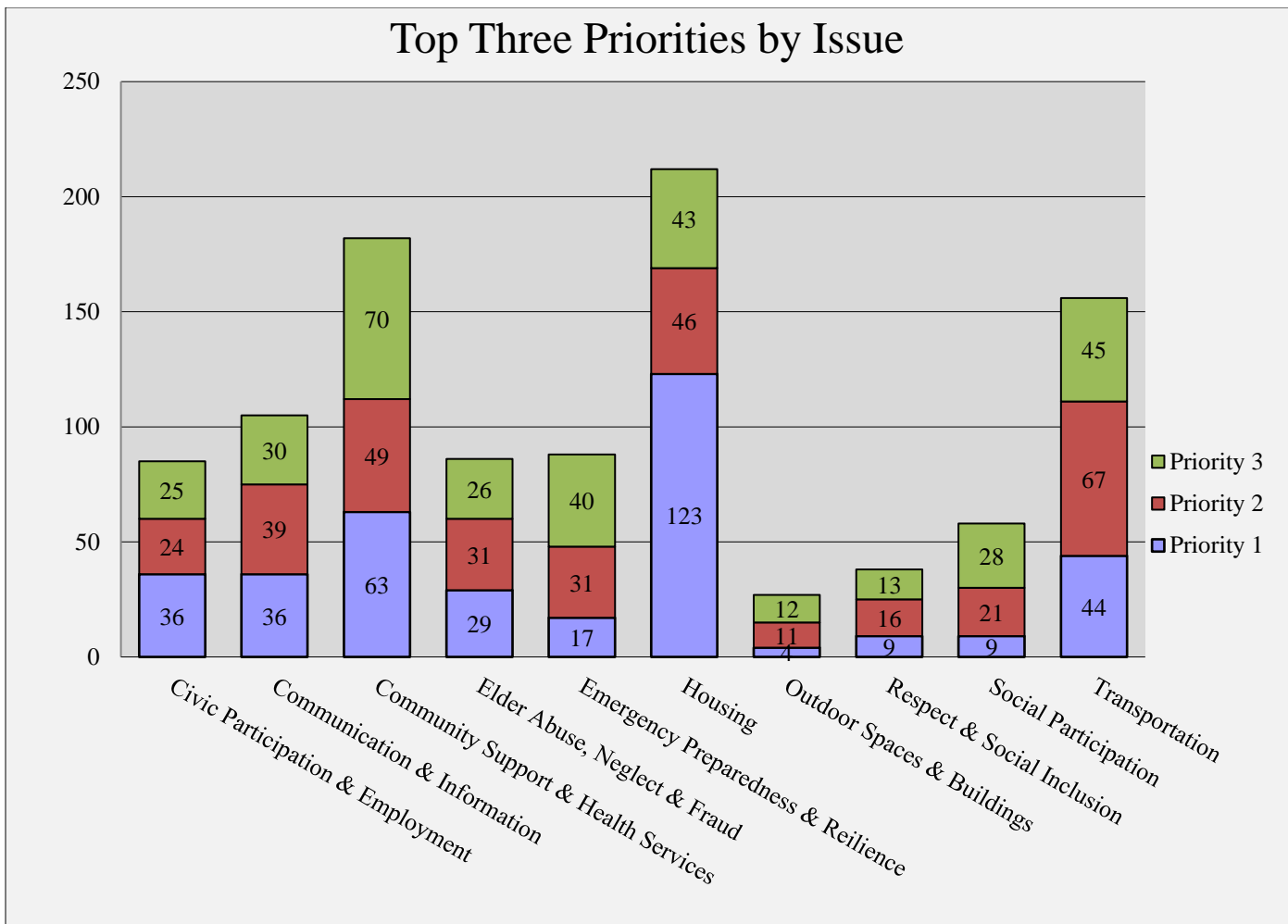


13

When it comes to empowering the workforce, the responses received citywide focused on the quality of customer service. Many comments focused on increased engagement between seniors and government employees, and more professional training, and more contributions from seniors.

In addition to the interactive workshops, DCOA produced the State Plan Community Survey in FY2017. The survey was distributed in all eight wards and made available online. The survey was available in English, Spanish, and Mandarin. Paper copies were filled out at senior wellness centers, local AARP chapters, senior villages, recreation centers, DCOA's Health Fair, DHCD's Housing Expo, Caregivers Forum, and other events DCOA and Age-Friendly DC attended. Both paper and web-based surveys were available to the public between April 18, 2016 and May 31, 2016 (44 calendar days). DCOA received 468 completed surveys.

The survey aided the FY 2019–2022 State Plan process as it was focused on identifying service gaps, gauging elasticity of cost-sharing opportunities, improving communication techniques, and soliciting feedback on the direction of the agency. One in three survey respondents identified housing as the number one priority for aging in the community. The top three issues, in order of response, are Housing (33 percent ranked number 1), Transportation (20 percent ranked number 2), and Community Support & Health Services (21 percent ranked number 3).



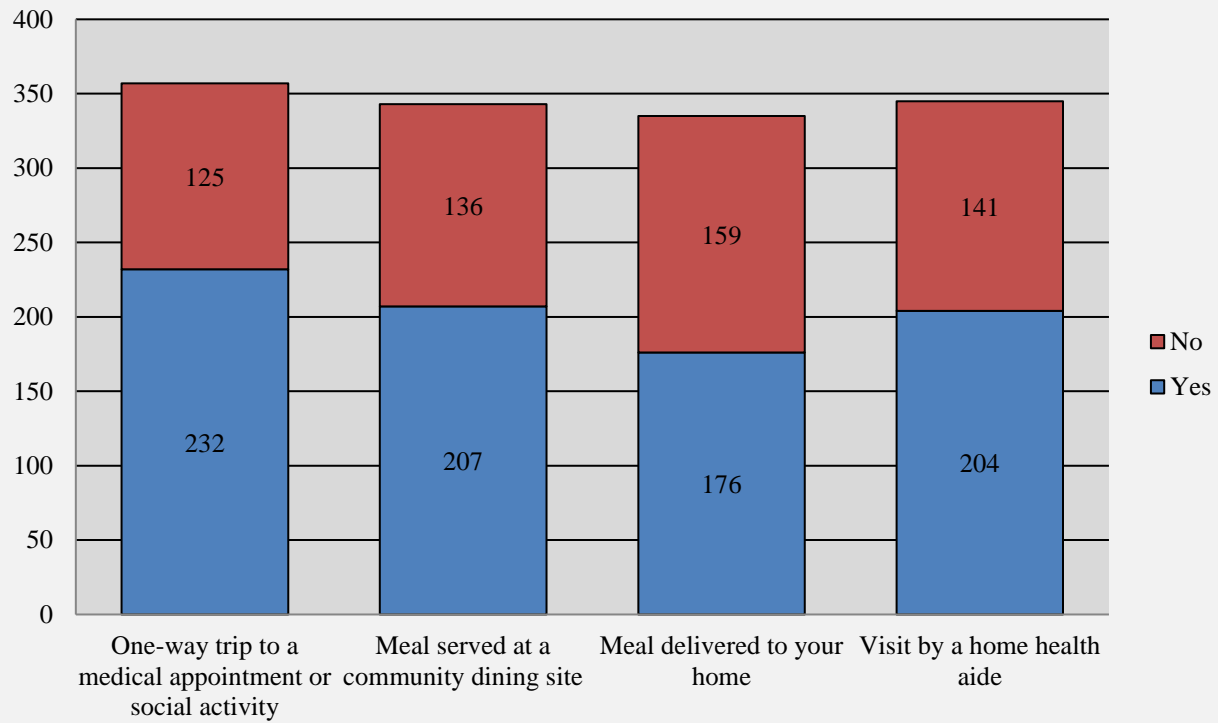
When asked “What services and/or supports do you believe are missing in the community that would allow District seniors to age in place?” Affordable housing was the most common answer, with 15.6 percent of respondents answering with housing:

- “We need housing for middle class people or people in-between middle and low income so all seniors have a choice of senior housing.”
- “Affordable housing or shelters where affordable housing is not available.”
- “Senior designated housing assistance.”

When asked if a respondent “would be willing to pay a portion of the cost” for DCOA’s more popular services, the majority of respondents said yes in each of the four services. Transportation received the greatest willingness for customers to participate in sharing cost. Nearly two in three survey respondents (65 percent) would be willing to pay a portion of the cost for transportation to a medical appointment or social activity.

Finally, DCOA worked closely with the DC Commission on Aging—a 15 person citizen’s advisory group that advises the Executive Director of the Office on Aging, the Mayor, and the Council of the District of Columbia on the needs and concerns of older Washingtonians. DCOA solicited their feedback through the survey, requested assistance disseminating the survey to constituent groups, and submitted draft state plans for Commissioners’ review. DCOA presented updates and requested additional comments during monthly Commission meetings between March and July, 2016.

## Willingness to Pay Portion of Service Cost





## State Plan Community Survey

D.C. Office on Aging (DCOA) is currently in the process of developing the State Plan on Aging. The plan will outline the agency's work over the next two years towards accomplishing Mayor Bowser's vision to create an urban environment that promotes active and healthy aging. DCOA needs your help to identify and develop goals and objectives that meet the demands of the senior community in DC. Please answer the questions below and share your thoughts and ideas. Thank you for your help and your support.

1. Please prioritize the ten issues below in order of importance to age in the community. Use numbers 1 through 10, with 1 being the highest priority to you and 10 being lowest priority to you. Use each number only once.

\_\_\_\_\_ **Civic Participation and Employment** — promotion of paid work and volunteer activities for older residents and opportunities to engage in formulation of policies relevant to their lives.

\_\_\_\_\_ **Communication and Information** — promotion of and access to the use of technology to keep older residents connected to their community and friends and family, both near and far.

\_\_\_\_\_ **Community Support and Health Services** — access to homecare services, clinics and programs to promote wellness and active aging.

\_\_\_\_\_ **Elder Abuse, Neglect and Fraud** — prevention and prosecution of financial exploitation, neglect, and physical, sexual and emotional abuse of seniors.

\_\_\_\_\_ **Emergency Preparedness and Resilience** — information, education and training to ensure the safety, wellness and readiness of seniors in emergency situations.

\_\_\_\_\_ **Housing** —housing options for older residents, aging in place and other home modification programs.

\_\_\_\_\_ **Outdoor Spaces and Buildings** — accessibility to and availability of safe recreational facilities.

\_\_\_\_\_ **Respect and Social Inclusion** — programs to support and promote ethnic and cultural diversity, along with programs to encourage multigenerational interaction and dialogue.

\_\_\_\_\_ **Social Participation** — access to leisure and cultural activities and opportunities for older residents to participate in social and civic engagement with their peers and younger people.

\_\_\_\_\_ **Transportation** — safe and affordable modes of private and public transportation.

2. What issue did you rank number 1? Why?

---

---

3. What would you like to see DCOA accomplish over the next two years?

---

---

---

4. How can DCOA improve outreach and communications with District seniors?

---

---

---

5. What service(s) and/or support(s) do you believe is missing in the community that would allow District seniors to age in place?

---

---

---

6. Please circle either YES or NO to indicate if you would be willing to pay a portion of the cost for the services listed below:

- a. One-way trip to a medical appointment or social activity:      YES    NO
- b. Meal served at a community dining site:                              YES    NO
- c. Meal delivered to your home:    YES    NO
- d. Visit by a home health aide:    YES    NO

7. Is there anything you would like to tell DCOA as the agency is developing a two-year State Plan?

---

---

---

---

---

# GOBIERNO DEL DISTRITO DE COLUMBIA

## OFICINA PARA LAS PERSONAS MAYORES

### Encuesta Comunitaria sobre el Plan de la Ciudad

La Oficina para las Personas Mayores (DCOA por sus siglas en inglés) se encuentra en el proceso de desarrollar el Plan de la Ciudad para personas de mayor edad. Este plan delinearé el trabajo que realizará la DCOA en los próximos dos años para llevar a cabo la visión de la alcaldesa Bowser de generar un ambiente urbano que promueva una vida activa y saludable. La DCOA necesita su ayuda para identificar y desarrollar metas y objetivos que cumplan con las demandas de las personas mayores en DC. Por favor, conteste las siguientes preguntas y comparta sus inquietudes e ideas con nosotros. Gracias por su ayuda y apoyo.

1. Favor de priorizar los diez problemas de la parte inferior en orden de importancia para las personas mayores. Use los números del 1 al 10, utilizando el número 1 como la prioridad más importante y el número 10 como la menos importante. Use cada número sola una vez.

\_\_\_\_\_ **Participación Cívica y Empleo**—difusión de trabajos pagados, voluntariados para la población de adultos mayores y oportunidades que los incluyan en la creación de políticas que beneficien para el beneficio de sus vidas.

\_\_\_\_\_ **Comunicación e Información**— promoción de y acceso al uso de tecnologías para mantener a esta población conectada con su comunidad, amigos y familiares que están cerca y lejos.

\_\_\_\_\_ **Apoyo Comunitario y Servicios de Salud**—acceso a servicios para el cuidado en el hogar, clínicas y programas que promuevan bienestar y una vida activa.

\_\_\_\_\_ **Maltrato, Negligencia y Fraude**—prevención y enjuiciamiento de explotación financiera, descuido, abuso sexual y emocional de las personas mayores.

\_\_\_\_\_ **Preparación para Emergencia y adaptación**—información, educación y entrenamiento sobre seguridad, bienestar y preparación de las personas mayores en caso de emergencia.

\_\_\_\_\_ **Vivienda**—opciones de vivienda para personas mayores de edad, sin abandonar el hogar y otros programas de modificación del hogar.

\_\_\_\_\_ **Espacios al Aire Libre y Edificios**—acceso y disponibilidad de instalaciones recreacionales seguras.

\_\_\_\_\_ **Respeto e Inclusión Social**—programas que promuevan el apoyo la diversidad étnica y cultural, como también programas que estimulen la interacción y el diálogo entre diferentes generaciones.

\_\_\_\_\_ **Participación Social**—acceso a actividades culturales y de tiempo libre y oportunidades para personas mayores para participar en actividades sociales y cívicas con sus compañeros y jóvenes.

\_\_\_\_\_ **Transporte**—medios seguros y económicos de transporte privado y público.

2. ¿Qué problema usted seleccionó como número 1? ¿Por qué?

---

---

---

3. ¿Qué metas quiere que la DCOA cumpla en los próximos dos años?

---

---

---

4. ¿Cómo puede la DCOA mejorar su alcance comunitario con las personas mayores del Distrito?

---

---

---

5. ¿Qué servicio(s) y/o apoyo usted piensa que falta en la comunidad que le permitiría a las personas mayores disfrutar su edad sin abandonar su casa?

---

---

---

6. Favor de marcar SÍ o NO para indicar si usted estaría dispuesto de pagar una parte del costo de los servicios mencionados en la parte inferior:

- |  |    |    |
|--|----|----|
| a. Un pasaje de ida a una cita médica o del seguro social: | SÍ | NO |
| b. Comida servida en un comedor comunitario:               | SÍ | NO |
| c. Servicio de comida entregada en su casa:                | SÍ | NO |
| d. Visita de un asistente de la salud:                     | SÍ | NO |

7. ¿Le gustaría compartir alguna información adicional con DCOA, ya que es la agencia responsable en desarrollar este Plan de la Ciudad de dos años?

---

---

---

---

## 州立计划社区问卷调查

哥伦比亚特区年长者办公室（DCOA）目前正在制定“年长者州立计划”。该项计划将描述今后两年内年长者办公室完成 Bower 市长创建促进积极和健康老年生活城市环境愿景的工作。DCOA 需要您帮助确定和制定符合哥伦比亚特区年长者社区需求的长期和短期目标。请回答以下问题，分享您的想法和观点。感谢您的帮助和支持。

1. 请按照对于社区中年长者的重要性排列以下十个问题。请使用 1-10 数字，其中“1”表示对您最重要，“10”表示对您最不重要。每个数字仅使用一次。

\_\_\_\_\_ **公民参与和就业** — 促进年长者居民有偿工作、义工活动和参与与他们的生活相关的政策制定的机会。

\_\_\_\_\_ **交流和信息** — 促进和利用技术，使年长者居民与自己的社区、身边和远方的朋友和家人保持联系。

\_\_\_\_\_ **社区支持和健康服务** — 接受健康护理服务和诊所服务以及参加促进身心健康和积极老年生活的计划。

\_\_\_\_\_ **年长者虐待、疏忽和欺诈** — 预防和起诉对年长者的财务剥削、忽视以及身体、性和情感虐待。

\_\_\_\_\_ **紧急情况准备和适应力** — 提供信息、教育和培训，以确保年长者在紧急情况下的安全、身心健康和充分准备。

\_\_\_\_\_ **住宅** — 年长者居民的住宅选择、就地养老和其他家居改装计划。

\_\_\_\_\_ **户外空间和建筑** — 安全娱乐设施的提供和使用。

\_\_\_\_\_ **尊重和社会包容** — 支持和促进种族和文化多元化计划以及鼓励多代人之间的交往和对话的计划。

\_\_\_\_\_ **社会参与** — 参与休闲和文化活动以及利用供年长者参与同龄人和年轻人的社交和公民活动的机会。

\_\_\_\_\_ **交通** — 安全和可负担的私营和公共交通模式。

2. 您排在第一位的问题是什么？为什么？

---

---

3. 您希望今后两年哥伦比亚特区年长者办公室（DCOA）取得哪些成就？

---

---

---

4. 哥伦比亚特区年长者办公室（DCOA）能够怎样改进对特区年长者的宣传和交流工作？

---

---

---

5. 您认为社区中缺少哪些帮助特区年长者就地养老的服务和/或支持？

---

---

---

6. 请圈选“是”或“否”，说明您是否愿意支付下列服务的部分费用：

- |                    |   |   |
|--------------------|---|---|
| a. 前往就诊或社交活动的单程交通： | 是 | 否 |
| b. 在社区餐饮室供应的餐饮：    | 是 | 否 |
| c. 送至您家中的餐饮：       | 是 | 否 |
| d. 家庭健康助理家访：       | 是 | 否 |

7. 是否有任何在哥伦比亚特区年长者办公室（DCOA）制定两年州立计划时您希望他们了解的情况？

---

---

---

---