

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 **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 2006, the Senior Loop provided 7,994 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-seven volunteer guardians served 29 incapacitated adults in FY 2006.
- Funds are made available (\$362,124) 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 2006, 36 persons were served.

Arlington Area Plan for Aging Services

	FY 2006 Actual	FY 2007 Revised	FY 2008 Proposed	% Change '07 to '08
Administration and Long Term Care Coordination	\$355,263	\$376,457	\$389,617	3%
Public Information and Education and Advocate Service	185,122	187,389	195,194	4%
Information and Assistance	39,713	49,952	44,260	-11%
Personal Care/Homemaker Service	352,668	369,564	394,269	7%
Home Delivered Meals	181,175	194,077	200,072	3%
Transportation - Groceries and Medical Appointments	50,484	66,150	70,730	7%
Long-Term Care Ombudsman	35,300	38,511	38,511	-
Legal Assistance	41,040	41,010	42,886	5%
Senior Centers with Congregate Meals	399,246	465,468	493,501	6%
Money Management	29,675	33,082	35,345	7%
Assisted/Escort Transportation	7,771	7,771	7,771	-
Total Expenditures	1,677,457	1,829,431	1,912,156	5%
Total Revenues	614,485	583,943	589,969	1%
Net Tax Support	\$1,062,972	\$1,245,488	\$1,322,187	6%

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 84 persons in FY 2006.
- **Personal Care/Homemaker Services** are provided by a non-profit agency 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 2006, 119 persons received a total of 16,692 hours of service, of which 3,264 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. 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 2006, 297 persons received a total of 75,476 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

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270 persons in FY 2006. 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 2008, 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 2006, there were 1,356 consumer counseling sessions and 96 formal complaints involving 128 complaint issues. In the other jurisdictions, during FY 2006, there were 5,286 consumer counseling sessions and 482 formal complaints involving 662 complaint issues. Both the Ombudsmen and the volunteers have a 94 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; 85 people received representation in FY 2006. In addition, staff conducts community education programs and prepares informational documents on elderly issues for dissemination to interested people. Staff conducted 247 community education events in FY 2006. 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 2006, 377 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 180 participants relied on this service.
- **Money Management Service** (assistance with tracking and paying bills) was provided in FY 2006 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 2006, 46 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 2006, 50 persons were served.

PROGRAM FINANCIAL SUMMARY

	FY 2006 Actual	FY 2007 Revised	FY 2008 Proposed	% Change '07 to '08
Personnel	\$731,808	\$718,798	\$742,608	3%
Non-Personnel	335,218	209,838	213,740	2%
Nonprofits	1,286,594	1,001,851	1,053,502	5%
Total Expenditures	2,353,620	1,930,487	2,009,850	4%
Contributions/Fees	192,204	187,296	192,788	3%
State Share	155,112	155,112	170,498	10%
Federal Grants	582,593	474,929	370,340	-22%
Total Revenues	929,909	817,337	733,626	-10%
Net Tax Support	\$1,423,711	\$1,113,150	\$1,276,224	15%
Authorized FTEs	8.1	8.8	8.77	
Funded FTEs	8.1	8.8	8.77	

SIGNIFICANT BUDGET HIGHLIGHTS

- ↑ Personnel expenditures include normal salary increases, an increase in employer retirement contributions to maintain full funding of the retirement fund, and a 15 percent increase in employer health insurance rates. These increases are offset by a decrease in Title V federal funding because management of the program was transferred to a non-profit.
- ↑ Non-personnel expenses include an increase in rent (\$3,004) and a contractual increase in Cherrydale lease funds (\$898) for Senior Loop.
- ↑ Nonprofits include contractual increases for Home Care Partners (\$19,973) and Cherrydale lease funds for Culpepper Garden (\$4,594). Increased funding is also included for normal salary and fringe benefit increases and utilities for Arlington Red Cross (\$4,580 including transportation related cost increases), Senior Services of Alexandria (\$2,263), Home Care Partners (\$4,732), and Culpepper Garden (\$15,509).
- ↑ Fees/contributions include an increase in the Cherrydale lease funds (\$5,492).
- ↑ State share revenues increase due to a change in funding formula (\$15,386).
- ↓ Federal grants include a decrease in Title V funding (\$92,551) and a decrease in USDA reimbursement (\$12,038).
- ↓ The 0.03 FTE decrease is a technical adjustment.
- The FY 07 revised and FY 08 proposed columns for personnel expenses reflect a reduction in local funding (\$98,536) which supported the Title V Program due to the loss of LPACAP funds.

PERFORMANCE MEASURES

Critical Measure	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Estimate	FY 2008 Estimate	FY 2008 Goal
Number of requests for information and assistance	6,789	3,179	4,125	4,127	3,800	3,800	3,800

Supporting Measures	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Estimate	FY 2008 Estimate	FY 2008 Goal
Number session evaluations completed by customers rated helpful	225	280	389	338	280	280	280
Percent session evaluations completed by customers rated helpful	98%	95%	98%	99%	95%	95%	95%
Number of persons responding to a survey who reported that information provided was helpful (survey)	45	27	24	31	30	30	35
Percent of persons responding to a survey who reported that information provided was helpful (survey)	98%	93%	96%	97%	95%	95%	95%
Number of advocates available to provide assistance	22	24	26	21	25	25	25
Number of persons assisted by advocates	200	170	165	309	175	175	175

- In FY 2006, 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 2006, Advocates assisted a large number of persons transitioning to the new Medicare Part D Prescription Program.