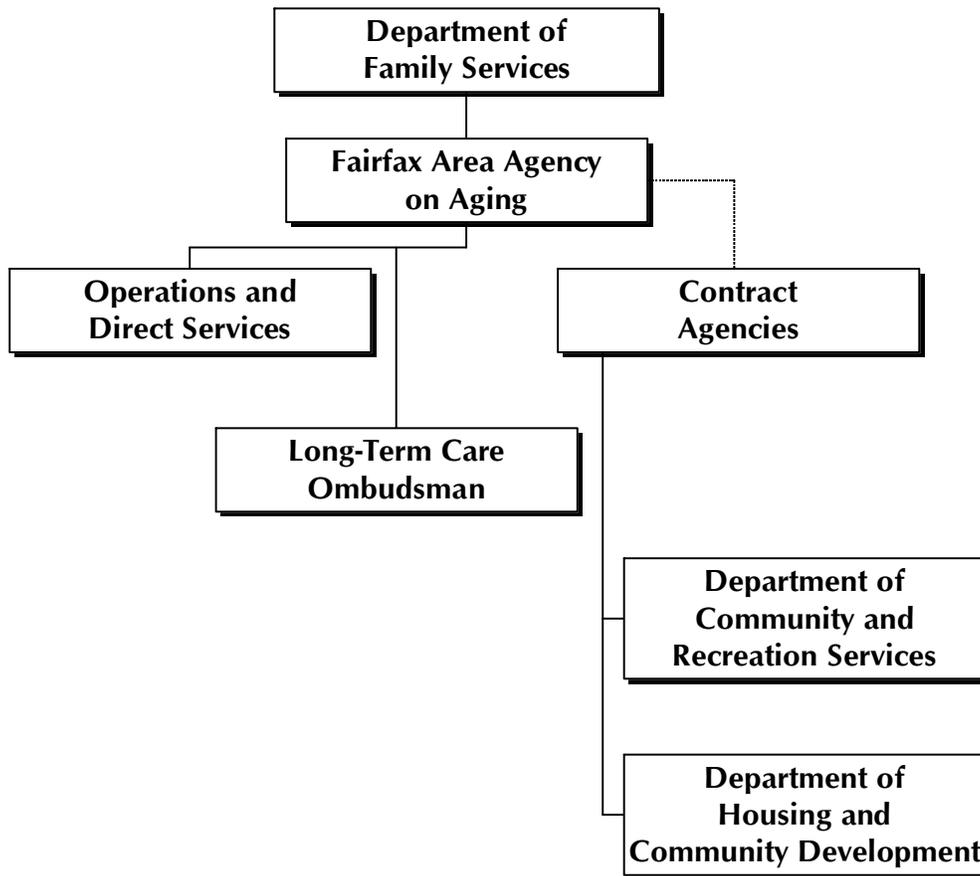


Fund 103

Aging Grants and Programs



Mission

To promote and sustain a high quality of life for older persons residing in Fairfax County by offering a mixture of services, provided through the public and private sectors, that maximize personal choice, dignity and independence.

Focus

Fund 103, Aging Grants and Programs, serves as the fiscal entity for federal and state grants awarded to the County primarily through the Virginia Department of the Aging. Grant funds are received and administered by the Fairfax Area Agency on Aging (FAAA), part of the Adult and Aging division within the Department of Family Services. Deriving its purpose and structure from the Federal Older Americans Act, which established local area agencies on aging, FAAA exists to provide community leadership on aging issues and to promote community-based programs and activities that enhance the quality of life for the elderly and their caregivers. In addition to playing a key role linking practice and policy, FAAA serves as the focal point for the network of County and private sector agencies serving the elderly. FAAA helps seniors remain in the community through the administration and coordination of social service programs that deal with older persons whose needs are varied and may require intervention by one or more agency programs.

The Virginia Department for the Aging serves as the oversight agency for the FAAA as well as a pass-through entity for both state general funds and Federal Older Americans Act and United States Department of Agriculture funds. In addition, the FAAA receives funding from Fairfax County as well as the cities of Fairfax and Falls Church. It should be noted that one of FAAA's programs, the Northern Virginia Long-Term Care Ombudsman Program, is a regional program that also serves the City of Alexandria, Loudoun County, Arlington County and Prince William County. As such, these member jurisdictions also provide funding to

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support the Long-Term Care Ombudsman Program. FAAA program revenue is also generated from payments made for some grant program services such as Congregate Meals and Home-Delivered Meals, and from private corporation donations.

The Fairfax Area Commission on Aging (COA), appointed by the Board of Supervisors and the cities of Fairfax and Falls Church, serves as the official advisory body to the FAAA, the Board of Supervisors and the City Councils of Fairfax and Falls Church regarding local long-term care issues, legislative concerns, fiscal requirements, and program and policy issues. In addition, the newly established Long-Term Care Council charged with implementing the strategic plan of the Citizens Task Force for Long-Term Care also serves in an advisory capacity to FAAA. In a study of long-term care issues, the Citizen's Task Force found that the greatest barrier to services is lack of information on existing services and how to access them. As a result, the Long-Term Care Council strongly recommended strategies to maximize service resources through information and communication. Thus, improved awareness, information and communication is one of FAAA's primary goals.

Given that the vast majority of seniors would prefer to remain in their own homes, as well as the high cost and limited supply of nursing and assisted living facilities, FAAA provides a continuum of affordable services so that individuals can remain living independently in their own home as long as possible. To this end, FAAA provides community-based services such as case management/consultation services; legal assistance; transportation; information and referral; volunteer in-home services; and, home-delivered and congregate meals. For those seniors who cannot live independently in the community, staff and volunteers with FAAA's Long-Term Care Ombudsman Program work with area nursing homes and assisted living facilities to provide professional information and assistance and mediation to ensure that patients' rights are being upheld.

THINKING STRATEGICALLY

Strategic directions for the Department include:

- o Increasing public awareness;
- o Connecting people to services;
- o Promoting independent and supportive living;
- o Improving an expanding long-term care workforce; and
- o Creating a long-term care delivery system.

Key environmental components driving the FAAA's future direction and strategic planning are the rapidly increasing numbers of older adults in the Fairfax area; the growing diversity of ethnicity, culture and language of older adults; emerging local and national initiatives to support the family caregiver; the shortage of long-term care providers; and, the increasing demand for services to older adults given local, state and national budget constraints.

- ◆ *Rapidly increasing numbers of older adults as a portion of the Fairfax County overall population and increasing numbers of frail elderly.* Older adults are the most rapidly expanding population group. From 2000-2010, the County's total population is projected to increase by 15 percent, but those age 65+ will grow by 54 percent. This fact is particularly significant given that approximately 20 percent of persons age 65+ have a substantial physical, visual, or hearing disability, while approximately 50 percent of persons age 85+ have some form of dementia.
- ◆ *Growing diversity of ethnicity, culture, and language of persons age 65+ in the Fairfax area.* In 2000, 24 percent of the 65+ population in Fairfax County was non-white and more than 1 out of 10 persons age 65+ speak no English or do not speak English very well.
- ◆ *Support of local and long-distance family caregivers of older adults.* Recognizing the importance of the family caregiver in caring for a rapidly growing senior population, the federal government has provided new funds enabling localities to provide enhanced services for family caregivers, such as public information, support groups, adult day care, emergency services and assisted transportation.

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- ◆ *The shortage of long-term care providers requires new strategies for recruitment and retention of workers and a greater awareness and accessibility of assistive devices. Low pay; lack of health insurance and available/affordable transportation; and, absence of a clear career ladder result in fewer service providers. Thus, new strategies are needed to recruit and retain home care worker/providers. Assistive technology is an increasing trend in meeting some of the needs of persons who could remain at home with the help of low-tech and high-tech solutions for reducing falls and injury in the home, improving safety for those living alone, monitoring health and assisting with daily living activities.*

- ◆ *Budgetary constraints at the local, state and federal level have resulted in flat or reduced funding levels at the same time demand for service is rising. With a projected growth in the senior adult population of 54 percent in this decade, requests for day care services, congregate meals, and home-based assistance with daily living activities are increasing at a faster rate than the funding required to provide these services. In addition, outreach to the underserved populations of elders, including minorities, will increase the demand for services. While FAAA continues to increase efficiencies and diversify resources, such as recruiting more volunteers, applying for grant and corporate funding, accepting private donations, and charging fees on a sliding-scale basis for some services, level or reduced funding from local, state and federal sources may result in service caps and/or institution of waiting lists for services.*

New Initiatives and Recent Accomplishments in Support of the Fairfax County Vision

 Maintaining Safe and Caring Communities	Recent Success	FY 2005 Initiative	Cost Center
Eliminated the waiting list of more than 1.5 years for 25 frail, homebound elderly persons who needed food by establishing a new Meals-on-Wheels route in the Centreville/Chantilly area.	✓		Agencywide
Implemented an interdisciplinary model for providing case management services to increase service efficiency and effectiveness.	✓		Agencywide
Assessed the capacity of local area nursing homes to serve hearing-impaired and deaf seniors by conducting a survey of resident needs, staff/volunteer interpreter skills and adaptive devices for communication and safety.	✓		Agencywide
Expand a pilot program in partnership with Inova VNA Home Health to provide telehomecare monitoring to homebound seniors with multiple medical conditions which enabled participants to remain in their own homes.	✓	✓	Agencywide
Continue to purchase assistive devices and other adaptive equipment and provide instruction on using such equipment to assist with daily living activities so that otherwise healthy elderly persons may remain in their own homes.	✓	✓	Agencywide
Continue to replace hourly home-based care services with task-based services in congregate apartment complexes to increase efficiency and maximize resources.	✓	✓	Agencywide

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 Connecting People and Places	Recent Success	FY 2005 Initiative	Cost Center
Continue to increase public awareness of aging issues and resources through the <i>Golden Gazette</i> .	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Agencywide
Provide an updated, more comprehensive Home Care Packet for older adults and caregivers, available in hard-copy as well as online, to provide information on aging issues and available resources.		<input checked="" type="checkbox"/>	Agencywide
Developed and published aging/long-term care brochures in five languages. Continue to expand outreach to culturally diverse older adults by developing a comprehensive resource directory of available public resources.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Agencywide
Implemented and coordinated an accompanied transportation service for isolated older adults with physical and/or cognitive impairments who require assistance to safely access and receive services.	<input checked="" type="checkbox"/>		Agencywide
Expand a pilot program to inform and instruct older adults about using various forms of public transportation.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Agencywide
 Maintaining Healthy Economies	Recent Success	FY 2005 Initiative	Cost Center
Hosted the Older Adult Employment, Technology, and Information Expo which offered education and information concerning employment opportunities and community resources for seniors.	<input checked="" type="checkbox"/>		Agencywide
Serve an additional 15 low income older workers, many with limited English proficiency, through the SCSEP Program which provides assessment, planning and job training services and supervision to promote work and economic independence for older workers.		<input checked="" type="checkbox"/>	Agencywide
 Corporate Stewardship	Recent Success	FY 2005 Initiative	Cost Center
Continue to provide volunteer opportunities, recruitment, screening, training and support for over 2,250 volunteers to meet the needs of older adults. In FY 2003, volunteers provided approximately 84,000 hours of service valued at nearly \$1.5 million.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Agencywide

Fund 103

Aging Grants and Programs

Budget and Staff Resources

Agency Summary					
Category	FY 2003 Actual	FY 2004 Adopted Budget Plan	FY 2004 Revised Budget Plan	FY 2005 Advertised Budget Plan	FY 2005 Adopted Budget Plan
Authorized Positions/Staff Years					
Grant	37/ 36	37/ 36	38/ 37	38/ 37	38/ 37
Expenditures:					
Personnel Services	\$2,157,618	\$2,115,930	\$2,919,140	\$2,300,110	\$2,300,110
Operating Expenses	2,125,383	2,183,429	2,888,389	2,277,107	2,302,107
Capital Equipment	0	0	0	0	0
Total Expenditures	\$4,283,001	\$4,299,359	\$5,807,529	\$4,577,217	\$4,602,217
Revenue:					
Federal	\$1,399,400	\$1,258,552	\$1,590,175	\$1,273,501	\$1,273,501
State	712,929	708,265	943,560	727,377	727,377
Project Income	347,229	333,949	441,621	362,065	362,065
Other Jurisdictions' Share of the Ombudsman Program	94,303	83,995	98,432	111,076	111,076
City of Fairfax	33,013	33,013	33,013	33,013	33,013
City of Falls Church	36,306	36,306	36,306	36,306	36,306
Private Corporations	3,339	9,453	11,366	9,454	9,454
Total Revenue	\$2,626,519	\$2,463,533	\$3,154,473	\$2,552,792	\$2,552,792
Net Cost to the County	\$1,656,482	\$1,835,826	\$2,653,056	\$2,024,425	\$2,049,425

Position Summary		
<p><u>OPERATIONS AND DIRECT SERVICES</u></p> <p><u>Community-Based Social Services</u></p> <p>2 Social Work Supervisors</p> <p>5 Social Workers II, 1 PT</p> <p>1 Administrative Assistant II, PT</p> <p><u>Home Delivered Meals</u></p> <p>1 Social Work Supervisor</p> <p>1 Human Services Worker III</p> <p>3 Social Workers II</p> <p><u>Family Caregiver Support</u></p> <p>1 Management Analyst III</p>	<p><u>Care Coordination for the Elderly Virginian</u></p> <p>1 Social Work Supervisor</p> <p>1 Social Worker III</p> <p>2 Social Workers II</p> <p>1 Mental Health Therapist II</p> <p>2 Public Health Nurses II</p> <p>1 Management Analyst II</p> <p>1 Administrative Assistant II</p>	<p><u>LONG-TERM CARE OMBUDSMAN</u></p> <p>1 Social Work Supervisor</p> <p>4 Social Workers III</p> <p><u>DEPARTMENT OF COMMUNITY AND RECREATION SERVICES</u></p> <p><u>Congregate Meals</u></p> <p>5 Recreation Specialists II</p> <p>5 Recreation Assistants</p>
<p><u>TOTAL POSITIONS</u> 38 Grant Positions / 37.0 Grant Staff Years</p>		<p>PT Denotes Part-Time Positions</p>

FY 2005 Funding Adjustments

The following funding adjustments from the FY 2004 Revised Budget Plan are necessary to support the FY 2005 program:

- ◆ **Employee Compensation** **\$95,876**
 An increase of \$95,876 in Personnel Services is associated with salary adjustments necessary to support the County's compensation program.
- ◆ **Congregate Meals Program** **\$114,218**
 An increase of \$114,218 in Operating Expenses is associated with the expansion of the Congregate Meals Program at four new/expanded facilities: Franconia Senior Center, Herndon Harbor House, James Lee Senior Center, and Lorton Senior Center. Funding will support an additional 29,900 meals to an additional 130 participants. The expenditure increase is supported by \$89,102 in County funds and \$25,116 in participant donations.

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- ◆ **Program Year 2003 Funding** **(\$1,385,185)**
A decrease of \$1,385,185 is primarily attributable to the carryover of unexpended FY 2003 grant funds in programs such as Congregate Meals, Home-Delivered Meals, and Caregiver Support, to FY 2004, which is necessary to provide funding through Program Year 2003 which ended on September 30, 2003.

Board of Supervisors' Adjustments

The following funding adjustments reflect all changes to the FY 2005 Advertised Budget Plan, as approved by the Board of Supervisors on April 26, 2004:

- ◆ **Korean Senior Center** **\$25,000**
An increase of \$25,000 in Operating Expenses allows the Korean Senior Center to serve an additional day of congregate meals each week and increases the County's contribution toward congregate meals to a level more commensurate with that funded for other providers. Currently, the Center is open 1.5 days a week, serving one meal a week for a total of 10,800 meals a year to nearly 400 seniors. The County pays the Center \$1.00 per eligible meal and private donations cover the balance of the actual cost of each meal.

Changes to FY 2004 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2004 Revised Budget Plan since passage of the FY 2004 Adopted Budget Plan. Included are all adjustments made as part of the FY 2003 Carryover Review and all other approved changes through December 31, 2003:

- ◆ **Carryover Adjustments** **\$1,449,328**
As part of the FY 2003 Carryover Review, an increase of \$1,449,328 is attributable to an increase of \$1,380,189 due to the carryover of unexpended FY 2003 grant funds to FY 2004 and an increase of \$69,139 primarily due to revised State and Federal funding allocations in the Title VII Long-Term Care Ombudsman and Title III-E Family Caregiver programs. It should be noted that funding is sufficient to support an increase of 1/1.0 SYE Social Worker III grant position in the Long-Term Care Ombudsman Program to provide information and referral, education, and advocacy services to older Fairfax County residents and their families.

The following funding adjustments reflect all approved changes to the FY 2004 Revised Budget Plan from January 1, 2004 through April 19, 2004. Included are all adjustments made as part of the FY 2004 Third Quarter Review:

- ◆ **Third Quarter Adjustment** **\$58,842**
A net increase of \$58,842 is due to the appropriation of additional revenues from the federal government and client contributions. This net increase is primarily comprised of a \$61,566 increase in the Title III C(2) Home-Delivered Meals Program, completely offset by an increase in USDA and client contribution revenues; and a \$8,126 increase in the Care Coordination for the Elderly Virginian Program, offset by a commensurate increase in Medicaid revenue. Offsetting these increases is a \$14,268 decrease in the Title III C(1) Congregate Meal Program, associated with decreases in USDA and client contribution revenues.

Fund 103

Aging Grants and Programs

Key Performance Measures

Objectives

- ◆ To maintain at 80 percent the percentage of elderly persons and adults with disabilities receiving case management services who continue to reside in their homes one year after receiving services.
- ◆ To maintain at 95 percent the percentage of seniors receiving community-based services who remain living in the community rather than entering an institution after one year of service or information.
- ◆ To maximize personal health by serving nutritious meals so that 40 percent of clients receiving home-delivered meals and 80 percent of clients receiving congregate meals score at or below a moderate risk category on the Nutritional Screening Initiative, a risk tool.
- ◆ To meet the State standard by maintaining the percent of Adult Protective Services (APS) and Ombudsman investigations completed within 45 days at 90 percent or more.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2001 Actual	FY 2002 Actual	FY 2003 Estimate/Actual	FY 2004	FY 2005
Output:					
Adult and Aging/Long-Term Care clients served	2,046	2,093	2,100 / 2,121	2,121	2,121
Clients served with community-based services (CBS)	7,038	6,818	6,818 / 6,707	6,707	6,707
Meals provided	427,681	452,241	452,241 / 451,152	451,152	481,052
APS and Ombudsman Investigations conducted	698	744	750 / 836	800	800
Efficiency:					
Cost per Adult and Aging/Long-Term Care client	\$4,025	\$4,367	\$4,426 / \$4,607	\$4,722	\$4,599
Cost per CBS client	\$77	\$109	\$119 / \$132	\$168	\$124
Cost per meal	\$9	\$9	\$10 / \$10	\$13	\$11
Cost per investigation	\$1,880	\$1,810	\$2,071 / \$1,738	\$2,170	\$2,117
Service Quality:					
Percent of Adult and Aging/Long-Term Care clients satisfied with services	89%	95%	90% / 95%	90%	90%
Percent of CBS clients satisfied with the information and services	98%	95%	95% / 100%	95%	95%
Percent of clients satisfied with home-delivered meal quality and quantity	NA	92%	NA / NA	90%	NA
Percent of clients satisfied with congregate meal quality and quantity	100%	NA	90% / 95%	NA	90%
Investigations completed within the State standard of 45 days	697	615	675 / 802	720	720

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Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2001 Actual	FY 2002 Actual	FY 2003 Estimate/Actual	FY 2004	FY 2005
Outcome:					
Percent of clients who remain in their homes after one year of services	94%	83%	80% / 88%	80%	80%
Percent of CBS clients who remain in community after one year of service or information	98%	98%	95% / 99%	95%	95%
Percent of clients served home-delivered meals who score at or below a moderate nutritional risk category	44%	40%	40% / 47%	40%	40%
Percent of clients served congregate meals who score at or below a moderate nutritional risk category	88%	87%	80% / 84%	80%	80%
Percent of investigations completed within 45 days	100%	83%	90% / 96%	90%	90%

Performance Measurement Results

In FY 2003, the Adult and Aging Services Division significantly surpassed its goals of having 80 percent of persons who received case management services reside in their homes when services were terminated or after one year of service and having 95 percent of persons receiving community-based services who remained living in the community rather than entering an institution after one year of service, achieving outcomes of 88 percent and 99 percent, respectively. The Adult and Aging Services Division met these goals primarily by coordinating services across the organization and with community partners, and by improving access to services.

The Adult and Aging Services Division also surpassed its goal for improving the nutritional health of persons receiving nutrition services, as 47 percent of clients who received home-delivered meals and 84 percent of clients who received congregate meals scored at or below moderate risk on the Nutritional Screening Initiative. In addition, clients consistently reported a satisfaction rating of 90 percent or above as demonstrated by client satisfaction surveys administered every other year for each meal program. It should be noted that beginning in FY 2004, the efficiency indicator includes transportation costs associated with the Congregate Meals Program which are funded in the Department of Family Services. Historically, these costs were reflected in the Department of Community and Recreation Services and were not included in the efficiency indicator.

The Adult and Aging Services Division exceeded its goal to complete 90 percent of APS and Ombudsman investigations within the State standard of 45 days, achieving an outcome of 96 percent, consistent with the strategic goal of maximizing staff and time resources to provide more efficient service. To achieve these goals, particularly at a time when the population of elders and adults with disabilities is growing rapidly, Adult Services, Adult Protective Services and Adult and Aging Services Division staff examined work practices and service delivery and implemented recommendations to enhance efficiency and effectiveness. Such recommendations regarding work practices and regionalization of services will continue to be implemented during FY 2004 and FY 2005.

Fund 103

Aging Grants and Programs

FUND STATEMENT

Fund Type G10, Special Revenue Funds

Fund 103, Aging Grants and Programs

	FY 2003 Actual	FY 2004 Adopted Budget Plan	FY 2004 Revised Budget Plan	FY 2005 Advertised Budget Plan	FY 2005 Adopted Budget Plan
Beginning Balance	\$737,713	\$0	\$817,230	\$0	\$0
Revenue:					
Federal Funds	\$1,399,400	\$1,258,552	\$1,590,175	\$1,273,501	\$1,273,501
State Funds	712,929	708,265	943,560	727,377	727,377
Project Income	347,229	333,949	441,621	362,065	362,065
Ombudsman Program	94,303	83,995	98,432	111,076	111,076
City of Fairfax	33,013	33,013	33,013	33,013	33,013
City of Falls Church	36,306	36,306	36,306	36,306	36,306
Private Corporations	3,339	9,453	11,366	9,454	9,454
Total Revenue	\$2,626,519	\$2,463,533	\$3,154,473	\$2,552,792	\$2,552,792
Transfer In:					
General Fund (001)	\$1,735,999	\$1,835,826	\$1,835,826	\$2,024,425	\$2,049,425
Total Transfer In	\$1,735,999	\$1,835,826	\$1,835,826	\$2,024,425	\$2,049,425
Total Available	\$5,100,231	\$4,299,359	\$5,807,529	\$4,577,217	\$4,602,217
Grant Expenditures:					
67450G , Title III B, Community- Based Social Services	\$676,549	\$637,303	\$853,495	\$671,072	\$671,072
67451G , Title VII Ombudsman	272,655	268,721	421,508	335,777	335,777
67452G , Fee for Services/Homemaker	192,832	229,048	346,832	229,048	229,048
67453G , Title III C(1) Congregate Meals	1,559,545	1,546,397	2,012,964	1,670,685	1,695,685
67454G , Title III C(2) Home- Delivered Meals	822,364	865,696	1,115,129	879,934	879,934
67455G , Care Coordination for the Elderly Virginian	547,222	593,121	782,388	617,440	617,440
67456G , Caregiver Support	211,834	159,073	275,213	173,261	173,261
Total Grant Expenditures	\$4,283,001	\$4,299,359	\$5,807,529	\$4,577,217	\$4,602,217
Total Disbursements	\$4,283,001	\$4,299,359	\$5,807,529	\$4,577,217	\$4,602,217
Ending Balance ¹	\$817,230	\$0	\$0	\$0	\$0

¹ The FY 2004 Revised Budget Plan ending fund balance is \$0 and reflects the utilization of the FY 2003 ending fund balance of \$817,230 to partially offset grant expenditures in FY 2004 based on Program Year requirements.

Fund 104

Information Technology

Board of Supervisors' Adjustments

The following funding adjustments reflect all changes to the FY 2005 Advertised Budget Plan, as approved by the Board of Supervisors on April 26, 2004:

- ◆ **Project Reductions** **(\$1,407,750)**
Funding of \$1,179,567 was eliminated from Project IT0011, Imaging and Workflow as a result of one-time Department of Family Services state revenue received in FY 2004 which was appropriated for this purpose at the *FY 2004 Third Quarter Review*. In addition, funding of \$200,000 was eliminated for a project portfolio management and measurement system and \$28,183 was eliminated from Project IT0010, Information Technology Training.

Mission

Through the effective use of technology and service enhancements, provide quality customer service; improve the means of providing access to services electronically; expedite responses to citizen inquiries; improve operational efficiencies; and increase performance capabilities and ensure optimum management decisions.

Focus

Fund 104, Information Technology, was established in FY 1995 to strengthen centralized management of available resources by consolidating major Information Technology (IT) projects in one fund. Based on the 1994 Information Technology Advisory Group (ITAG) study, this fund was created to account for spending by project and is managed centrally by the Department of Information Technology. A General Fund transfer, the State Technology Trust Fund, and interest earnings are sources for investment in Information Technology projects.

The County's technological improvement strategy has two key elements. The first element is to provide an adequate infrastructure of basic technology for agencies to use in making quality operational improvements and efficiencies. The second is to redesign business processes and apply technology to achieve large-scale improvements in service quality and achieve administrative efficiencies. The County's long-term commitment to provide quality customer service through the effective use of technology is manifested in service enhancements, expedited response to citizen inquiries, improved operational efficiencies, better information for management decisions and increased performance capabilities.

THINKING STRATEGICALLY

Strategic challenges for the Department include:

- Supporting mandated requirements;
- Leveraging prior investments;
- Enhancing County security;
- Improving service quality and efficiency; and
- Ensuring a current and supportable technology infrastructure.

In addition, the Senior Information Technology Steering Committee, which is comprised of the County Executive and senior County managers, has adopted five IT priorities which guide the direction of this fund. They include:

- ◆ **Mandated Requirements:** Provide support for requirements enacted by the federal government, Commonwealth of Virginia or Board of Supervisors; are Court ordered or a result of County regulation changes.
- ◆ **Completion of Prior Investments:** Provide support for multi-year lease purchases, to implement a project phase or to complete a planned project.