

# Services for Older Adults

## Overview

Fairfax County projects a significant increase in the older adult population. Between 2010 and 2030, the County expects the 50 and over age group to increase by 19 percent, the 65 and over age group by 51 percent, and the 70 and over age group by 55 percent. This dramatic increase in the older population led to Board of Supervisors to adopt The Fairfax County 50+ Community Action Plan in September 2014. The Action Plan includes 31 initiatives regarding housing, transportation, community engagement, services, safety and health and long-range planning. Given this aging of the population, the County highlights services currently provided to older adults. It should be noted that the figures in the following table do not reflect the cost of all services provided to older adults, as only those services specifically designed for older adults, or those where participation by this population has been tracked or can be reasonably estimated, have been included. There are many general County services that are used extensively by the older adult population, such as Emergency Medical Services and cultural tours, but limited data on actual utilization rates makes it difficult to quantify those costs.

Given the rapid growth in the older adult population in the County, the increasing trend of older adults aging in place and the commensurate increase in demand for services, a large number of service delivery models have been undertaken in various County agencies in recent years. Following the adoption of the FY 2010 budget and at the direction of the Board of Supervisors, staff from agencies providing services to older adults, including the Department of Family Services, the Fairfax-Falls Church Community Services Board, the Department of Housing and Community Development, the Health Department and the Department of Neighborhood and Community Services have evaluated the continuum of older adult services including but not limited to Senior Centers and Adult Day Health Care Centers to ensure coordination of programs and opportunities for provision of more cost-efficient service delivery with the ultimate goal to promote long-term sustainability.

The table on the following pages details the cost of services provided specifically to older adults included in the FY 2021 Adopted Budget Plan. Following the table is a description of the programs, as well as utilization data by age if available. In FY 2021, services to older adults total \$85.2 million or 1.9 percent of General Fund Disbursements of \$4.5 billion. Excluding the General Fund Transfers to Fairfax County Public Schools for School Operating, School Construction, and School Debt Service of \$2.4 billion, spending on services for older adults is approximately 4.0 percent of the remaining General Fund Disbursements.

## Services for Older Adults

### County Funded Programs for Older Adults<sup>1</sup>

Name and Description of Service	FY 2019 Actual	FY 2020 Revised Budget Plan	FY 2021 Advertised Budget Plan	FY 2021 Adopted Budget Plan
<b>Facilities Management Department</b>				
Lease for the Lorton Senior Center at Gunston Plaza (Operated by the Dept. of Neighborhood and Community Services)	\$128,990	\$142,150	\$145,704	\$145,704
<b>Department of Neighborhood and Community Services</b>				
Senior Center and Support Services for Older Adults	\$4,694,085	\$4,765,760	\$4,776,005	\$4,654,947
Seniors-On-the-Go! Taxi Cab Voucher Program <sup>2</sup>	65,407	319,893	NA	NA
<b>Subtotal Dept. of Neighborhood and Community Services</b>	<b>\$4,759,492</b>	<b>\$5,085,653</b>	<b>\$4,776,005</b>	<b>\$4,654,947</b>
<b>Fairfax County Public Library</b>				
Programs Primarily Used by Older Adults	\$524,221	\$545,026	\$545,026	\$545,026
<b>Department of Tax Administration</b>				
Tax Relief for the Elderly and Disabled	\$28,182,506	\$28,991,500	\$30,408,600	\$29,365,500
<b>Department of Family Services</b>				
Adult Protective Services	\$2,049,394	\$2,648,047	\$2,738,565	\$2,638,299
Adult and Aging Services	11,876,963	14,126,814	14,530,617	14,119,098
<b>Subtotal Department of Family Services</b>	<b>\$13,926,357</b>	<b>\$16,774,861</b>	<b>\$17,269,182</b>	<b>\$16,757,397</b>
<b>Health Department</b>				
Long-Term Care Developmental Services	\$3,380,720	\$3,483,839	\$3,583,064	\$3,461,922
<b>Fire and Rescue Department</b>				
Senior Safety Programs	\$64,677	\$72,117	\$74,795	\$73,117
<b>Subtotal - General Fund</b>	<b>\$50,966,963</b>	<b>\$55,095,146</b>	<b>\$56,802,376</b>	<b>\$55,003,613</b>

## Services for Older Adults

### County Funded Programs for Older Adults<sup>1</sup>

Name and Description of Service	FY 2019 Actual	FY 2020 Revised Budget Plan	FY 2021 Advertised Budget Plan	FY 2021 Adopted Budget Plan
<b>Fund 50000, Federal-State Grant Fund<sup>3</sup></b>				
Community-Based Social Services	\$1,160,789	\$2,195,111	\$1,356,472	\$1,356,472
Ombudsman	697,369	464,787	338,354	338,354
Homemaker/Fee for Service	271,183	320,943	289,855	289,855
Congregate Meals	1,477,907	3,339,807	1,927,706	1,927,706
Home-Delivered Meals	1,581,007	2,380,320	1,390,619	1,390,619
Care-Coordination	879,071	725,128	499,199	499,199
Family Caregiver	311,998	664,508	408,579	408,579
Respite Care	53,104	55,996	54,550	54,550
<b>Subtotal Fund 50000</b>	<b>\$6,432,428</b>	<b>\$10,146,600</b>	<b>\$6,265,334</b>	<b>\$6,265,334</b>
<b>Fund 40040, Community Services Board</b>				
Countywide Older Adults and Families Program	\$1,316,362	\$1,340,970	\$1,381,199	\$1,340,979
<b>Fund 10030, Contributory Fund</b>				
Northern Virginia Healthcare Center/Birmingham Green Adult Care Residence	\$2,700,168	\$2,808,377	\$2,867,393	\$2,867,393
<b>Fund 40330, Elderly Housing Programs</b>				
Little River Glen and Lincolnia Center	\$2,890,712	\$3,766,163	\$3,138,121	\$3,110,720
<b>Fund 30000, Metro Operations and Construction</b>				
MetroAccess	\$14,883,800	\$20,118,777	\$16,218,667	\$16,218,667
<b>Fund 60030, Technology Infrastructure Services</b>				
Computer Labs	\$337,490	\$339,178	\$352,745	\$352,745
<b>Subtotal - General Fund Supported</b>	<b>\$28,560,960</b>	<b>\$38,520,065</b>	<b>\$30,223,459</b>	<b>\$30,155,838</b>
<b>TOTAL SERVICES FOR OLDER ADULTS</b>	<b>\$79,527,923</b>	<b>\$93,615,211</b>	<b>\$87,025,835</b>	<b>\$85,159,451</b>

<sup>1</sup> This analysis reflects only those services included in General Fund and General Fund Supported agencies, and does not include services supported by non-General Fund or non-appropriated funds, such as rent relief provided through Fund 81100, Fairfax County Rental Program, or recreational activities provided by Fund 40050, Reston Community Center. Likewise, this analysis does not include capital projects funded in prior years, such as senior centers or adult day health care facilities. Capital expenses vary significantly from year to year and one year's data cannot serve as a proxy for "average" capital expenditures in a particular service area.

<sup>2</sup> Beginning in FY 2021 the Seniors-On-the-Go, Taxi Cab Voucher Program will transition to become part of the Transportation Options, Programs, and Services (TOPS) program, which will consolidate several subsidized transportation programs administered by the Department of Neighborhood and Community Services into a single program. TOPS is a transportation fare subsidy program for older adults, individuals with disabilities, and low-income residents of Fairfax County. Utilization data and corresponding expenditures will not be available until the program is fully operational.

<sup>3</sup> The FY 2020 funding level represents anticipated funding, actual funding received may be different.

The following provides a brief description of the programs, as well as utilization data if available, included in the Services for Older Adults table on the previous two pages. For additional information please refer to the specific agency narrative in Volume 1 and Volume 2.

### **Department of Neighborhood and Community Services**

#### **Senior Center and Support Services for Older Adults**

Senior Centers for Active Adults offer opportunities to make friends, stay on the move, and learn new things. Fairfax County residents age 50 and over may join any of the 14 senior centers sponsored by the Department of Neighborhood and Community Services. Support services for older adults enables seniors with minor cognitive and physical disabilities to actively participate in the day-to-day activities at Fairfax County Senior Centers. These support services replaced the Senior Plus Program, which was redesigned and no longer operates as a separate program within the Senior Centers, but rather as a service for all center participants as needed.

#### **Seniors on the Go! Taxi Cab Voucher Program**

The Seniors on the Go! Taxi Cab Voucher Program allows older adults to purchase vouchers that partially subsidize the cost of taxi rides. Vouchers can be used by married couples age 65 and older with less than \$50,000 in combined annual income and by single persons age 65 and older with less than \$40,000 in annual income. In FY 2019, 76 older adults were newly enrolled in the program, an increase of 15 percent from FY 2018.

Beginning in FY 2021 the Taxi Cab Voucher Program will transition to become part of the Transportation Options, Programs, and Services (TOPS) program, which will consolidate several subsidized transportation programs administered by the Department of Neighborhood and Community Services into a single program. TOPS is a transportation fare subsidy program for older adults, individuals with disabilities, and low-income residents of Fairfax County utilizing debit card technology. Eligible participants will have expanded options available to them to travel affordably, safely, and independently using a travel method of their choice. These methods include fixed-route buses, Metrorail, Transportation Navigation Companies such as Uber and Lyft as well as taxis. It is anticipated that the TOPS program will be fully implemented within the first quarter of FY 2021.

### **Fairfax County Public Library**

#### **Programs Primarily Used by Older Adults**

The Fairfax County Public Library offers several programs and services which, although not limited to the older adult population, are primarily used by older adults. These include the Talking Books Program; Home Delivery Service; book collections maintained at older adult residences, nursing homes, and adult day care center; large print books; outreach and trainings; book clubs; assistive technologies; BiFolkal multi-media memory activity kits; Aging, Disability and Accessibility focused reference collection; Braille Awareness kits; and self- help groups for adults who are coping with vision loss.

### **Department of Tax Administration**

#### **Tax Relief for the Elderly and Disabled**

Tax relief is provided to adults 65 and older and disabled persons on a graduated scale depending upon the level of income and net assets, which must not exceed \$72,000 and \$340,000, respectively. In FY 2019, 6,944 people participated in the program.

### Department of Family Services

#### Adult Protective Services

Adult Protective Services provides mandated investigations of situations of suspected abuse, neglect or exploitation involving older adults age 60+ and incapacitated adults age 18+ as well as case management services to provide protection for at-risk adults in the community and in public and private facilities. In FY 2019, 1,330 investigations were conducted.

#### Adult Services and Aging Services

Adult Services and Aging Services provides case management, including needs assessment, care plans, coordination/authorization of services, and follow-up for adults age 60 and older and adults age 18 and older with disabilities. Services may include home-based care and mandated Medicaid preadmission screenings. Some services may have functional and financial eligibility requirements. In FY 2019, 2,722 clients were served. Transportation services are also provided between older adults' residences and their local senior center and adult day health care facility as well as trips in support of basic living. A fee of \$0.50 is charged for each one-way trip. Older adults 60 and older who are attendees of a senior center, adult day health center, or residents of senior housing are eligible for services. In FY 2019, 99,000 trips were provided.

### Health Department

#### Long-Term Care Services

Long-Term Care Developmental Services includes both the Adult Day Health Care program and the Insight Memory Care Center. The Adult Day Health Care program provides therapeutic recreational activities, supervision, and health care to meet the needs of adults, 18 years and older who have physical and/or cognitive disabilities. Services are provided on a sliding fee scale. The goal is to provide services to 292 older adults in FY 2020 with 98 percent of participants meeting the criteria for institutional level of care, but their participation in the program enables them to continue to live at home in the community. In FY 2019 the Fairfax County Adult Day Health Care program reached 532 caregivers by providing community outreach, education, and support. The Insight Memory Care Center (IMCC) provides specialized day care services for people with Alzheimer's type illnesses as well as respite, support and education for their care giving families. In FY 2019 there were 43 unduplicated County residents who were at 400 percent of the federal poverty level or below who accessed IMCC using County subsidy funds.

### Fire and Rescue Department

#### Senior Safety Programs

The Fire and Rescue Department offers various older adult safety programs for individuals 55 and older, including Basic Fire Safety, Emergency Preparedness for the Older Adult, Life Safety Education Seniors Program, Caregiver and Staff Training for those who care for older adults, "Smoke Alarm Program" which provides free smoke alarm batteries, and the "File of Life" Program which is an educational program that stresses the importance of maintaining current medication dosages and current physician information. The department plans to reach 10,000 older adults in FY 2021.

### Fund 50000, Federal-State Grant Fund

#### Community-Based Services

Community-Based Services provides services to adults age 60 and older to enable them to live as independently as possible in the community. This includes assisted transportation, information and referral, telephone reassurance, volunteer home services, insurance counseling, and other related services. In FY 2019, 17,548 callers or persons making email inquiries to the Adult and Aging Division within the Department of Family Services received information and referral services and/or access to the services.

#### Ombudsman

The Ombudsman Program, serving the City of Alexandria and the counties of Arlington, Fairfax, and Loudoun, improves quality of life for the more than 11,394 residents in 127 nursing and assisted living facilities by educating residents and care providers about patient rights and by resolving complaints against nursing and assisted living facilities, as well as home care agencies, through counseling, negotiation and investigation. More than 55 trained volunteers are part of this program. The program also provides information about long-term care providers and educates the community about long-term care issues. Please note Prince William County is no longer part of this partnership.

#### Homemaker

Homemaker provides services to adults age 60 and older to enable them to remain in their homes rather than in more restrictive settings. Services are primarily targeted towards those older adults who are frail, isolated, or in economic need. Programs include money management for 65 clients in FY 2019.

#### Congregate Meals

Congregate Meals are provided in 27 congregate meal sites around the County including the County's senior and adult day health centers, several private senior centers and other sites serving older adults such as the Alzheimer's Family Day Center. Congregate Meals are also provided to residents of two County assisted living facilities. In FY 2019, 237,625 congregate meals were served to 2,377 participants.

#### Home-Delivered Meals

Home-Delivered Meals provides meals to frail, homebound, low-income residents age 60 and older who cannot prepare their own meals. In FY 2019, 268,022 meals were provided to 851 older adults and younger adults with disabilities. Meals are delivered through partnerships with 25 community volunteer groups that drive 48 delivery routes.

#### Caregiver Support

Caregiver Support provides education and support services to caregivers of persons 60 and older, or older adults caring for grandchildren. Services include scholarships for respite care, gap-filling respite and bathing services, assisted transportation (which is also reflected in Community-Based Services), assistance paying for supplies and services, and other activities that contribute to the well-being of older adults and help to relieve caregiver stress. In FY 2019, 28 clients received services through the Adult Day Health Care respite scholarship, 111 clients through bathing and respite services, 15 clients through the Discretionary Fund, and 27 clients received assisted transportation services, taking 785 one-way trips. Around 37,500 readers of the Golden Gazette received caregiver related information. An online version for caregivers reached 4,910 monthly subscribers.

### **Fund 40040, Fairfax-Falls Church Community Services Board**

#### **Countywide Older Adults and Families Program**

The Older Adults and Families Program of the Fairfax-Falls Church Community Services Board (CSB) provides strengths-based, person-centered, and solution-focused mental health outpatient treatment and case management services for older adults. Services support recovery and independence appropriate to the individual's physical and cognitive abilities and are provided in either an office or community-based setting, as appropriate. To address the unique needs of older adults, services include psychiatric evaluation, medication management, case management and supportive counseling, with linkage to and coordination of services with other community agencies, health care providers and family caregivers. In FY 2019, the program served 645 older adults age 60 and over for a total of 11,571 service hours.

### **Fund 10030, Contributory Fund**

#### **Northern Virginia Healthcare Center/Birmingham Green Adult Care Residence**

This facility is owned by the counties of Fairfax, Fauquier, Loudoun and Prince William, and the City of Alexandria as tenants in common. During FY 2019, 114 Fairfax County citizens were served in the facility (78 in the nursing facility and 36 in assisted living). To be eligible for admission to the nursing and assisted living facilities, older adults and adults with disabilities must meet income, resource, and functional requirements. The Department of Family Services' Self Sufficiency Division accepts and processes applications for Medicaid and auxiliary grants, and the Department of Family Services' Adult and Aging Division assesses for functional eligibility.

### **Fund 40330, Elderly Housing Programs**

#### **Little River Glen and Lincolnia Center**

The Department of Housing and Community Development provides services related to the County's support of the operation of two locally-funded elderly housing developments, Little River Glen and Lincolnia Center Residences, which are owned or leased by the Fairfax County Redevelopment and Housing Authority (FCRHA). The programs 198 available units/beds in the two facilities support clients who are 62 and older and also meet income requirements.

### **Fund 30000, Metro Operations and Construction**

#### **MetroAccess**

MetroAccess is a door-to-door paratransit service for people with disabilities who are not able to use fixed-route forms (bus and rail) of public transportation due to functional limitations that relate to their disability. MetroAccess provided approximately 296,460 completed stops for Fairfax County residents in FY 2019. An estimated 50 percent of MetroAccess customers residing in Fairfax County are over age 55.

### **Fund 60030, Technology Infrastructure Services**

#### **Computer Labs**

The Department of Information Technology supports computer labs at libraries and recreation/senior centers that are used by citizens, many of whom are older adults.