

THE AREA PLAN CHECKLIST

Includes Title III (B, C, D, E), V, VII, Community-Based Service Programs (CBSP), and the HICAP.

Instructions: Check the boxes for completed items, as applicable. For completion of the Four-Year Plan, check the boxes in column C. For any unchecked box, provide an explanation on the last page of this checklist. For Annual Updates, check the boxes in the applicable year. **Section number six, Narrative Description of Relevant Changes, applies only to the Area Plan Update.**

1. Necessary Copies and Format

REQUIRED

A	B	C	D	E	F
General Requirements for the Four-Year Plan	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
All information is provided on single-sided sheets.	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
One copy of the <u>required documents</u> has been E-mailed to the Department.	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An original and two copies of the Area Plan, Area Plan Checklist, and all required documents are attached.	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

2. Transmittal Letter

REQUIRED

A	B	C	D	E	F
General Requirements for the Four-Year Plan	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
The Transmittal Letter signed by the AAA Director, Chair of the Advisory Council, and Chair of the Governing Board, has original signatures and is attached. *	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The signed Transmittal Letter will be submitted by: (5/16/08)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

*Note: Approval of the Area Plan will be delayed pending receipt of a fully executed Transmittal Letter.

3. Strategic Plan: **REQUIRED** if a Strategic Plan is submitted as the Area Plan

A	B	C	D	E	F
General Requirements for the Four-Year Plan	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update

A Strategic Plan was submitted as the Area Plan. (A Strategic Plan Cross Reference Index is available by contacting CDA).	Yes, If applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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4. Description of the Planning and Service Area (PSA) REQUIRED

A	B	C	D	E	F
General Requirements for the Four-Year Plan	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
A brief description of the physical characteristics of the PSA is included.	Yes, If changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A description of the demographic characteristics of the PSA is included.	Yes, If changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A description of the unique resources and constraints existing within the PSA is included.	Yes, If changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A broad description of the existing service system within the PSA is included.	Yes, If changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Description of the Area Agency on Aging REQUIRED

A	B	C	D	E	F
General Requirements for the Four-Year Plan	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
A description of the type and characteristics of the AAA.	Yes, If changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A Mission Statement.	Yes, If changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A current Organization Chart.	Yes, If changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A description of how the AAA provides visible leadership in the development of community-based systems of care.	Yes, If changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Agency type; such as Public, Private Non-Profit, or Joint Powers.	Yes, If changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AAA's funding sources.	Yes, If changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Narrative Description of Relevant Changes – REQUIRED FOR UPDATE ONLY

This section must include all changes related to all programs of services funded by grants from CDA

A	B	C	D	E	F
Update Requirement	Annual Update Requirements	2005-09 Four Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
Introduction with Narrative Description of Significant Changes, including estimated number of low-income, minority seniors	Yes		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
New, continued, revised, completed, or deleted goals and objectives are identified.	Yes		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Discussion of major changes and effects to the PSA and/or AAA.	Yes		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Changes that may have reduced or increased quality or quantity of service.	Yes		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

7. The Planning Process

REQUIRED

A	B	C	D	E	F
General Requirements for the Four-Year Plan	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
Discussion of steps involved in the planning process and how they fit in with the overall planning cycle.	Yes, If changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discussion of the needs assessment process.	Yes, If changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discussion of targeting.	Yes, If changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identification of priorities.	Yes, If changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Goals and Objectives, including Targeting, Needs Assessment, and Service Unit Plan **REQUIRED**

A	B	C	D	E	F
General Requirements for the Four-Year Plan	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
A goal and/or objective is	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

identified for each program or service.					
Goals and Objectives are included for each program or service funded by the AAA from the following sources: Check all that apply <input checked="" type="checkbox"/> Title III B <input checked="" type="checkbox"/> Title III B/VII(a)(b) <input checked="" type="checkbox"/> Title III C1 <input checked="" type="checkbox"/> Title III C2 <input checked="" type="checkbox"/> Title III D <input checked="" type="checkbox"/> Title III E <input type="checkbox"/> Title V <input checked="" type="checkbox"/> HICAP <input checked="" type="checkbox"/> CBSPs	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Goals and objectives identified serve to create, expand, or enhance AAA direct or contracted services.	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Title III B Program Development (PD) and Coordination (C) activities are distinctly identified.	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Objectives clearly indicate the nature of the action, the party responsible for the action, the outcome of the action, how the action will be measured, and projected start and end dates of each objective.	Yes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
The Units of Service on the SUP are tied to a specific goal.	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

General Requirements for the Four-Year Plan	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
Targeting criteria have been met and are included: ⇒ Specific objectives: for providing services to low-income minority individuals; ⇒ Specific objectives for providing services to older individuals with disabilities, with particular attention to individuals with severe disabilities; ⇒ Specific objectives for providing services to older individuals with limited English-Speaking ability; and	Yes, if changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

⇒ Specific objectives for providing services to caregivers					
A description of Needs Assessment Activities is included.	Yes, If needs assessment activities are planned or have been completed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Unit Plans are complete and reconcilable with appropriate budgets.	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

9. Older Americans Act Assurances

Older Americans Act Assurances	No	<input type="checkbox"/>			
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10. Appendices

REQUIRED, IF CHANGES HAVE OCCURED

IA. Notice of Intent to Provide Direct Services (if applicable)	Yes, if changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
IB. Request for Approval to Provide Direct Services (if applicable)	Yes, if changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II. Public Hearings	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
III. Governing Board	Yes, if changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
IV. Advisory Council	Yes, if changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
V. Priority Services	Yes, if changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VI. Community Focal Points List	Yes, if changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VII. Multipurpose Senior Center Acquisition and Construction Compliance Review	Yes, if changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VIII. Title III E Family Caregiver Support Program	Yes, If changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
IX. Resource Tools Sample Organization Charts, Planning Process and Funding Sources/Program Descriptions, Title IIID Fact Sheet, Ombudsman Fact Sheet	No				
X. Legal Services	Yes, if changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
XI Disaster Preparation Planning	Yes, if changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
XII Baby Boomer Information	Yes, if changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For any unchecked boxes, identify the section number and provide an explanation:

2.) The 2007-08 Area Plan is scheduled to be on the 5/13/08 El Dorado County Board of Supervisor's agenda for approval. CDA will receive the signed transmittal by 5/26/08.

8.) PSA 29 does not fund Title IIIB Program Development (PD) and Coordination (C) activities.

El Dorado County Area Agency on Aging

Planning and Service Area (PSA) 29

2008-09 Area Plan Update

to the

2005-09 Area Plan for Senior Services



**El Dorado County
Area Agency on Aging
937 Spring Street
Placerville, CA 95667
(530) 621-6150**

Preface

The Area Agency on Aging (AAA) is charged with addressing a broad spectrum of issues affecting older individuals, adults with disabilities, their families and caregivers. The Fiscal Year (FY) 2008-2009 Update of the 2005-2009 Area Plan provides the outline and direction to work proactively in the collaborative development of home and community-based systems of care, which are responsive to the needs of seniors and adults with disabilities in El Dorado County. The plan follows a format required by the California Department of Aging.

The AAA was created by the Older Americans Act (OAA) with a mandate to serve as a visible and effective leader and advocate, providing local leadership to accomplish state and federal program goals. The OAA goals, as broadly defined, are:

1. To secure and maintain maximum independence and dignity in a home environment for older individuals capable of self care with appropriate supportive services;
2. To remove individual and social barriers to economic and personal independence for older individuals; and
3. To eliminate barriers and support the development of coordinated and accessible home and community-based systems of care.

The 1996 revision of the Older Californians Act (OCA) reiterates federal requirements to facilitate the development of home and community-based systems of care and adds increased responsibility for the AAA to provide local oversight to a number of state-funded programs, which were previously managed at the state level. The 2000 amendment to the OAA created the National Family Caregiver Support Program.

The 2005-2009 Area Plan and this update to the Area Plan were developed with these goals in mind and in keeping with the mission of the El Dorado County Area Agency on Aging to provide services which support independence and to protect the quality of life of older persons and persons with functional impairments.

Narrative of Relevant Changes

The El Dorado County Area Agency on Aging is a unit of local county government and operates within the Department of Human Services. The Department of Human Services was created in 2004 as a result of a major reorganization process implemented by the Board of Supervisors and administrative staff. Prior to the reorganization, the AAA was part of the Department of Community Services. This department was merged with the Department of Social Services in January of 2004 to become the Department of Human Services. The Department of Human Services has two divisions: Division of Community Services and Division of Social Services. The Community Services Division's main office, from which most senior services are delivered and the AAA is housed, is located at the Senior Center in Placerville. The reorganization has demonstrated improved County services through the integration of programs and the combining of services.

Doug Nowka, the El Dorado County AAA Director for the past twenty years was appointed Director of Human Services on October 27, 2007. Janet Walker-Conroy was appointed the new AAA Director effective February 15, 2008. Janet Walker-Conroy has extensive experience in the aging network. She is currently Assistant Director of Human Services and has been the designated Public Guardian/Public Conservator for El Dorado County since 1996. She has served in many additional capacities during her years of service with the County, including Multipurpose Senior Services Program (MSSP)/Linkages Site Director, Medi-Cal Administrative Activities/Targeted Case Management Coordinator and Manager of Senior Programs with oversight of the Home of Elder and Adult Resource Team (HEART) programs.

The 2008-09 Area Plan Update covers the fourth year of the 2005-09 Area Plan for Senior Services for El Dorado County, and highlights any significant changes to the four-year plan. In the 2008-2009 Update, the focus is to continue targeting resources to the priorities of awareness of services, elder abuse prevention, aging in place, and health and wellness. These four priority goals were established in response to the needs assessment conducted in the fall of 2004, and remain appropriate. Provision of direct services to the senior population and strong community involvement keep the AAA well informed of senior needs in the PSA. Objective(s) in goal areas one, two, and three have been added, deleted, and/or revised. The rationale for the changes in the objectives is covered in the "Area Plan Goals and Objectives" section which follow the Narrative Section.

The goals and objectives of the 2008-2009 Area Plan Update continue to address the needs of targeted populations in the PSA, including low-income minority individuals, those at greatest economic need, those with greatest social need, those with severe disabilities, individuals with limited English speaking ability, and those with Alzheimer's disease or related disorders, and the caretakers of these individuals. The 2000 census data indicates there are 26,023 senior citizens (60-plus) in El Dorado County, with a minority senior population of 1,896 or 7.3%. Many of the objectives target the need to do outreach to the Hispanic senior population (the largest minority group in the PSA). The 2000 census data indicates 8% of the minority senior population (60-plus) was at the poverty level, while 12% were at 125% of the poverty level. El Dorado County's senior population growth rate is more than twice that of the State of California. By 2020 it is projected that 58,629 seniors will be living in El Dorado County, an increase of 86% over

current estimates. El Dorado County is designated a rural county with a significant number of geographically isolated areas. There are two incorporated cities: Placerville and South Lake Tahoe.

The following are key changes and highlights in the four-year plan:

- **Enhanced Services Provided by Senior Legal.** Senior Legal Services (SLS) has been enhanced by upgrading the Legal Secretary to a Paralegal, and with the addition of a second Paralegal/Notary. Senior Legal Services provides legal education and services to El Dorado County residents, 60 years and older, regardless of income. The improved staffing has resulted in a 30% increase in the number of seniors being seen in the office, an increased ability to personally answer the phone, and draft documents to be completed within one week of an appointment. SLS has increased the number of litigation cases they can handle, and an attorney is now able to travel with a Notary offsite to the South Lake Tahoe Senior Center, El Dorado Hills Senior Center, and to homes, hospitals and nursing homes for appointments without closing down the main office at the Placerville Senior Center.
- **Home of Elder and Adult Resource Team.** Completion of a long awaited new facility located at 3047 Briw Road, enabled Human Services to reinstate the co-location of HEART (Home of Elder and Adult Resource Team) services on March 10, 2008. Back in 2002 the Board of Supervisors directed the co-location of Public Guardian, Adult Protective Services, In-Home Supportive Services, Representative Payee, Senior Information and Assistance/Central Intake and the care management programs of Linkages and MSSP to one single location, identified as HEART. This consolidation of programs significantly improved communication, decreased duplication, and resulted in more effective response time and intervention. The merger of Community Services and Social Services, combined with space requirements resulting from increased service demands and the establishment of the Elder Protection Unit, had required the temporary dispersal of these programs to various locations within the County.
- **Daily Telephone Reassurance Program under the Direction of the Friendly Visitor Program.** YANA (You Are Not Alone) a free daily telephone reassurance service is now under the direction of the Friendly Visitor Program. Both programs utilize volunteers and work in concert with each other to provide social contact and reassurance to isolated seniors, enabling them to remain independent longer. YANA volunteers may discover that someone they call would benefit from having a Friendly Visitor. Likewise, Friendly Visitors can discover that the person they regularly visit would benefit from YANA daily calls. The programs compliment one another, and it is an advantage to both that they share operation staffing.
- **Increased Public Authority Presence in the Tahoe Basin.** In an effort to better assist the In-Home Supportive Services (IHSS) recipients and care providers in the Tahoe Basin, a Public Authority Registry/Training Specialist will be available at the department facility in South Lake Tahoe located at 981 Silver Dollar Avenue on the second and fourth Wednesday of every month, beginning in April 2008. Public Authority staff will be on hand to enroll and provide

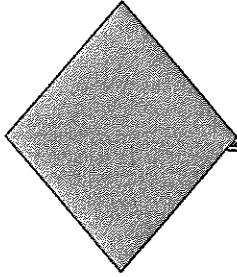
orientation for IHSS providers, maintain the Care Provider Registry, assist recipients with employment issues, provide training and education, and help foster positive working relationships between IHSS recipients and their care providers.

- **Shingle Springs Congregate Meal Site to Close.** Historically, federal and state funding has not kept pace with the ever-increasing cost of providing meals in the Senior Nutrition Program. The El Dorado County Board of Supervisors has provided significant financial support to the Senior Nutrition Program to ensure that congregate and home-delivered meals are available throughout the County. However, due to current fiscal conditions, the Board of Supervisors has deemed it necessary to close the Shingle Springs congregate meal site in April of 2008. Participants will be directed to the Diamond Springs and El Dorado Hills meal sites for lunch and other social activities. Home-delivered meals in the Shingle Springs/Cameron Park area will continue to be provided.
- **Warming Center Opened at the Placerville Senior Center.** In a collaborative effort, the El Dorado County Office of Emergency Services, Public Health Department, and Human Services Department (AAA) opened a Warming Center at the Placerville Senior Center for senior residents and their caregivers during the extreme weather this past January. Planning is on-going to determine what location(s) best meet the need of the community if warming centers are required in the future. A response plan for extreme cold will also be finalized.
- **Elder Protection Unit Receives Award.** The Elder Protection Unit (EPU) received a California State Association of Counties (CSAC) Merit Award for 2007. The Elder Protection Unit is a combined effort of the El Dorado County District Attorney's Office, County Counsel, and both the Social Services and Community Services divisions of the Human Services Department. This award demonstrates the outstanding work being accomplished by EPU to safeguard County seniors from abuse, neglect and exploitation. Since its inception in February 2006, EPU has conducted more than 400 abuse/neglect investigations, referring 120 of them for civil or criminal litigation. Education and outreach efforts through community presentations and scam alerts have led to a 188 percent increase in elder crime cases filed with the District Attorney.
- **Memory Screening Day 2007.** El Dorado County held its first Memory Screening Day on November 18, 2007. National Memory Screening Day is a collaborative effort spearheaded by the Alzheimer's Foundation of America (AFA) to promote early detection of Alzheimer's disease and related illnesses, and to encourage appropriate intervention. The Senior Day Care Center, a member organization of the AFA, trained qualified professionals to administer the Folstein Mini-Mental Status Exam. A total of 148 participants were screened at six Senior Nutrition Meal Sites. Those with abnormal scores or concerns were encouraged to pursue further medical evaluation. The Senior Day Care Center plans to participate annually in National Memory Screening Day.
- **Health Fair Draws Record Crowd.** The Seniors and Adults with Disabilities Health Fair held on October 25 2007 at the Placerville fairgrounds attracted a record turn out of over 600 attendees and 42 governmental and non-profit

organizations. This successful event was co-sponsored by El Dorado County's IHSS Public Authority, Senior Health Education Program, Family Caregiver Support Program, and Senior Day Care Center. Those attending had the opportunity to receive information about local resources and to become educated on pertinent issues about aging, health maintenance and general well being. Also offered at the event were free health-care screenings for osteoporosis, glucose, cholesterol and vision tests. The Public Health Department's low-cost flu shot clinic was the biggest draw providing over 500 vaccinations.

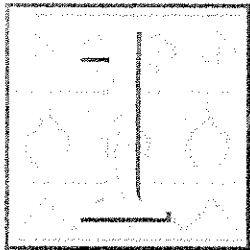
While the 2008-09 Area Plan Update reflects significant changes, accomplishments, and highlights the progress made toward the objectives in the four priority goal areas, it continues to be the priority of the AAA to provide the safety net services to help seniors and functionally impaired adults maintain independence, dignity, and control over where and how they live by providing the vital services of Congregate and Home-Delivered Meals, Senior Day Care Center/Alzheimer's Day Care Resource Center (ADCRC), MSSP and Linkages Programs, Family Caregiver Support Program, and In-Home Supportive Services. Given the current significant budgetary concerns at the federal, state and local levels, our focus will be on maintaining current service levels to the extent possible. Should budget cuts become unavoidable, adjustments will be made that ensure the least impact on our most frail and vulnerable older adults.

The projected number of service units for congregate meals has been decreased for Fiscal Year 2008-09 due to the closing of the Shingle Springs satellite nutrition site, and because the meals provided to our Senior Day Care Center can no longer be considered congregate meals as directed by the California Department of Aging. The projected number of service units for nutrition education has been increased for Fiscal Year 2008-2009 to include the nutrition education provided to the home-delivered meal clients. The service units for the Family Caregiver Support Program have been revised as required by the California Department of Aging to ensure compliance with the Older Americans Act Amendments of 2006.



Part Two

AREA PLAN GOALS AND OBJECTIVES



Awareness of Services

Goal

Improve awareness of services for older adults and adults with disabilities through community education and outreach.

Rationale

The results of the El Dorado County Area Agency on Aging (AAA) needs assessment (Fall 2004) have shown the need to continue and improve the methods of information dissemination regarding services for seniors and adults with disabilities. One out of three seniors indicated that outreach regarding service availability needed to improve. Key informants identified awareness of services as one of the most critical unmet needs of older adults in the County and that improved outreach would be an effective way to address at-risk populations.

Unless otherwise stated objectives began 7/1/05.

Objectives

- 1.1 The Senior Health Education Program (SHEP) will collaborate with the In-Home Supportive Services (IHSS) Advisory Committee and the Family Caregiver Support Program (FCSP) to host a community health fair in Placerville with the dual purpose of conducting health screenings and to perform outreach about the services available to seniors and adults with disabilities by 6/30/06. **The outcome will be measured by the number of participants in attendance, and the number of health screenings performed.**

2006-2007 Update: Objective completed. SHEP, IHSS, and FCSP co-hosted a community health fair on October 6, 2005 in Placerville. Outreach was provided to 225 seniors and adults with disabilities. There were 37 service providers represented at the event, and 519 health screenings were performed.

- 1.2 SHEP will collaborate with the Public Health Department's Preventive Health Care for the Aging Program (PHCA) and the Latino Affairs Commission to host a community health fair in South Lake Tahoe with an emphasis on targeting the Latino community to provide health screening and perform outreach about the services available to seniors in the Tahoe Basin by 6/30/06. **The outcome will**

be measured by the number of participants in attendance, and the number of health screenings performed.

2006-2007 Update: Objective completed. SHEP, in collaboration with PHCA and the Latino Affairs Commission, hosted a community health fair on August 24, 2005 in South Lake Tahoe. Outreach was provided to 128 seniors, with substantial participation from the Latino community. There were 20 service providers represented at the event, and 266 health screenings were performed.

- 1.3 SHEP and the Volunteer Coordinator will host a volunteer fair in Placerville to perform outreach about the volunteer opportunities available in the County and to encourage active participation by older adults by 6/30/07.

2006-2007 Update: This objective is being deleted. Instead of doing a separate volunteer fair, volunteer opportunities will be highlighted at future community health fairs hosted by SHEP.

- 1.4 In an effort to further educate the community, the Information and Assistance (I & A) Program will submit quarterly outreach material in the form of press releases and/or announcements to local media sources regarding services available to senior citizens and family caregivers from 7/1/05-6/30/09.

2006-2007 Update: Objective completed and will be continued. The I & A Program submits press releases bimonthly to all local media sources to educate the community about the services available to senior citizens and family caregivers. A high volume of calls to service providers identify the media as how they first learned about the services available.

- 1.5 The I & A Program will explore the feasibility of utilizing a full page ad in the Mountain Democrat and the Tahoe Tribune on an annual basis during Older Americans Month to inform the community of services provided by the Area Agency on Aging (AAA) by 6/30/06.

2007-2008 Update: This objective is being deleted due to the expense of a full page ad. The I & A Program will explore alternative outreach regarding AAA services through the local newspapers at no cost.

- 1.6 The IHSS Public Authority in collaboration with the AAA will develop at least one video featuring AAA services and information to be available at outreach events, caregiver support groups, and aired on Channel 2, the local cable network by 6/30/07. **The outcome will be measured by the number of events the video is presented at.** To do outreach to the Latino community, IHSS Public Authority will explore the feasibility of producing a bilingual video by 6/30/07.

2007-2008 Update: Due to other agency needs taking precedence, the completion date for this objective is being revised to 6/30/08.

2008-2009 Update: Developing an outreach video in collaboration with the IHSS Public Authority is a priority of the AAA, but due to staff shortages the completion date for this objective is being revised to 6/30/09.

- 1.7 To educate the senior population about the IHSS Program, the AAA will distribute the Care Connection Newsletter, a quarterly publication of the IHSS Advisory Committee through the senior congregate and home-delivered meals program from 7/1/05-6/30/09. **The outcome will be measured by the number of seniors receiving the Care Connection Newsletter.**

2006-2007 Update: Objective completed and will be continued. The Care Connection Newsletter is distributed quarterly to the home-delivered meal clients, and to the eight congregate meal sites informing approximately 500 older adults about the IHSS Program.

- 1.8 The I & A Program will develop a presentation designed to educate the medical community, law enforcement, and emergency response personnel about the safety net services available in the County to address issues related to lack of food, emergency shelter, elder neglect and/or abuse by 6/30/06. **The outcome will be measured by the number of presentations provided.**

2006-2007 Update: Objective completed and will be continued. A power point presentation on the safety net services available in the County has been developed by the I & A Program. The presentation is given to all 911 dispatch personnel and Adult Protective Services staff. The presentation has also been provided to community hospitals, home health agencies and Snowline Hospice.

- 1.9 I & A will explore the feasibility of working in partnership with the El Dorado County Community Health Center's bilingual Community Health Advocate in Placerville, and the Latino Affairs Commission in South Lake Tahoe, to translate the Senior Services flyer into Spanish and to be designated contacts for inquiries from the Latino community regarding senior services by 6/30/06.

2006-2007 Update: Due to other agency needs taking precedence, the completion date for this objective is being revised to 6/30/07.

2007-2008 Update: Objective is being revised and considered complete. A bilingual Program Assistant has been added to the I & A Program. As well as being able to provide information and assistance to the Hispanic community, this position will be utilized to translate senior service brochures into Spanish, and enhance outreach to this community through partnering with the El Dorado County Community Health Center and the Latino Affairs Commission in South Lake Tahoe.

- 1.10 The Family Caregiver Support Program will address the needs of caregivers by submitting monthly articles to the Senior Times Newsletter, a publication of the AAA from 7/1/05-6/30/09.

2006-2007 Update: Objective completed and will be continued. The Family Caregiver Support Program submits monthly articles to the Senior Times Newsletter addressing issues of importance to caregivers. The newsletter reaches approximately 1400 members in the community.

- 1.11 Four presentations will be provided in the County to educate the medical community, home health agencies, and service organizations about the Family Caregiver Support Program by 6/30/06.

2006-2007 Update: Objective completed. Three presentations were provided to local service organizations, one to the advisory council, and one to the Neuropathy Support Group. In the future, the medical community and home health agencies will be targeted for presentations.

- 1.12 The I & A Program will develop an interactive website to enhance community awareness and provide information on services available through the AAA and the Department of Human Services with the ability to respond to questions by 6/30/09. **The outcome will be measured by the number of times the website is accessed by the public.**

2007-2008 Update: Objective completed early. The Department of Human Services website is operational and interactive. The community can access information regarding services available through the AAA and the Department, have questions answered, and download such information as: the Senior Nutrition Menu, the Senior Activities Schedule, and the In-Home Provider List. The Department of Human Services website is accessed approximately 900 times per month.

- 1.13 To meet the needs of the growing senior population and to expand services, the Commission on Aging and AAA Director will explore the possibility of, and advocate for a new Senior Center in the Placerville/Diamond Springs area by 6/30/09. The current Placerville Senior Center is housed in an antiquated sixty-year-old building that is inadequate in size, parking, and facilities.

2007-2008 Update: This year the AAA staff and Commission on Aging will, through a series of public forums and at least one presentation to the County Board of Supervisors, seek to establish the replacement of the current Placerville Senior Center as a first or second priority in the County's master facilities plan.

2008-2009 Update: A Placerville Senior Center needs assessment is in process. The purpose of this study is to determine the level of satisfaction with various factors regarding the current facility and to identify any unmet needs in regards to senior center utilization and accessibility. A thorough literature review, local demographics analysis, and consumer satisfaction survey have been completed. Once the final report is finished, AAA staff will schedule an informational presentation by 6/30/08 to the Board of Supervisors on the need to prioritize a new Senior Center for the Placerville/Diamond Springs area.

- 1.14 To serve as a designated focal point for senior services in the far western part of the County, the AAA Director will explore the possibility of funding an I & A position to be housed in the new El Dorado Hills Senior Center by 6/30/07.

2007-2008 Update: Due to delay in the County's full acquisition of the El Dorado Hills Senior Center, Phase II construction to accommodate the Senior Day Care Center/ADCRC has been setback and the completion date for this objective is being revised to 6/30/08.

- 1.15 To continue expanding services and identify and reach underserved populations, the Linkages Program will provide outreach by hosting three presentations throughout the outlying areas of the County from 7/1/05-6/30/06.

2006-2007 Update: Objective completed. Four presentations were provided; two in Placerville, one in South Lake Tahoe, and one in Auburn. The Linkages Program targets those individuals that are the most physically impaired with the least possibility of caregiver support. Currently, there are 18 people on the wait list for Linkages services.



Elder Abuse Prevention

Goal

Increase awareness and recognition of abuse to elders and dependent adults while supporting and encouraging prevention and prosecution efforts.

Rationale

The number of referrals to Information and Assistance, Adult Protective Services, Long-Term Care Ombudsman, and Law Enforcement related to the abuse and/or neglect of elder and dependent adults is increasing in our community. A multi-disciplinary team approach enlisting aging services, Adult Protective Services, Law Enforcement, and the District Attorney is needed to address the increasing incidence of elder and dependent adult abuse.

Unless otherwise stated objectives began 7/1/05.

Objectives

- 2.1 Through the Elder Abuse Protection Council (EAPC) Training Committee, efforts will be made to increase community awareness of elder abuse by hosting annual seminars from 7/1/05-6/30/09. The target population will vary to include senior citizens, the banking community (key in the recognition of financial abuse), law enforcement, and service providers. **The outcome will be measured by the organizations, agencies, and individuals in attendance reflecting meaningful community-wide participation.**

2006-2007 Update: Objective completed and will be continued. On March 10, 2006 the Area Agency on Aging in collaboration with Folsom Lake College, El Dorado Center hosted a "Scams and Avoidance" forum with thirty-two in attendance. A significant cross-section of individuals attended including: Placerville Police Department, Women's Center, Long Term Care Ombudsman, Service Organizations, Banks, Churches, and Local Media. The responsible party for the action has changed to the AAA's Outreach Coordinator in collaboration with the Elder Protection Unit (see objective 2.14).

- 2.2 The Long Term Care (LTC) Ombudsman will provide information on a quarterly basis through the Senior Times Newsletter, a monthly publication of the AAA on topics related to elder abuse detection and prevention from 7/1/05-6/30/09. The

LTC Ombudsman will explore the possibility of including this information on a quarterly basis in the South Lake Tahoe Senior Citizens, Inc. Newsletter by 6/30/06.

2006-2007 Update: Objective completed and will be continued. The LTC Ombudsman submits articles bimonthly to the Senior Times Newsletter on topics related to elder abuse detection and prevention. The newsletter reaches approximately 1400 members in the community.

- 2.3 The Volunteer Coordinator will expand CAPE (Citizen Advocates for the Protection of Elders) services into the Tahoe Basin by recruiting at least 10 volunteers to do home visits and monitor vulnerable elders on referral from Adult Protective Services by 6/30/06.

2006-2007 Update: Objective completed, but the responsible party for this objective has changed. The CAPE Program is now under the direction of the LTC Ombudsman. In the Tahoe Basin, the S.T.A.R. (Sheriff's Team of Active Retirees) volunteers are carrying out the CAPE duties. There are currently 14 volunteers making home visits on referral from Adult Protective Services.

- 2.4 To better address the concerns of elder and dependent adult abuse in the eastern part of the County, the EAPC Chair will establish EAPC in the Tahoe Basin, modeled after western slope council by 6/30/06.

2006-2007 Update: This objective is being revised. The functions and activities previously undertaken by the EAPC will now be fulfilled by the Elder Protection Unit. The Elder Protection Unit will provide services and coordinate elder and dependent adult protection activities in the Tahoe Basin by 6/30/07.

2007-2008 Update: Objective completed and will be continued. The Elder Protection Unit provides elder and dependent adult protection activities countywide. On September 21, 2006 a presentation was made at the South Lake Tahoe Senior Center to inform the community about the vital services provided by the Elder Protection Unit.

- 2.5 The EAPC Training Committee will facilitate four SAIF (Seniors Against Investment Fraud) presentations to service organizations to increase the awareness of financial abuse in the older population by 6/30/07.

2006-2007 Update: This objective is being deleted. Instead of facilitating stand-alone SAIF presentations, this information will be incorporated into quarterly outreach efforts provided in the community by the AAA's Outreach Coordinator.

- 2.6 The LTC Ombudsman in collaboration with the Public Health Department, Mental Health Department, and Coroner will develop an Elder Death Review Team in El Dorado County to assist in the identification and prosecution of elder abuse related deaths that may otherwise be unrecognized by 6/30/07.

2006-2007 Update: Objective completed early. The County Death Review Team began operation March 2005. The core team consists of the Coroner, Law Enforcement, LTC Ombudsman, Mental Health, Child Advocate, District

Attorney, Probation, Public Health, and a Pediatrician. This multidisciplinary team provides in-depth analysis into the possible contribution of abuse and neglect in the death of elders and children under the age of 18 in the County.

- 2.7 Through the EAPC Shelter Our Seniors Committee, explore the feasibility of an elder shelter to meet the needs for temporary emergency shelter and respite services by 6/30/07.

2006-2007 Update: Objective is being revised. The responsible party for the action is the Elder Protection Unit.

2007-2008 Update: Although this is extremely important, due to the complexity of securing an elder shelter the completion date for this objective is being revised to 6/30/09.

- 2.8 The S.T.A.R. (Sheriff's Team of Active Retirees) volunteers will be utilized to support the LTC Ombudsman in monitoring the condition of the Tahoe Manor Residential Care Facility and the well-being of the elderly and dependent adults residing there on a weekly basis by 6/30/06.

2006-2007 Update: Objective completed and will be continued. S.T.A.R. volunteers provide a much needed presence in the Tahoe Manor Residential Care Facility by monitoring the facility on a weekly basis. Reports are made monthly to the LTC Ombudsman, sooner if there is an immediate problem.

2007-2008 Update: Tahoe Manor Residential Care Facility is no longer in operation.

- 2.9 The EAPC Chair will provide an annual presentation to the El Dorado County Board of Supervisors to increase their awareness of elder and dependent adult abuse in the community, and to report on progress made by the EAPC in collaboration with the AAA from 7/1/05-6/30/06.

2006-2007 Update: Objective is being revised. From 7/1/06-6/30/08 the Elder Protection Unit will provide bi-annual presentations to the El Dorado County Board of Supervisors to update them on the new unit, and to inform them on the progress being made to investigate and prosecute elder abuse in the County.

2008-2009 Update: Objective completed and will be continued. A presentation was made to the Board of Supervisors by the District Attorney on 5/22/07 regarding progress being made by the Elder Protection Unit.

- 2.10 To increase community awareness of elder and dependent adult abuse, the AAA in collaboration with Adult Protective Services will host a panel discussion and presentation on Channel 2, the local cable network by 6/30/07.

2006-2007 Update: Objective is being deleted. Efforts will be made to increase community awareness of elder abuse by hosting annual seminars from 7/1/05-6/30/09 (see objective 2.1). The AAA will explore the feasibility of the annual seminar being televised on the local cable network.

- 2.11 The EAPC, Legislative Committee will consider and develop key legislative proposals enhancing recognition, investigation, and prosecution of elder abuse by 6/30/07.

2006-2007 Update: Objective is being revised. The responsible party for the action is the Commission on Aging (COA). The COA will consider and support key legislative proposals enhancing recognition, investigation, and prosecution of elder abuse by 6/30/08. The COA through the California Senior Legislature will attempt to advocate and pass legislation that supports prevention of elder abuse. The outcome will be measured by the number of bills advocated for by the COA.

2007-2008 Update: Objective completed and will be continued. The COA through the California Senior Legislature supported SB 108 which became law on January 1, 2007. SB 108 provides California seniors new protection to help them avoid becoming victims of financial abuse. This new law requires that employees of financial institutions report any suspicious activity involving the accounts of senior citizens and other dependent adults. It places these financial employees in the category of "mandated reporters," who must report incidents of suspected elder abuse.

- 2.12 To provide information, encouragement, and support to caregivers in the community the Family Caregiver Support Program (FCSP) will provide 10 support groups annually 7/1/05-6/30/09.

2006-2007 Update: Objective completed and will be continued. The Family Caregiver Support Program has provided 14 support groups to caregivers in the County.

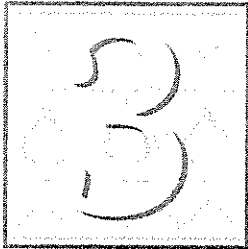
- 2.13 To provide respite services to caregivers in the County, one thousand hours of respite care will be purchased at Senior Day Care Facilities, Assisted Living Facilities or through Home Health Agencies and other private providers by the Family Caregiver Support Program annually 7/1/05-6/30/09.

2007-2008 Update: Objective completed and will be continued. The Family Caregiver Support Program provided 1,152 hours of respite to caregivers in the County from 7/1/05-6/30/06. Providing respite services to caregivers continues to be an essential component of the Family Caregiver Support Program.

- 2.14 New Objective: Beginning April 2006, establish an Elder Protection Unit to pursue vigorous prosecution of physical, emotional and fiscal abuse of El Dorado County's senior community comprised of staff from the Human Services Department, District Attorney's Office and County Counsel by 6/30/07. Develop a cooperative Memorandum of Understanding delineating specific responsibilities and duties of the three departments. The responsible party for the action is the AAA Director. The outcome will be measured by the number of civil and criminal elder abuse cases opened, investigated, and/or prosecuted, and the annual recovery of elder assets.

2007-2008 Update: The Elder Protection Unit is aggressively working to ensure the safety and well being of the County's senior community. Between July, 2006 and December, 2006, 100 cases involving elders were referred to the District

Attorney for investigation. Twelve civil cases went into litigation (or pre-litigation) and were defended, for a total savings to senior citizens of \$1,664,000. This unit is proving so effective that on March 13, 2007 the Board of Supervisors approved additional staffing to enhance the efforts of the Elder Protection Unit. The expansion of the Elder Protection Unit will include one additional District Attorney, two District Attorney Investigators, one Accountant/Auditor, and one Legal Secretary.



Aging In Place

Goal

Provide a comprehensive array of community services designed to improve the quality of life and to maintain seniors and functionally impaired adults in their home and/or community.

Rationale

Viable systems of community supports are needed to maintain seniors and/or functionally impaired adults in the community and avoid premature or inappropriate institutionalization. Almost without exception, the majority of older adults want to remain in their own homes as long as they possibly can. The senior needs assessment, key informant survey, and the waiting lists from community agencies attest to the high level of unmet need in the senior population. Knowledgeable informants identified services to support aging in place as primary concerns for the future of seniors in the County.

Unless otherwise stated objectives began 7/1/05.

Objectives

- 3.1 The Commission on Aging and the Information and Assistance (I & A) Program will advocate for the expansion of transportation services for seniors by participating in at least three Transit Public Hearings, and attend other meetings where transportation needs of seniors may be an issue by 6/30/06.

2006-2007 Update: Objective complete. El Dorado Transit did not have three public hearings, but members of the Commission on Aging (COA) participated with the El Dorado Transit Advisory Committee in developing the El Dorado Transit Marketing Plan, which includes transportation needs of seniors. A Member of the Commission on Aging participated in a workshop on 3/30/06, sponsored by Valley Vision, to identify future transportation needs for the Sacramento region, which includes El Dorado County. The Sacramento Area Council of Governments (SACOG) Metropolitan Transportation Plan 2030 will recognize the growing number of older adults that will have special transportation needs. Although other agency needs have taken precedence in the past year, a

representative from the I & A Program will resume attending the El Dorado Transit Advisory Committee.

2008-2009 Update: A representative from the I & A Program is a member of the Social Services Transportation Advisory Council, an advisory committee to the El Dorado County Transportation Commission. The I & A representative also is participating on the planning committee for the 2008-2113 Short Range Transit Plan Study.

- 3.2 The Senior Nutrition Program will collaborate with the Cameron Park Community Services District to help plan and design a new community center to be constructed adjacent to the Cameron Park Library by 6/30/08. Once completed, the Senior Nutrition Program will provide senior meals and help promote senior activities, with a special interest in meeting the needs of younger retirees who have settled in this part of the County.

2008-2009 Update: The completion date for this objective is being revised to 6/30/09. Ground breaking for the new Cameron Park Community Center took place February 29, 2008, with an anticipated completion date of summer 2009.

- 3.3 The Commission on Aging will advocate for the expansion of public transportation services to the new Cameron Park Community Center to encourage participation in the Senior Nutrition Program, as well as, social activities and exercise programs coordinated by the Community Services District by 6/30/08. **The outcome will be measured by the number of senior citizens participating in programs at the new Cameron Park Community Center.**

2008-2009 Update: The completion date for this objective is being revised to 6/30/09. Ground breaking for the new Cameron Park Community Center took place February 29, 2008, with an anticipated completion date of summer 2009.

- 3.4 The Commission on Aging will explore the possibility of bringing a volunteer-supported transportation system modeled after the South Lake Tahoe and Placerville program to the far western part of the county by 6/30/07. **The outcome will be measured by the number of senior citizens receiving transportation services in the far western part of the county.**

2007-2008 Update: To allow for the necessary time required to develop a volunteer-supported transportation system in the far western part of the county, the completion date for this objective is being revised to 6/30/09.

- 3.5 The Volunteer Coordinator will expand the volunteer-supported Senior Shuttle to include one additional service area and one additional day of service by 6/30/06.

2006-2007 Update: Objective completed, but the responsible party for this objective has changed. The Senior Shuttle is now under the direction of the I & A Program. The Senior Shuttle provides transportation for grocery shopping two days a week now. The service area has been expanded to include the far eastern end of Placerville into the Camino area. The Senior Shuttle also provides occasional trips to the Folsom/Sacramento area. Outreach is being conducted to

target the Pollock Pines, Grizzly Flat, and Cameron Park areas. As the need arises, shopping services will be extended to those areas.

2008-2009 Update: The Senior Shuttle has been further expanded to the Cameron Park/El Dorado Hills area to provide transportation for grocery shopping one day a week.

- 3.6 The Senior Day Care Supervisor and Area on Aging (AAA) Director will open a second Senior Day Care Center/Alzheimer's Day Care Resource Center (ADCRC) site in the far western part of the county to decrease the current waiting list that exceeds 90 individuals per month, and to decrease the distance individuals currently have to travel to attend the Senior Day Care Center located in Placerville by 6/30/06.

2006-2007 Update: Since 5/1/05, the former fire station in El Dorado Hills is being leased to El Dorado County for \$1 a year for five years. This building will become the El Dorado Hills Senior Center to include a Senior Day Care Center/ADCRC and Senior Nutrition site. Phase I remodeling has begun, and the Senior Nutrition site will open May 2006. Construction to accommodate the Senior Day Care Center/ADCRC will be completed during Phase II and the completion date for this objective is being extended to 9/30/06. On 2/28/06, the Board of Supervisors authorized the Department of General Services to negotiate a long-term lease or possible purchase of this building.

2007-2008 Update: The first phase of the new El Dorado Hills Senior Center is complete and the Senior Nutrition Program began serving lunch there on 6/30/06. The County is currently in the process of purchasing the building. However, the delay in the County's full acquisition of the El Dorado Hills Senior Center caused a setback in Phase II construction to accommodate the Senior Day Care Center/ADCRC and the completion date for this objective is being revised to 9/30/07.

2008-2009 Update: Phase II construction to accommodate the Senior Day Care Center/ADCRC began January 22, 2008. The Senior Day Care Center in El Dorado Hills is scheduled to open summer of 2008.

- 3.7 To realize a Senior Day Care Center in the Tahoe Basin, an available facility would need to be identified and an adequate population base confirmed to ensure the community could support a Center. The Senior Day Care Supervisor will explore the population's need and the feasibility of expansion by 6/30/09.

2006-2007 Update: Two representatives from the Tahoe Basin caregiving community toured the Placerville Senior Day Care Center on 2/3/06. The Senior Day Care Supervisor will meet with the representatives to begin exploring the feasibility of expanding day care services into the Tahoe Basin.

2007-2008 Update: Under the direction of the Senior Day Care Supervisor, a committee has been formed and two meetings have been held to gather information and determine need for a Senior Day Care Program in South Lake Tahoe. A feasibility study was conducted to determine if there was adequate population base to support a Center. Several potential locations have been

identified. Hours of operation to meet the needs of the Tahoe community and possible funding sources are currently being explored.

2008-2009 Update: Until a location and funding can be secured for a Senior Day Care Center in the Tahoe Basin, options are being explored to bring a small respite center to the eastern part of the County. The Family Caregiver Support Program will research the possibility of locating a county-owned site that would provide in-kind space for a respite center that would operate one to two days a week. A respite center would be on donation basis, and serve eligible clients of the Family Caregiver Support Program.

- 3.8 The LTC Ombudsman, in collaboration with the Office of Emergency Services, Public Health Department, and Red Cross will develop a plan to shelter fragile seniors and disabled adults in the event of a disaster in El Dorado County. This population does not meet the criteria for a Red Cross Shelter; therefore, an alternative is needed to house vulnerable seniors and disabled adults in the event of a disaster and to provide needed medical supplies, dietetic foods, and durable medical equipment. This plan will be developed by 6/30/07.

2006-2007 Update: The El Dorado County Medically Fragile and Vulnerable Populations Emergency Plan currently is in draft form. This Plan is a sub section of the El Dorado County Emergency Evacuation Plan, and should be completed by 12/31/06.

2007-2008 Update: Objective completed. The El Dorado County Medically Fragile and Vulnerable Populations Emergency Plan is a sub section of the El Dorado County Operational Area Emergency Operations Plan, Part II, Emergency Operations Center. Ponderosa High School is the designated shelter for the medically fragile and vulnerable populations in the event of an emergency.

- 3.9 Recognizing the need to utilize community resources further, the Volunteer Coordinator will explore the possibility of expanding outreach to establish a community-based network of local churches, service clubs, youth and school groups to install grab bars, provide transportation, yard maintenance, respite, and shopping services by 6/30/09. **The outcome will be measured by the number of older adults receiving services by a community-based network of volunteers.**

2006-2007 Update: Objective is being revised. The responsible party for the action will be the I & A Program.

- 3.10 Maintain the in-home provider list for Placerville and the surrounding areas. The Family Caregiver Support Program (FCSP) will screen new providers, keep records and lists up-to-date in order to assist the community with finding appropriate in-home assistance 7/1/05-6/30/09. **The outcome will be measured by the number of in-home provider lists distributed.**

2006-2007 Update: Objective completed and will be continued. The Family Caregiver Support Program updates the in-home provider list on an on-going basis as new providers are obtained. Annually, 2500 in-home provider lists are distributed in the County.

- 3.11 The Family Caregiver Support Program will create an in-home provider list for the South Lake Tahoe area to assist the community with finding appropriate in-home assistance by 6/30/06.

2006-2007 Update: Objective is being revised and considered complete. Instead of creating a separate in-home provider list for the Tahoe Basin, the FCSP maintains one in-home provider list for Placerville and the surrounding areas, which includes South Lake Tahoe. Annually, 2500 in-home provider lists are distributed in the County.

- 3.12 The Family Caregiver Support Program will provide assistance to one thousand five hundred caregivers through Information and Assistance, Comprehensive Assessments, Case Management, Respite, Trainings, and Support Groups by 6/30/06.

2006-2007 Update: Objective completed and will be continued. The Family Caregiver Support Program has assisted 1,788 caregivers in the County.

- 3.13 The El Dorado County Housing Authority will maintain an up-to-date housing list that includes information on the application process, rental amounts, availability, etc. in the County from 7/1/05-6/30/09.

2006-2007 Update: Objective completed and will be continued. The El Dorado County Housing Authority updates the housing list on an annual basis, sooner if needed to reflect a new complex or significant change in rental cost. Annually, 5000-6000 housing lists are distributed in the County.

- 3.14 The Volunteer Coordinator will expand YANA (You Are Not Alone), a free daily telephone reassurance service to the Tahoe Basin in collaboration with S.T.A.R. (Sheriff's Team of Active Retirees) volunteers by 6/30/06.

2006-2007 Update: Due to other agency needs taking precedence the completion date for this objective is being revised to 6/30/07, and the responsible party has changed. The YANA Program is now under the direction of the Program Assistant funded by Title IIIB In-Home Services, Telephone Reassurance.

2007-2008 Update: Objective complete. YANA services are now being provided in the Tahoe Basin. The responsible party for the action has changed to the Home Delivered Meals Program Coordinator.

2008-2009 Update: The daily telephone reassurance service is now under the direction of the Friendly Visitor Program. The responsible party for YANA has changed to the Friendly Visitor Program's Volunteer Coordinator.

- 3.15 The Information and Assistance (I & A) Program will be enhanced to provide short-term case management for seniors in the community by 6/30/06. This service would be provided to clients that don't require the level of case management provided by the Linkages Program, or to quickly address concerns if a waiting list exists for other case management programs.

2006-2007 Update: Objective completed and will be continued. Short-term case management is provided by the I & A Program for seniors who are on a waiting list for other case management programs, and also for those individuals that need more contact than just a simple referral, for example, to home-delivered meals. Individuals are provided case management for 4 months, longer if necessary, receiving a follow-up call every two weeks. Currently, 150 seniors are receiving this short-term case management.

2008-2009 Update: The I & A Program continues to provide more extensive case monitoring and care coordination in their scope of services. The short-term case monitoring component entails the provision of needs assessment, eligibility determination for appropriate community-based programs, service arrangement, and more extensive care coordination that exceeds standard I & A follow-up. In most circumstances, this service can be accomplished in fewer than 90 days.

- 3.16 To meet the needs of the growing senior population and to expand services, the Home Delivered Meals Coordinator will start another home-delivered meal route in the Shingle Springs/Cameron Park area and start a designated route to the Eskaton Lincoln Manor Apartments by 6/30/06.

2006-2007 Update: Objective completed. A new route was started to the Eskaton Lincoln Manor Apartments, making it the eighth route serving the Placerville area. There is not a waiting list for home-delivered meals in the Shingle Springs/Cameron Park area, so starting another route at this time is not necessary. The Home-Delivered Meal Coordinator is planning to start a third route in the Greenwood area to serve Cool and Auburn Lake Trails.

- 3.17 To meet the needs of the growing senior population and to expand services, the Home Delivered Meals Coordinator will start four home-delivered meal routes in locations currently not served by 6/30/09.

- 3.18 New Objective: Beginning 7/01/06, create a Friendly Visiting Program coordinated by seniors and delivered by seniors, under the administration of the AAA in collaboration with the Mental Health Department. Funds from Proposition 63, the Mental Health Service Act, will be used to hire two seniors part-time to coordinate a Friendly Visitor Program. Two volunteers will be recruited to provide in-home companionship to 10 older adults by 6/30/07. The responsible party for the action is the AAA Program Manager.

2008-2009 Update: Objective completed and will be continued. Currently, there are 15 active volunteers providing visits to 13 clients. Five additional volunteers have been trained, and will soon be matched with an older adult. There are an additional twenty five people that have been referred to the program, but not yet matched with a volunteer. The responsible party for this action has changed to the Friendly Visitor Program's Volunteer Coordinator.

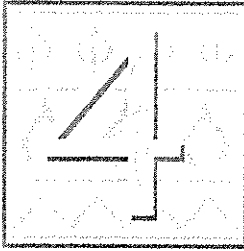
- 3.19 New Objective: Beginning 3/01/06, the I & A Program will facilitate developing a centralized County database to decrease duplication of efforts and better coordination of services within the Department of Human Services by 6/30/07.

Explore the possibility of expanding the database to include departments such as the District Attorney and Sheriff.

2008-2009 Update: This objective is in process. Currently, Information and Assistance, Adult Protective Services, In-Home Support Services, MSSP, Linkages, Senior Nutrition, Senior Activities, and the Energy Assistance Program all utilize a central NAPIS database. The Family Caregiver Support Program is in the process of being added to this database.

- 3.20 *New Objective:* Beginning 5/01/07, the Commission on Aging will, through advocacy with letters of support and attendance at public hearings and forums, work to achieve appropriate housing for our growing senior population. There are three special housing needs identified that will allow County elders to age in place: 1) affordable housing; 2) accessible housing; and 3) geographically diverse housing. Affordable housing includes that which is affordable to very-low and low income households, as well as to those with moderate means. Accessible housing includes such characteristics as: a level floor plan with no stairs or steps, accessible doorways, higher countertops, walk-in or roll-in bathing facilities, emergency intercom and assistive living devices. Geographically diverse means elders are not displaced from their communities because appropriate housing is unavailable. Appropriate senior housing should not be segregated to one or two areas of the County, but rather should be available throughout the County and with elder friendly housing integrated in the midst of all new housing developments. The Commission on Aging will write at least one letter of support and participate in at least three public hearings or forums concerning senior housing needs in our County by 6/30/08.

2008-2009 Update: This objective is in progress. The Commission on Aging (COA) wrote and submitted for consideration to the California Senior Legislature (CSL) a proposal that would increase the availability of affordable housing for seniors by a standardization and minimization of zoning and impact and permit fees for second dwelling units. Members of the CSL made office visits to State Legislators to encourage them to pursue this proposal. A Commission on Aging representative participates on the County's Housing Task Force, and has testified at public hearings regarding the need for affordable housing for all ages. Other COA members are advocates in the community for affordable housing for older adults through such organizations as the League of Women Voters.



Health and Wellness

Goal

Improve the health and wellness of senior citizens in our community.

Rationale

The health and well-being of seniors in our community was of greatest concern to both the key informants and the seniors themselves in the recent needs assessment. One out of five social service providers identified health and wellness issues as the most critical unmet need of older adults in the County. The AAA will focus on health management needs of seniors in the community.

Unless otherwise stated objectives began 7/1/05.

Objectives

- 4.1 To prevent inappropriate medication management and potential adverse effects, the Senior Health Education Program (SHEP) will explore the feasibility of having a Pharmacist do a "Brown Bag" evaluation at the Senior Center bi-annually by 6/30/06. **The outcome will be measured by the number of participants in attendance, and the number of "Brown Bag" evaluations performed.**

2006-2007 Update: Due to the importance of the objective, the completion date is being revised to 6/30/07. A Pharmacist was scheduled to do a "Brown Bag" evaluation at the Placerville Senior Center on 11/2/05, but was cancelled due to lack of response.

2007-2008 Update: Objective completed and will be continued. A "Brown Bag" evaluation was held on 10/26/06 at the Placerville Senior Center. Two pharmacists assisted eight older adults with appropriate medication management.

- 4.2 To increase exercise opportunities for seniors in the community, SHEP will increase the number of exercise classes from five to seven by 6/30/06. SHEP will explore the possibility of adding an aquatic exercise class by 6/30/07.

2006-2007 Update: The first half of the objective is completed. There are now seven exercise classes provided by the SHEP Program, with 100 active participants. SHEP is working towards providing an aquatic exercise class by 6/30/07.

2007-2008 Update: Objective completed. An aquatic exercise class began 6/28/06.

- 4.3 To promote strength training and fall prevention, SHEP will explore the feasibility of developing an exercise program for homebound seniors in the community by 6/30/08. **The outcome will be measured by the number of homebound seniors participating in the exercise program.**

2008-2009 Update: Due to other agency needs taking precedence, the completion date for this objective is being revised to 6/30/09.

- 4.4 To promote exercise opportunities in the community, SHEP will develop and maintain a Senior Exercise Resource Directory by 6/30/06. **The outcome will be measured by the number of directories distributed annually.**

2007-2008 Update: Objective completed and will be continued. 500 Senior Exercise Resource Directories were printed and are currently being distributed throughout the community.

- 4.5 To promote mental health and well-being in the senior population experiencing difficulties, the Area Agency on Aging (AAA) in collaboration with the Mental Health Department will expand the Senior Peer Counseling Program into the Tahoe Basin by 6/30/06. **The outcome will be measured by the number of volunteer counselors trained, and the number of seniors participating in the program.**

2006-2007 Update: Two volunteers provided senior peer counseling services in the Tahoe Basin, but are no longer active. Due to the importance of the objective, the completion date is being revised to 6/30/07.

2007-2008 Update: Senior Peer Counseling services are currently not being offered in the Tahoe Basin, but this is a priority for the AAA, and the completion date is being revised to 6/30/08.

2008-2009 Update: Efforts were made to expand Senior Peer Counseling services to the Tahoe Basin, and were not successful. If there is a need for Senior Peer Counseling services in South Lake Tahoe, a volunteer from the west slope of the County conducts counseling sessions by telephone.

- 4.6 The Information and Assistance (I & A) Program will promote the Public Health Department's Preventive Health Care for the Aging Program (PHCA), a free 90 minute health and wellness assessment, in the Senior Times Newsletter and in outreach material provided to senior citizens and their caregivers by 6/30/06.

2006-2007 Update: Objective completed and will be continued. PHCA is highlighted monthly in the Senior Times Newsletter, which reaches approximately

1400 members in the community. Information about PHCA is included in all outreach material provided by the I & A Program.

- 4.7 The Public Health Department's Preventive Health Care for the Aging Program (PHCA) and Alcohol and Drug Program will collaborate with Senior Peer Counseling to apply for training and technical assistance on the issues of substance abuse and aging from the American Society on Aging. This collaborative effort will explore the feasibility of developing an age specific treatment program for substance abuse in the elderly by 6/30/09.

- 4.8 To advocate for the mental health needs of caregivers, the Family Caregiver Support Program will participate in four meetings with the El Dorado County Mental Health Department by 6/30/06.

2006-2007 Update: Objective completed. The Family Caregiver Support Program and the Senior Day Care Supervisor, representing the community's frail and at-risk older adults and their caregivers, attended nine meetings facilitated by the El Dorado County Mental Health Department regarding implementation of Proposition 63, the Mental Health Services Act. The proposed plan for expanding mental health services to older adults in the County include: Community Outreach and Education, Community and Home-Based Mobile Mental Health Treatment Services, and an Older Adult Friendly Visitor Program. On 1/10/06 the Board of Supervisors approved the plan proposal, and it is at the California Department of Mental Health for final approval.

- 4.9 Expand the availability of legal services to the South Lake Tahoe Basin. Arrange for the Senior Legal Attorney to travel to the Tahoe basin at least once per month by 6/30/06.

2006-2007 Update: Objective completed. The Senior Legal Attorney travels to the South Lake Tahoe Senior Center the first Tuesday of each month. Expanding legal services to South Lake Tahoe is proving to be a valuable asset to older adults in the Tahoe Basin.

2007-2008 Update: Legal services have been expanded to the far western part of the County. Beginning November 2006, the Senior Legal Attorney travels to the new El Dorado Hills Senior Center the second Tuesday of each month.

- 4.10 The Legal Assistance for the Elderly Program will provide four presentations in the County on estate planning and other legal services offered by 6/30/06.

2006-2007 Update: Objective completed and will be continued. The Legal Assistance for the Elderly Program has provided six presentations in the County on estate planning and other legal services. Presentations were provided through the Senior Health Education Program and the Family Caregiver Support Program, at Gold Country Retirement Community, and on KFOK's "Aging with Success" program. Providing presentations in the community is a high priority for the Legal Assistance for the Elderly Program.

- 4.11 To educate the senior community about the new Medicare Drug Benefit, effective January 2006, the I & A Program, in collaboration with the Health Insurance

Counseling and Advocacy Program (HICAP), will provide four presentations by 6/30/06.

2006-2007 Update: Objective completed. HICAP has provided 36 presentations reaching over 1000 Medicare beneficiaries regarding the new Medicare Drug Benefit. On 12/1/05, the Area Agency on Aging received an Aging Services Network Community Based Enrollment Grant through the National Association of Area Agencies on Aging. This grant provides for a full-time Program Assistant to assist Medicare beneficiaries in learning about and enrolling in a prescription drug plan authorized by the Medicare Modernization Act during the open enrollment period December 1, 2005 through May 15, 2006.

- 4.12 The Senior Nutrition Program Supervisor will initiate a task force to address the recent decline in congregate meals and to introduce changes to the Senior Nutrition Program in an effort to encourage participation by the younger senior population by 6/30/07.

2007-2008 Update: Due to other agency needs taking precedence and with congregate meals not declining, the completion date for this objective is being revised to 6/30/08.

2008-2009 Update: Beginning March 2008, the Senior Nutrition Program Supervisor will be working with a graduate student in the Public Policy and Administration program at California State University, Sacramento to assess the factors that lead to increased attendance at senior congregate nutrition programs. As feasible, information provided from her analysis will be used to encourage participation at congregate meal sites by seniors of all ages.

- 4.13 The I & A Program will increase awareness of the services available to assist in meeting energy needs. Inform the senior community about the Home Energy Assistance Program (HEAP), Weatherization Program, PG & E's CARE Program, and the Relief for Energy Assistance Through Community Help Program (REACH) to decrease their energy burden through press releases to local media by 6/30/06.

2006-2007 Update: Objective completed and will be continued. The I & A Program submits press releases bimonthly to all local media sources to educate the community about the energy programs available to low income seniors in the County. Older adults, 60+ represent sixty-five percent of those individuals receiving energy assistance through the Department of Human Services.

- 4.14 New Objective: Beginning 10/17/06, create YANA II (You Are Not Alone II) to assist the frail elderly and disabled population in the event of an emergency evacuation. YANA II is a collaborative effort between the Sheriff's Department, Office of Emergency Services, and Department of Human Services. S.T.A.R. (Sheriff's Team of Active Retirees) volunteers will be utilized to enroll vulnerable individuals, provide disaster education, and assist with evacuation if necessary. The Department of Human Services and the AAA will support YANA II by identifying and locating at-risk individuals who would need assistance in the event of an emergency evacuation. Two-hundred at-risk individuals will be

enrolled in YANA II by 6/30/08. The responsible party for the action is the AAA Program Coordinator.

2008-2009 Update: This objective is in process. Identifying where frail elderly and disabled adults live has proved to be a challenge, and taken longer than originally planned. Due to privacy concerns, the Department of Human Services has provided limited information regarding the addresses of older and disabled adults to the Office of Emergency Services, so that S.T.A.R. volunteers can map where they are located throughout the County. This information will assist the Office of Emergency Services to prioritize outreach and education regarding disaster preparedness, and assist with emergency evacuation if necessary.

TITLE III/VII SERVICE UNIT PLAN OBJECTIVES

PSA #29

2005 – 2009 Four Year Planning Period

CCR Article 3, Section 7300(d)

The Service Unit Plan (SUP) uses the National Aging Program Information System (NAPIS) Categories and units of service, as defined in PM 97-02. For services not defined in NAPIS, refer to Division 4000 of the Management Information Systems (MIS) Manual. Report units of service to be provided with **ALL funding sources.**

Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles III B, III C-1, III C-2, III D, VII (a) and VII (b). This SUP does **not** include Title III E services.

For discretionary services that will not be provided, check the Not Applicable box .

TITLE III/VII

**1. Personal Care (In-Home)†
Hour)**

Units of Service = (1-

Not Applicable:

(check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**2. Homemaker (In-Home)†
Hour)**

Units of Service = (1-

Not Applicable:

(check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			

2006-2007			
2007-2008			
2008-2009			

**3. Chore (In-Home)†
Hour)**

Units of Service = (1-

Not Applicable:

(check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**4. Home Delivered Meals
Meal)**

Units of Service = (1-

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	78,000	3	3.16, 3.17
2006-2007	78,000	3	3.16, 3.17
2007-2008	83,000	3	3.16, 3.17
2008-2009	92,000	3	3.16, 3.17

**5. Adult Day Care/Health†
Hour)**

Units of Service = (1-

Not Applicable:

(check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

† Indicates Title III-B Priority Services

† Indicates Title III-B Priority Services

6. Case Management (Access)†
Hour)

Units of Service = (1-

Not Applicable:

(check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

7. Congregate Meals
Meal)

Units of Service = (1-

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	84,000	3,4	3.2, 4.12
2006-2007	84,000	3,4	3.2, 4.12
2007-2008	84,000	3,4	3.2, 4.12
2008-2009	70,000	3,4	3.2, 4.12

8. Nutrition Counseling
Hour)

Units of Service = (1-

Not Applicable:

(check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

9. Assisted Transportation (Access)†
trip)

Units of Service = (One 1-way

Not Applicable: (check)

■	1	2	3
Fiscal Year	Proposed	Goal Numbers	Associated Program Goal and

† Indicates Title III-B Priority Services

† Indicates Title III-B Priority Services

	Units of Service		Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

10. Transportation (Access)*
trip)

Units of Service = (One 1-way

Not Applicable: (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

11. Legal Assistance*
Hour)

Units of Service = (1-

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	1000	4	4.9, 4.10
2006-2007	2000	4	4.9, 4.10
2007-2008	2000	4	4.9, 4.10
2008-2009	5000	4	4.9, 4.10

12. Nutrition Education
Session)

Units of Service = (1-

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	32	4	
2006-2007	32	4	
2007-2008	1300	4	
2008-2009	5350	4	

13. **Information and Assistance (Access)***
Contact)

Units of Service = (1-

Not Applicable:

(check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	32,000	1,3,4	1.4, 1.5, 1.8, 1.9, 1.12, 3.1, 3.15, 4.6, 4.13
2006-2007	32,000	1,3,4	1.4, 1.5, 1.8, 1.9, 1.12, 3.1, 3.5, 3.9, 3.15, 4.6, 4.13
2007-2008	32,000	1,3,4	1.4, 1.5, 1.8, 1.9, 1.12, 3.1, 3.5, 3.9, 3.15, 4.6, 4.13
2008-2009	35,000	1,3,4	1.4, 1.5, 1.8, 1.9, 1.12, 3.1, 3.5, 3.9, 3.15, 4.6, 4.13

14. **Outreach (Access)***
Contact)

Units of Service = (1-

Not Applicable:

(check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

15. **NAPIS Service Category 15 – “Other” Title III Services**

- In this section, identify **Title III D** services (required); and also identify all **Title III B** services (discretionary) to be funded that were not reported in NAPIS categories 1–14 above. (Identify the specific activity under the Service Category on the “Units of Service” line when applicable.)
- Specify what activity constitutes a unit of service (1 hour, 1 session, 1 contact, etc.).
 (Reference Division 4000 of the MIS Operations Manual, January 1994.)
- Each **Title III B** “Other” service must be an approved NAPIS Program 15 service listed on the “Schedule of Supportive Services (III B)” page of the Area Plan Budget (CDA 122). [**Title III B Example: Service Category:** Community Services/Senior Center Support. **Units of Service:** 1 hour – Activity Scheduling.]

Title III D, Disease Prevention/Health Promotion

Service Activity: Community Education

Units of Service ^E (1 hour)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006	90	1	1.1, 1.2
2006-2007	15	1	1.1, 1.2
2007-2008	15	1	1.1, 1.2
2008-2009	16	1	1.1, 1.2

Title III D, Disease Prevention/Health Promotion

Service Activity: Health Screening

Units of Service ^E (1 hour)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006	130	1	1.1, 1.2
2006-2007	130	1	1.1, 1.2
2007-2008	130	1	1.1, 1.2
2008-2009	130	1	1.1, 1.2

Title III D, Disease Prevention/Health Promotion

Service Activity: Physical Fitness

Units of Service ^E (1 hour)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006	5036	4	4.2, 4.3, 4.4
2006-2007	5036	4	4.2, 4.3, 4.4
2007-2008	5036	4	4.2, 4.3, 4.4
2008-2009	5036	4	4.2, 4.3, 4.4

^E Entry Required

^E Entry Required

^E Entry Required

Title III D, Disease Prevention/Health Promotion

Service Activity: Outreach

Units of Service ^E (1 client served)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006	230	1	1.1, 1.2
2006-2007	230	1	1.1, 1.2
2007-2008	230	1	1.1, 1.2
2008-2009	230	1	1.1, 1.2

Title III D, Medication Management

Service Activity: Brown Bag Clinic with a Pharmacist

Units of Service ^E (1 client served)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006	40	4	4.1
2006-2007	40	4	4.1
2007-2008	20	4	4.1
2008-2009	20	4	4.1

Title III D, Medication Management

Service Activity: Pill box with education provided on medication management

Units of Service ^E (1 client served)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006	250	4	4.1
2006-2007	250	4	4.1
2007-2008	250	4	4.1
2008-2009	250	4	4.1

^E Entry Required

^E Entry Required

^E Entry Required

Title III B, "Other Supportive Services"

Service Category: Community Services/Senior Center Support: Activity Scheduling

Units of Service and Activity^È (1 hour)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	740	4	
2006-2007	740	4	
2007-2008	740	4	
2008-2009	780	4	

Title III B, "Other Supportive Services"

Service Category: Community Services/Senior Center Support: Volunteer Recruitment

Units of Service and Activity^È (1 hour)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	1560	1,2,3	1.3, 2.3, 3.5, 3.9, 3.14
2006-2007	50	3	3.16, 3.17
2007-2008	40	3	3.16, 3.17
2008-2009	50	3	3.16, 3.17

Title III B, "Other Supportive Services"

Service Category: Community Services/Senior Center Support: Volunteer Opportunities

Units of Service and Activity^È (1 placement)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	80	1,2,3	1.3, 2.3, 3.5, 3.9, 3.14
2006-2007	25	3	3.16, 3.17
2007-2008	30	3	3.16, 3.17
2008-2009	35	3	3.16, 3.17

^È Entry Required

Title III B, "Other Supportive Services"
Service Category: Telephone Reassurance
Units of Service and Activity^E (1 client contacted)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	68	3	3.14
2006-2007	68	3	3.14
2007-2008	50	3	3.14
2008-2009	50	3	3.14

**LONG-TERM CARE OMBUDSMAN
(Title III B and Title VII a)**

**AREA PLAN OUTCOMES FOR THE LONG-TERM CARE OMBUDSMAN
PROGRAM**

Mission: As mandated by the Older Americans Act, the mission of the Long-Term Care Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of long-term care facilities with the goal of enhancing the quality of life and care of residents. Baseline numbers are provided from each local Ombudsman Program's Fiscal Year (FY) 2003-2004 National Ombudsman Reporting System data. Targets are established by the local Ombudsman in consultation with the Area Agency on Aging and are approved by the State Long-Term Care Ombudsman.

For baseline data, please use your program's data which was submitted for the FY 2003-2004 State Annual Report to AoA. The source for this data is your local program's OmbudsManager reports.

***Note: FY 2004-2005 NORS data was used because FY 2003-2004 NORS data was unavailable.**

- 1. *The problems and concerns of long-term care residents are solved through complaint resolution and other services of the Ombudsman Program. [OAA Section 712(a)(3)(5)]***

Measures and Targets:

A. Complaint Resolution Rate (AoA Report, Part I-E, Actions and Complaints)

1.	*FY 2003-2004 Baseline: <u>24</u> complaints resolved plus <u>17</u> complaints partially resolved complaints divided by total complaints <u>75</u> equals Baseline <u>55</u> %
2.	FY 2007-2008 Target: <u>60</u> % resolution rate
3.	FY 2008-2009 Target: <u>60</u> % resolution rate
Associated Program Goals and Objective Numbers: 2, 3	

B. Work with Resident Councils (AoA Report, Part III-R, #8)

1.	*FY 2003-2004 Baseline: <u>0</u> number of meetings attended
2.	FY 2007-2008 Target: <u>3</u> number and <u>N/A</u> % increase
3.	FY 2008-2009 Target: <u>6</u> number and <u>100</u> % increase

Associated Program Goals and Objective Numbers: 2, 3
--

C. Work with Family Councils (AoA Report, Part III-F, #9)

1. *FY 2003-2004 Baseline: <u>9</u> number of meetings attended

2. FY 2007-2008 Target: <u>12</u> number and <u>33</u> % increase

3. FY 2008-2009 Target: <u>14</u> number and <u>17</u> % increase

Associated Program Goals and Objective Numbers: 2, 3
--

D. Consultations to Facilities (AoA Report, Part III-F, #4)

1. *FY 2003-2004 Baseline: <u>15</u> number of consultations
--

2. FY 2007-2008 Target: <u>20</u> number and <u>33</u> % increase

3. FY 2008-2009 Target: <u>30</u> number and <u>50</u> % increase

Associated Program Goals and Objective Numbers: 2, 3
--

E. Information and Consultations to Individuals (AoA Report, Part III-F, #5)

1. *FY 2003-2004 Baseline: <u>2650</u> number of consultations
--

2. FY 2007-2008 Target: <u>2800</u> number and <u>6</u> % increase
--

3. FY 2008-2009 Target: <u>2900</u> number and <u>4</u> % increase
--

Associated Program Goals and Objective Numbers: 2, 3
--

F. Community Education (AoA Report, Part III-F, #10)

1. *FY 2003-2004 Baseline: <u>21</u> number of sessions

2. FY 2007-2008 Target: <u>24</u> number of sessions and <u>14</u> % increase

3. FY 2008-2009 Target: <u>26</u> number of sessions and <u>8</u> % increase
--

Associated Program Goals and Objective Numbers: 2, 3
--

G. Systems Advocacy

1. FY 2007-2008 Target: Please provide at least one example of a significant systemic advocacy effort in each local Ombudsman Program.

(Examples: working with law enforcement to improve response and investigation of abuse complaints, collaborations with other agencies to improve quality of care to residents, disaster preparedness planning, presentations to legislators and local officials regarding quality of care issues etc)

Objective 3.8 in the original FY 05-09 Area Plan is an example of a significant systemic advocacy effort of our Ombudsman Program. This objective was to develop a plan to shelter fragile seniors and disabled adults in the event of a disaster in El Dorado County. This objective has been completed.

Measures and Targets:

2. Residents have regular access to an Ombudsman. [OAA Section 712(a)(3)(D), (5)(B)(ii)]

A. Regular Nursing Facility Resident Visitation (AoA Report, Part III-F, #6)

The target should be 100% of facilities visited. Refer to the NORS definition of regular visitation, which is at least one visit on a quarterly basis.

1. *FY 2003-2004 Baseline: <u>100</u> % (<u>5</u> number of regular visitations divided by the number of <u>5</u> nursing facilities)
2. FY 2007-2008 Target: <u>0</u> % increase in the number of regular resident visitations
3. FY 2008-2009 Target: <u>0</u> % increase in the number of regular resident visitations
Associated Program Goals and Objective Numbers: 2, 3

B. Regular Residential Care Facility for the Elderly Resident Visitation

(AoA Report, Part III-F, #6 – board and care facilities) The target should be 100% of facilities visited. Refer to the NORS definition of regular visitation, which is at least one visit on a quarterly basis.

1. *FY 2003-2004 Baseline: <u>100</u> % (<u>33</u> number of regular visitations divided by the number of <u>33</u> licensed residential care facilities for the elderly)
2. FY 2007-2008 Target: <u>0</u> % increase in number of regular resident visitations
(<u>35</u> number of regular visitations divided by the number of <u>35</u> residential care facilities for the elderly)

3.	FY 2008-2009 Target: <u>0</u> % increase in number of regular resident visitations
	(<u>32</u> number of regular visitations divided by the number of <u>32</u> residential care facilities for the elderly)
Associated Program Goals and Objective Numbers: 2, 3	

C. Number of Full-Time Equivalent (FTE) Paid Staff Ombudsmen

(One FTE generally equates to 40 hours per week or 1,760 hours per year)

1.	*FY 2003-2004 Baseline: <u>1</u> FTEs
2.	FY 2007-2008 Target: <u>1</u> and <u>0</u> % increase
3.	FY 2008-2009 Target: <u>1</u> and <u>0</u> % increase
Associated Program Goals and Objective Numbers: 2, 3	

D. Number of Certified Volunteer Ombudsmen

1.	*FY 2003-2004 Baseline: <u>11</u>
2.	FY 2006-2007 Current Number: <u>11</u> after decertification FY 2007-2008 Target: <u>13</u> number and <u>18%</u> increase FY 2008-2009 Target: <u>13</u> number and <u>0</u> % increase
Associated Program Goals and Objective Numbers: 2, 3	

Measures and Targets:

1. Ombudsmen report their complaint processing and other activities accurately and consistently. [OAA Section 712(c)]

A. Each Ombudsman Program provides regular training on the National Ombudsman Reporting System (NORS).

1.	*FY 2003-2004 Baseline: <u>1</u> number of NORS Part I, II or III training sessions completed.
2.	FY 2007-2008 Target: <u>2</u> number of NORS Part I, II and III training sessions planned.
3.	FY 2008-2009 Target: <u>2</u> number of NORS Part I, II and III training sessions

planned.
Associated Program Goals and Objective Numbers: 2, 3

ELDER ABUSE PREVENTION SERVICES (TITLE VII b)

Actual Units of Service for the tables below will be reported in NAPIS Service Category 15.
The services provided with the units of service will be reported in the Year End Report.
Activities that support the coordination of elder abuse prevention, investigation, and/or prosecution.

Units of Service = (1 Hour)

Fiscal Year	1	Goal Numbers	3
	Proposed Units of Service		Associated Program Goal and Objective Numbers
2005-2006	500	2	2.1, 2.4, 2.5, 2.7, 2.9, 2.10, 2.11
2006-2007	500	2	2.1, 2.4, 2.7, 2.9, 2.11, 2.14
2007-2008	500	2	2.1, 2.4, 2.7, 2.9, 2.11, 2.14
2008-2009	500	2	2.1, 2.4, 2.7, 2.9, 2.11, 2.14

Other Title VII b activities from Division 4000.

Service Category: Community Education Units of Service ^E (1 hour)

Fiscal Year	1	2	3
	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	40	2	2.1, 2.5
2006-2007	40	2	2.1
2007-2008	40	2	2.1
2008-2009	40	2	2.1

Service Category: _____ Units of Service (_____)

Fiscal Year	1	2	3
	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

Other Program Accomplishments

Fiscal Year	Total # of Public Education Sessions
2005-06	1
2006-07	3
2007-08	6
2008-09	6

Fiscal Year	Total # of Training Sessions for Professionals
2005-06	2
2006-07	1
2007-08	3
2008-09	3

Fiscal Year	Total # of Educational Materials Developed (Products)
2005-06	0
2006-07	1
2007-08	8
2008-09	8

Fiscal Year	Total # of Educational Materials Distributed (Documents)
2005-06	300
2006-07	300
2007-08	1000
2008-09	3500

TITLE III E - FCSP SERVICE UNIT PLAN OBJECTIVES

PSA #29

For Planning Period FY 2008-09

CCR Article 3, Section 7300(d)

This Service Unit Plan (SUP) utilizes the five broad federal service categories defined in PM 08-03. Refer to the FCSP Service Matrix in this PM for eligible activities and service unit examples covered within each category. Specify proposed audience size or units of service for ALL budgeted funds.

TITLE III E

CATEGORIES	1	2	3
Direct III E Family Caregiver Services	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Associated Objective #(s)
Information Services	# of activities: 300 Total est. audience for above: 12,000	1	1.1
Access Assistance	Total contacts: 1,600	1,3	1.1, 3.12
Support Services	Total hours: 225	2,3	2.12, 3.12
Respite Care	Total hours: 1000	2,3	2.13, 3.12
Supplemental Services	Total occurrences: 10	3	

Direct III E Grandparent Services	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Associated Objective #(s)
Information Services	# of activities: 2 Total est. audience for above: 50	1	
Access Assistance	Total contacts: 10	1,3	
Support Services	Total hours: 4	2,3	
Respite Care	Total hours: 54	2,3	
Supplemental Services	Total occurrences: 4	3	

Contracted III E Family Caregiver Services	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Associated Objective #(s)
Information Services	# of activities: Total est. audience for above:		
Access Assistance	Total contacts:		
Support Services	Total hours:		
Respite Care	Total hours:		
Supplemental Services	Total occurrences:		

Contracted III E Grandparent Services	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Associated Objective #(s)
Information Services	# of activities:		

	Total est. audience for above:		
Access Assistance	Total contacts:		
Support Services	Total hours:		
Respite Care	Total hours:		
Supplemental Services	Total occurrences:		

TITLE V/SCSEP SERVICE UNIT PLAN OBJECTIVES

PSA #29

**2005 – 2009 Four Year Planning Period
CCR Article 3, Section 7300(d)**

Our PSA is not providing this service.

The Service Unit Plan (SUP) utilizes the new Data Collection System developed by the U.S. Department of Labor (DOL), which captures the new performance measures per the Older Americans Act of 1965 as amended in 2000, and the Federal Register 20 CFR Part 641. The related funding is reported in the annual Title V/SCSEP Budget.

Please list your performance measures in the table below. Each AAA must achieve at least the DOL's minimum required performance measures, unless lower measures have been negotiated and approved by the DOL. AAAs may indicate higher performance measures as well.

Title V/SCSEP

Fiscal Year (FY)	Goal Number	Objective Number	CDA Authorized Slots	National Authorized Slots (If applicable)
2005-06				
2006-07				
2007-08				
2008-09				

DOL's Minimum Required Performance Measures

1. Placement Rate – DOL's Minimum Unsubsidized Placement Goal is 25%

FY	Estimated Unsubsidized Placement Goal %
2005-06	
2006-07	
2007-08	
2008-09	

2. Service Level – DOL’s Minimum Service Level is 140%

FY	Estimated Service Level %
2005-06	
2006-07	
2007-08	
2008-09	

3. Service to the Most in Need – DOL’s Minimum Goal to Serve the Most in Need is 68%

FY	Estimated % Service to the Most in Need
2005-06	
2006-07	
2007-08	
2008-09	

4. Community Service Hours Provided – DOL’s Minimum Goal for Community Serve Hours

Provided is 999,400 hours, which is 91% (approximately 950 hours per authorized slot)

FY	Estimated Community Service Hours Provided
2005-06	
2006-07	
2007-08	
2008-09	

5. Employment Retention Rate – DOL’s Minimum Employment Retention Rate is 70%

FY	Estimated Employment Retention Rate %
2005-06	
2006-07	
2007-08	
2008-09	

6. Customer Satisfaction for Employers, Participants, and Host Agencies – DOL’s Combined

Minimum Customer Satisfaction Rate for Employers, Participants, and Host Agencies is 80%

FY	Estimated % Combined Customer Satisfaction Rate
2005-06	
2006-07	
2007-08	
2008-09	

7. Earnings Increase –

DOL’s Minimum Goal for Earnings Increase 1 is 25% Higher than the Pre-Program Earnings

DOL’s Minimum Goal for Earnings Increase 2 is 5% Higher than Earnings Increase 1

FY	Estimated Earnings Increase 1	Estimated Earnings Increase 2
2005-06		
2006-07		
2007-08		
2008-09		

COMMUNITY BASED SERVICES PROGRAMS
SERVICE UNIT PLAN (CBSP) OBJECTIVES:

PSA # 29

2005 – 2009 Four Year Planning Period
CCR Article 3, Section 7300(d)

The Service Unit Plan (SUP) follows the instructions for layouts provided in PM 98-26 (P) and updated in PM 00-13 (P). The related funding is reported in the annual Area Plan Budget (CDA 122). Report units of service to be provided with **ALL** funding sources.

For services that will not be provided, check the Not Applicable box

CBSP

Alzheimer’s Day Care Resource Center (ADCRC) Not Applicable: (check)

Fiscal Year	Goal Numbers
2005-2006	3
2006-2007	3
2007-2008	3
2008-2009	3

Fiscal Year	Caregiver Group Support Sessions
2005-2006	12
2006-2007	12
2007-2008	14
2008-2009	12

Fiscal Year	In-Service Training Sessions
2005-2006	6
2006-2007	8
2007-2008	6
2008-2009	6

Fiscal Year	Public/Community Education Training Sessions
2005-2006	8
2006-2007	10
2007-2008	10
2008-2009	10

Fiscal Year	Professional/Intern Educational Training Sessions
2005-2006	4
2006-2007	4
2007-2008	4
2008-2009	4

Brown Bag Not Applicable: (X)

Fiscal Year	Goal Numbers
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Estimated # of Unduplicated Persons to be Served
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Estimated Pounds of Food to be Distributed
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Estimated # of Volunteers
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Estimated # of Volunteer Hours
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Estimated # of Distribution Sites
2005-2006	
2006-2007	
2007-2008	
2008-2009	

(CBSP) Respite Purchase of Services – RPOS Not Applicable: (check)

Fiscal Year	Goal Numbers	Fiscal Year	Estimated Total Number of Respite Hours Purchased (Includes In-home, Day Care and Institutional hours)
2005-2006	3	2005-2006	555
2006-2007	3	2006-2007	500
2007-2008	3	2007-2008	500
2008-2009	3	2008-2009	450

(CBSP) Respite Purchase of Services – RPOS

Fiscal Year	Estimated Number of In-Home Hours to be purchased	Fiscal Year	Estimated Number of Day Care Hours to be Purchased
2005-2006		2005-2006	
2006-2007	404	2006-2007	96
2007-2008	404	2007-2008	96
2008-2009	364	2008-2009	86

(CBSP) Respite Purchase of Services – RPOS

Fiscal Year	Estimated Number of Institutional Hours to be Purchased	Fiscal Year	Estimated Number of Unduplicated Clients Served
2005-2006		2005-2006	
2006-2007	0	2006-2007	21
2007-2008	0	2007-2008	21
2008-2009	0	2008-2009	19

Linkages Not Applicable: (check)

Fiscal Year	Goal Numbers
2005-2006	1, 3
2006-2007	1, 3
2007-2008	1, 3
2008-2009	1, 3

Fiscal Year	Number of Unduplicated Clients Served (Include Targeted Case Management and Handicapped Parking Revenue)
2005-2006	200
2006-2007	121
2007-2008	121
2008-2009	125

Fiscal Year	Active Monthly Caseload (Include Targeted Case Management and handicapped parking revenue)
2005-2006	150
2006-2007	87
2007-2008	89
2008-2009	96

Senior Companion Not Applicable: (X)

Fiscal Year	Goal Numbers
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Volunteer Service Years (VSYs)
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Volunteer Hours
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Senior Volunteers
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Seniors Served
2005-2006	
2006-2007	
2007-2008	
2008-2009	

**HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM
(HICAP)**

SERVICE UNIT PLAN

PSA # 29

2005- 2009 Four Year Planning Period

CCR Article 3, Section 7300 (d)

The Service Unit Plan (SUP) uses definitions that can be found at www.aging.ca.gov. After connecting with the Home Page, select "AAA Partners," then "Reporting Instructions," then select "**HICAP – Current Forms and Instructions as of June 2006.**" HICAP reporting instructions and specifications, forms, and definitions critical to answering this SUP form are all centralized there. Or go directly to HICAP Reporting Instructions at: http://www.aging.ca.gov/aaa_business/reporting_instructions/reporting_instructions-Current_Forms_July_2006.html.

IMPORTANT NOTE FOR MULTIPLE PSA HICAPs: If you are a part of a multiple PSA HICAP where two or more AAAs enter into agreement with one "Managing AAA," then each AAA must enter its equitable share of the estimated performance numbers in the respective SUPs. Please do this in cooperation with the Managing AAA. The Managing AAA has the responsibility of providing the HICAP services in all the covered PSAs in a way that is agreed upon and equitable among the parties.

IMPORTANT NOTE FOR HICAPs with HICAP PAID LEGAL SERVICES: If your Master Contract contains a provision for HICAP funds to be used for the provision of HICAP Legal Services, you must complete Section 2.

If you have related goals in the Area Plan to Service Unit Plan, please list in 3rd column.

HICAP Services

Section 1. Three Primary HICAP Units of Service

State Fiscal Year (SFY)	Total Estimated Persons Counseled per SFY (Unit of Service)	Goal Numbers
2005-2006	72	4
2006-2007	105	4
2007-2008	105	4
2008-2009	105	4
State Fiscal Year (SFY)	Total Estimated Number of Attendees reached in Community Education per SFY	Goal Numbers

	(Unit of Service)	
2005-2006	210	4
2006-2007	70	4
2007-2008	70	4
2008-2009	70	4
State Fiscal Year (SFY)	Total Estimated Number of Community Education Events Planned per SFY (Unit of Service)	Goal Numbers
2005-2006	7	4
2006-2007	7	4
2007-2008	7	4
2008-2009	7	4

Section 2. Three HICAP Legal Services Units of Service (if applicable)¹

State Fiscal Year (SFY)	Total Estimated Number of Clients Represented per SFY (Unit of Service)	Goal Numbers
2005-2006	1	4
2006-2007	1	4
2007-2008	1	4
2008-2009	1	4
State Fiscal Year (SFY)	Total Estimated Number of Legal Representation Hours per SFY (Unit of Service)	Goal Numbers
2005-2006	2	4
2006-2007	2	4
2007-2008	2	4
2008-2009	2	4
State Fiscal Year (SFY)	Total Estimated Number of Program Consultation Hours per SFY (Unit of Service)	Goal Numbers
2005-2006	2	4
2006-2007	2	4
2007-2008	2	4
2008-2009	2	4

¹⁹ Requires a contract for using HICAP funds to pay for HICAP Legal Services.

Section 3. Two HICAP Counselor Measures

Fiscal Year (FY)	Average Number of Registered Counselors for the SFY²
2005-2006	2
2006-2007	4
2007-2008	4
2008-2009	6

Fiscal Year (FY)	Average Number of Active Counselors for the SFY³
2005-2006	1
2006-2007	4
2007-2008	4
2008-2009	5

²⁰The number of registered Counselors will vary throughout the year. This includes Paid Counselors, In-kind Paid Counselors, and Volunteer Counselors. For “average,” how many Counselors you intend to keep on registered rolls at any given time.

²¹The number of active Counselors will vary throughout the year. This includes Paid Counselors, In-kind Paid Counselors, and Volunteer Counselors. The average number of active Counselors cannot be greater than the total average registered Counselors. At any given time, how many of the registered Counselors do you anticipate will actually be counseling? For example, you may anticipate that 85% of your Counselors would be working in the field at any given time. Use the number of Counselors this represents for the average active Counselors, a subset of all registered Counselors.

APPENDIX IA – PSA #29

NOTICE OF INTENT TO PROVIDE DIRECT SERVICES

CCR Article 3, Section 7320 (a) (b)

If an AAA plans to directly provide any of the following services, it is required to provide a description of the methods that will be used to assure that target populations throughout the PSA will be served. If not providing any of the direct services below, check this box .

Check applicable direct services
Year(s)

Check each applicable Fiscal

Title III B

Information and Assistance

FY 2005-06 FY 06-07 FY 07-08
 FY 08-09

Title III B

Case Management

FY 2005-06 FY 06-07 FY 07-08
 FY 08-09

Title III B

Outreach

FY 2005-06 FY 06-07 FY 07-08
 FY 08-09

Title III B

Program Development

FY 2005-06 FY 06-07 FY 07-08
 FY 08-09

Coordination

FY 2005-06 FY 06-07 FY 07-08
 FY 08-09

Title III D

Disease Prevention
and Health Promotion

FY 2005-06 FY 06-07 FY 07-08
 FY 08-09

Title III E - Information Services

FY 08-09

Title III E - Access Assistance

FY 08-09

Title III E – Support Services

FY 08-09

NOTE: Refer to PM 08-03 for definitions for the above Title III E categories. If the AAA plans to add in FY 08-09 new direct Title III E Respite Care or Supplemental Services, a separate Appendix B is required for either the Respite Care or Supplemental Service categories. All other FCSP Appendix B submissions on file with CDA will remain applicable for FY 08-09.

Title VII b

Prevention of Elder Abuse,
Neglect and Exploitation

FY 2005-06 FY 06-07 FY 07-08
 FY 08-09

Describe the methods that will be used to assure that target populations will be served throughout the PSA. 29

The goals and objectives of the four year Area Plan are designed to address the needs of targeted populations, including low-income minority individuals and individuals who reside in rural areas, those at greatest economic need and those with greatest social need. Other targeted populations include those with severe disabilities, individuals with limited English speaking ability, and those with Alzheimer's disease or related disorders and the caretakers of these individuals. Through our public hearings we will attempt to reach these populations.

The goals and objectives outlined in the four-year plan provide for targeting the above populations. For example, several objectives address the need to expand services to the Latino community by doing outreach to that population. Continued collaboration with the In-Home Supportive Services Program will help to increase outreach to the Latino population. The goal to increase awareness of services and the goal to prevent elder abuse target the most socially isolated older and dependent adults in the community. The AAA coordinates services, planning and advocacy activities, as well as outreach efforts with various community groups that serve the socially isolated older adult. The goal of providing a comprehensive array of services to assure older adults can age in place, targets those at greatest economic and social need. The reorganization of aging services provides the opportunity for more coordination between the AAA and the County programs of In-Home Supportive Services, Adult Protective Services, Medi-Cal, food assistance, etc. Due to the rural nature of the PSA, several objectives target the need for improved transportation so senior citizens can access the services they need. The AAA recognizes that if this population is to maintain its self-sufficiency, transportation and information are priority needs. These two issues consistently rank high in local needs assessments.

The current services provided by the Adult Daycare Center/ADCRC, the Home-Delivered Meals Program, the MSSP and Linkages Program, and the Family Caregiver Support Program are evidence of how the AAA addresses the targeted populations. We are fortunate as a single county AAA, that we are able to provide services to the entire county. We serve our community as a focal point for seniors at our two senior centers and 5 satellite nutrition sites.

APPENDIX II – PSA #29

Check each applicable planning cycle:

FY 2005-06
 FY 2006-07
 FY 2007-08
 FY 2008-09

PUBLIC HEARINGS

Conducted for the 2005-2009 Planning Period

CCR Article 3, Section 7302(a)(10) and Section 7308

Date	Location	Number Attending	Area Plan presented with Translator: ⁴ Yes/No	Hearing Held at Long-Term Care Facility: ⁵ Yes/No
4/17/08	Placerville Senior Center	17	No	No

All of the items below must be discussed at each planning cycle's Public Hearings

1. Discuss outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals. The public hearing was noticed in the local newspaper with the largest circulation within the PSA. The public hearing was held during the Advisory Council meeting which is also publicized throughout the PSA. Advisory Council members were asked to spread the word about the public hearing in their community. The public hearing was held at the Placerville Senior Center.

2. Proposed expenditures for Program Development (PD) and Coordination (C) must be discussed at a public hearing. Did the AAA discuss PD and C activities at a public hearing?

Yes
 Not Applicable (check only if PD and C funding is not being used)
 No

If No, Explain:

3. Summarize the comments received concerning proposed expenditures for PD and C, if applicable.

4. Were all interested parties in the PSA notified of the public hearing and provided the opportunity to testify regarding setting of minimum percentages of Title III B program funds to meet the adequate proportion funding for Priority Services? (See Appendix V)

Yes
 No

If No, Explain:

¹ A Translator is not required unless the AAA determines that a significant number of attendees require translation services.

⁵ AAAs are encouraged to include individuals in LTC facilities in the planning process, but hearings are not required to be held in facilities.

5. Summarize the comments received concerning minimum percentages of Title III B funds to meet the adequate proportion funding for priority services. (*See Appendix V*)
No comments received.
6. Summarize other major issues discussed or raised at the public hearings.
A lot of positive discussion regarding the presentation given regarding the Senior Center needs assessment that is in process.
7. List major changes in the Area Plan resulting from input by attendees at the hearings.
No major changes were made to the Area Plan Update.

APPENDIX III – PSA #29

Check each applicable planning cycle:

FY 2005-06
 FY 2006-07
 FY 2007-08
 FY 2008-09

GOVERNING BOARD

CCR Article 3, Section 7302(a)(11)

Number of Members on the Board: 5

Names/Titles of Officers:

Term in Office
Expires:

Rusty Dupray, Chairman, EDC Board of Supervisors	1/5/09
Ron Briggs, First Vice-Chairman, EDC Board of Supervisors	1/5/09
Norma Santiago, Second Vice-Chairman, EDC Board of Supervisors	1/5/09

Names/Titles of All Members:
Expires:

Term on Board

Rusty Dupray, EDC Supervisor - District I	1/5/09
Helen Baumann, EDC Supervisor - District II	1/5/09
James R. Sweeney, EDC Supervisor - District III	1/5/09
Ron Briggs, EDC Supervisor - District IV	1/3/11
Norma Santiago, EDC Supervisor - District V	1/3/11

APPENDIX IV – PSA #29

Check each applicable planning cycle:

2005-06 FY 2006-07 FY 2007-08 FY
 2008-09

ADVISORY COUNCIL

45 Code of Federal Regulations (CFR), Section 1321.57
 CCR Article 3, Section 7302 (a) (12)

Total Council Membership (including vacancies)	<u>14</u>	
Number of Council Members 60+	<u>14</u>	
	% of PSA's	% on
	<u>60+Population</u>	<u>Advisory Council</u>
Race/Ethnic Composition		
White	<u>92.7</u>	<u>92.9%</u>
Hispanic	<u>3.4</u>	<u>0%</u>
Black	<u>0.2</u>	<u>7.1%</u>
Asian/Pacific Islander	<u>1.7</u>	<u>0%</u>
Native American/Alaskan Native	<u>0.5</u>	<u>0%</u>
Other	<u>0.1</u>	<u>0%</u>

Attach a copy of the current advisory council membership roster that includes:

- Names/Titles of officers and date term expires
- Names/Titles of other Advisory Council members and date term expires

Indicate which member(s) represent each of the "Other Representation" categories listed below.

	<u>Yes</u>	<u>No</u>
Low Income Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disabled Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Supportive Services Provider Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Health Care Provider Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local Elected Officials	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Individuals with Leadership Experience in the Private and Voluntary Sectors	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Explain any "No" answer.

Briefly describe the process designated by the local governing board to appoint Advisory Council members. Six members are appointed by the County Board of Supervisors, two members are appointed by the two chartered cities within the county. The remaining six are appointed by the Commission.

Commission on Aging

Membership

March 20, 2008

Commissioner	Term Expiration
Irene Arnold	01/10
Vicki Ludwig	09/11
Moni Gilmore	01/09
Kathi Lishman	n/a
Cindy Rice	03/09
Jane Thomas	01/11
Perry Beckley	01/09
Connie Eaton	04/09
William Jongsma	04/08
Susan Rayburn	12/11
Siubhan Stevens	03/10
Horace Holmes Jr.	03/11
Janine McClurg	09/11
Ted Long	03/09

Officers for 2007

Jane Thomas, Chairperson January 2008 - December 2008
Bill Jongsma, Vice Chair January 2008 - December 2008

APPENDIX VIII – PSA #29

Notice of Intent for Non-Provision of FCSP Multifaceted Systems of Support Services
Older Americans Act Section 373 (a and b)

Based on PSA review of current support needs and services for **family caregivers** and **grandparents** (or other older relative of a child), does the AAA **intend** to use Title III E and/or matching FCSP funds to provide each of the following federal Title III E services for both family caregivers and grandparents?

Check YES or NO for each of the services identified below.

FAMILY CAREGIVER SUPPORT PROGRAM for FY 2008-09

Family Caregiver Information Services	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Family Caregiver Access Assistance	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Family Caregiver Support Services	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Family Caregiver Respite Care	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Family Caregiver Supplemental Services	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

and

Grandparent Information Services	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Grandparent Access Assistance	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Grandparent Support Services	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Grandparent Respite Care	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Grandparent Supplemental Services	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

NOTE: Refer to PM 08-03 for definitions for the above Title III E categories.

Justification: For each above service category that is checked "no", explain how it is being addressed within the PSA:

APPENDIX XI – PSA #29

Check each applicable planning cycle:

FY 2005-06

FY 2006-07

FY 2007-08

FY 2008-09

Disaster Preparation Planning Conducted for the 2005-2009 Planning Period

OAA Title III, Sec. 310, CCR Article 2, Section 7529(a) (4) and Section 7547

All of the items below must be discussed at each planning cycle's Public Hearings

Please provide narrative answers to the following questions. The text boxes following the questions have been formatted to type your answers.

1. Describe AAA's disaster plan. The plan shall ensure the provision of critical services that will meet the emergency needs of consumers the AAA is charged to serve during medical or natural disaster, such as earthquakes or floods.

The AAA is a unit of local county government and operates within the Department of Human Services. The El Dorado County Operational Area Emergency Operations Plan is the principal guide for the agencies of El Dorado County and other local government entities to prevent, prepare for, respond to, and recover from emergencies and disasters affecting the County. The role of the AAA and Department of Human Services is clearly defined in this plan. AAA staff has been instrumental in the development of the plan, and sit on the Disaster Council that meets bi-monthly. Responsibilities of the Area Agency on Aging include:

- Will maintain a list of vendors who supply food, medical supplies, equipment, and pharmaceuticals.
- Will maintain a client list (names, addresses, medical needs, etc.) and will provide same when requested by Incident Commander.
- Will maintain a list of those clients requesting special help during emergencies.
- Will provide trained volunteers to help with elderly evacuees and the medically fragile.
- Will work in cooperation with other agencies in client-evacuee recovery.
- Will provide a list of residential and skilled nursing facilities.

The Department of Human Services Disaster Contingency Plan describes how the Placerville Senior Center has a back-up generator to preserve the loss of perishable food and to allow for a continued power source for meal preparation in the event of the loss of electricity. The site's food inventory generally includes enough food to prepare 500+ meals for 3-4 days. The plan also describes how staff will ensure the ongoing safety and well being of its most vulnerable service recipients. This might include checking on the status of around 700 "high risk" individuals who are home-delivered meal recipients, Public Guardian clients, Senior Day Care participants, IHSS clients or other persons known to be isolated. YANA II (You Are Not Alone II) to assist the frail elderly and disabled population in the event of an emergency evacuation is being developed. YANA II is a collaborative effort between the Sheriff Department, OES, and Department of Human Services. S.T.A.R. (Sheriff's Team of Active Retirees) volunteers will be utilized to locate vulnerable individuals, provide disaster education, and assist with evacuation if necessary. The Department of Human Services and the AAA will support YANA II by helping locate pockets of at-risk individuals who may need assistance in the event of an emergency evacuation.

2. Describe how AAA would coordinate its disaster response with the local Office of Emergency Services.

The El Dorado County Office of Emergency Services has lead responsibility if a disaster occurs locally. Coordination between the AAA and the El Dorado County Office of Emergency Services is clearly defined in the County Operational Area Emergency Operations Plan. The AAA will be instrumental in assisting in a disaster by: identifying and locating at-risk individuals who would need assistance in the event of an emergency, providing information on residential and skilled nursing facilities, providing trained volunteers, and providing information on vendors for food, medical supplies, etc. Two AAA staff and one member of the Advisory Council sit on the County's Disaster Council, so there is ongoing communication.

3. Identify the local Office of Emergency Services contact person your AAA would coordinate with in the event of a disaster:

name: Lieutenant Marty Hackett
telephone number: (530) 621-7467
e-mail address: hackettm@edso.org
address: 300 Fair Lane, Placerville, CA 95667

4. Identify your:

AAA Disaster Response Coordinator

name: Jan Walker-Conroy
telephone number: (530) 642-7272
e-mail address: jwconroy@co.el-dorado.ca.us
address: 3057 Briw Road, Placerville, CA 95667

AAA Back-up Disaster Response Coordinator

name: Michelle Hunter
telephone number: (530) 621-6161
e-mail address: mhunter@co.el-dorado.ca.us
address: 937 Spring Street, Placerville, CA 95667

5. Has your Information and Assistance staff been provided written emergency procedures on how to provide services during and after a disaster?

- Yes
 No

If No, Explain:

6. Describe your emergency and disaster training curriculum and the frequency this training is provided to AAA staff that work directly with older individuals.

The emergency and disaster training curriculum is still being finalized. All AAA and Human Services staff that work directly with older individuals and dependent adults will be trained on an annual basis regarding the El Dorado County Operational Area Emergency Operations Plan. AAA staff that sit on the El Dorado County Disaster Council will update staff at monthly staff meetings regarding any new information related to emergency and disaster preparedness. The annual training will also be provided to staff working in the Social Services Division of our department that work with children and low-income adults. Designated AAA and Human Services staff have been trained in the operation of Cooling and/or Warming Center(s) for older adults and their caregivers.

