

**El Dorado County Area Agency on Aging
Planning and Service Area (PSA) 29**

2007-08 Year-End Report



**El Dorado County
Department of Human Services
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Section I Narrative Description of Significant Accomplishments

The El Dorado County Area Agency on Aging (AAA) is a unit of local county government and operates within the Department of Human Services. The AAA writes a four-year plan to guide the agency in providing services to seniors, adults with disabilities, and their caregivers in the County. The 2005-2009 Area Plan focused on four priority goals that were established in response to a needs assessment conducted in the fall of 2004. The AAA targeted resources to the four priorities of: Awareness of Services; Elder Abuse Prevention; Aging in Place; and Health and Wellness. An end-of-year report is completed that provides a retrospective account of progress made toward specified goals and objectives during the preceding year. It also provides highlights of the services that are offered to seniors, adults with disabilities, and their caregivers in the County.

Significant accomplishments have been achieved by the El Dorado County AAA during the third year of the 2005-2009 planning cycle. These accomplishments and activities demonstrate the AAA's commitment to assess the needs of seniors, adults with disabilities, and their caregivers in the community and make improvements in the service delivery system. These accomplishments include:

- **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 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. A satellite office for Information and Assistance is also located at the new HEART location.
- **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, beginning April 2008, a Public Authority Registry/Training Specialist is now available at the department facility in South Lake Tahoe located at 981 Silver Dollar Avenue on the second and fourth Wednesday of every month. Public Authority staff are on site 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.

- **Improvements to Placerville Senior Center.** With a generous donation of six new computers and a color printer from the Placerville Rotary Club, the Placerville Senior Center has a new Computer Center. After months of planning, a Kick-Off party was held August 14, 2008. With a room packed full of curious visitors, everyone was given an opportunity to view the new Computer Center, ask questions and learn about upcoming computer classes. The Computer Center is managed by volunteers under the direction of the Senior Activities Coordinator. In addition, two bathrooms were remodeled and brought up to ADA compliance in the Placerville Senior Center as part of the County's capital improvement plan. The project was completed June 13, 2008. These improvements continue to create a more inviting environment that is greatly appreciated by the seniors that utilize the Senior Center.
- **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 this event. El Dorado County's second Memory Screening Day will be held on November 18, 2008.
- **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.
- **Alzheimer's...Navigating the Journey Conference.** With a grant from Marshall Foundation for Community Health and under the leadership of the Senior Day Care Program, *Alzheimer's... Navigating the Journey* conference was held at the Green Valley Community Church on May 2, 2008. The Area

Agency on Aging and Family Caregiver Support Program along with other community partners presented this conference for family and professionals caring for individuals affected by Alzheimer's disease or other related dementia. Over 250 family members, caregivers and health care professionals attended this well-received conference. Free respite care and continuing education was provided.

- **Response Plan for Extreme Cold Event.** In a collaborative effort, the El Dorado County Office of Emergency Services, Public Health Department and Human Services Department (AAA) developed this plan to provide temporary relief from extreme cold for the most vulnerable residents of El Dorado County. The Placerville Senior Center was used as a Warming Center for senior residents and their caregivers in January 2008. While more appropriate locations are being explored to provide overnight shelter for extreme cold, the Department of Human Services and the AAA are integral in meeting the needs of vulnerable senior residents and their caregivers.

Section II

Preparing for the Increased Senior Population

The AAA continues to be in an excellent position to provide leadership in guiding the community to address the service system changes needed to deal with the increasing growth in the aging population. The senior population (60-plus) in El Dorado County grew 25.4% from 1990 to 2000, which is twice the growth rate of the senior population in California, and three times the growth rate of the senior population in the nation. Due to this rapidly growing senior population in the PSA and the large senior rural population, the need for services continues to stretch available resources. The following is a summary of ideas to address the needs of this rapidly growing senior population, including the growth wave due to the "baby boomer" population.

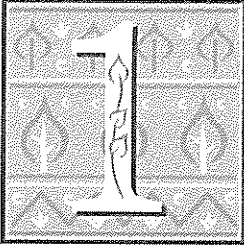
- The Internet will be important to inform key stakeholders and family members of services available to older adults and adults with disabilities in the community. The new Computer Center at the Placerville Senior Center will provide older adults in the community the opportunity to learn and have access to the internet. The AAA is also looking at adding Network of Care, an online resource directory to the I & A Program.
- We can help empower individuals to remain as independent and engaged as possible through education, especially around the areas of health and staying socially active. We can hold Senior Public Forums to get input, allow seniors to express opinions, and ask questions. Leaders and community action groups may arise from these forums.
- By providing a wide array of interesting programs we can help ensure older adults stay engaged, a component essential to healthy aging. Office space at the Placerville Senior Center has been freed up to allow for expansion of activities, including a new Computer Center and game room. The El Dorado Hills Senior Center and South Lake Tahoe Senior Center provide a wide variety of interesting activities and classes.

- Monitoring the quality of services provided and receiving client feedback will be important. Customer satisfaction surveys of senior programs are done annually.
- Services can be delivered to the consumer in a seamless, coordinated manner, regardless of program administration and jurisdiction by providing a single point of contact for consumers which will result in prioritization of needs, an initial assessment, and referral to services.
- The AAA can provide leadership and advocacy in the development of service system standards that are uniform and not dependent on income. This would encourage more participation and provide easier access to services important to all older adults.
- The AAA needs to acknowledge the similarities and differences at each decade of life in the 60-plus population. It is impossible to homogenize the new senior. The “boomers” will expect to negotiate their wants and needs and may not be as accepting of what an agency dictates.

The Older Adult Research Project conducted by the El Dorado Community Foundation, in partnership with the AAA, has provided further insight on service system changes needed to address the growing senior population. The purpose of this study was to conduct a needs assessment that included a survey of adults age 60 years and older in an effort to understand more accurately and predict the services and resources required to serve an increasingly aging population in the County. In October 2007 there was a day-long convening of service providers and other interested parties to discuss the findings and begin to lay the foundation for older adult services in the future. The AAA, in preparation for the next four-year plan will build upon this information provided by the Older Adult Research Project.

Section III
2005-2009 Area Plan Goals and Objectives

This section provides a retrospective account of progress made toward specified goals and objectives during the preceding year, including the status of the health promotions and disease prevention 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.
(Completed FY '05-'06. On October 25, 2007, the second Seniors and Adults with Disabilities Health Fair was held at the Placerville fairgrounds. Outreach

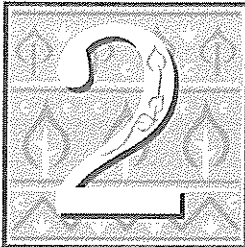
was provided to over 600 seniors and adults with disabilities. Over 500 flu shots were provided and 519 health screenings were performed.)

- 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.
(Completed FY '05-'06)
- 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.
(This objective was deleted in the '06-'07 Area Plan Update. 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.
(Completed FY '05-'06 and will be on-going)
- 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.
(This objective was deleted in the '07-'08 Area Plan Update due to the expense. The I & A Program will explore alternative outreach regarding services provided by the AAA 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.
(The completion date for this objective was extended to 6/30/08 in the '07-'08 Area Plan Update. However, due to staff shortages, the completion date for this objective was further extended to 6/30/09 in the '08-'09 Area Plan Update.)
- 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.
(Completed FY '05-'06 and will be on-going)

- 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.
(Completed FY '05-'06 and will be continued)
- 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.
(The completion date for this objective was extended to 6/30/07 in the '06-'07 Area Plan Update. In the '07-'08 Area Plan Update this objective was 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 networking with the Latino Focus Group.)
- 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.
(Completed FY '05-'06 and will be continued)
- 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.
(Completed FY '05-'06 and will be continued)
- 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.
(Objective completed early in FY '06-07)
- 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.
(A Placerville Senior Center needs assessment has been completed. The purpose of this study was 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. The AAA Director is keenly aware of the need for appropriate facilities to address the increase in the senior population, including the growth wave due to the "baby boomer" population. Given the current fiscal condition of the County, the AAA, with the assistance of the Commission on Aging, will explore potential outside

sources of funding to improve, enhance or replace the current Placerville Senior Center. When potential sources of funding are identified, a presentation will be given 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.
(The completion date for this objective had been extended to 6/30/08 in the '07-'08 Area Plan Update, but is being deleted in FY 2008-09. While the El Dorado Hills Senior Center does serve as a focal point for senior services in the far western part of the County, budgetary constraints preclude funding an additional I & A position for that center at this time.)
- 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.
(Completed FY '05-'06 and will be on-going)



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.
(Completed FY '05-'06 and will be continued. The responsible party for the action is now the AAA's Volunteer Outreach Coordinator in collaboration with the Elder Protection Unit; see objective 2.14. While staffing in the Elder Protection Unit has been reduced by one Legal Secretary, the core services will continue.)
- 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.
(Completed FY '05-'06 and will be continued. Due to state and local budget cuts, the Long Term Care Ombudsman Coordinator position was deleted October 7, 2008, however the services will continue to the extent of the reduced funding.)

- The responsible party for the action will change to the Family Caregiver Support Program Coordinator.)
- 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.
(Completed FY '05-'06. The responsible party for the action will change. A specific person has not yet been identified, but this will be a function of the continuum of care for older and disabled adults.)
- 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.
(The completion date for this objective was extended to 6/30/07 in the '06-'07 Area Plan Update. The objective was then completed FY '06-'07. The functions and activities previously undertaken by the EAPC are now fulfilled by the Elder Protection Unit. The Elder Protection unit provides elder and dependent adult protection activities countywide. On 9/21/06 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. While staffing in the Elder Protection Unit has been reduced by one Legal Secretary, the core services will continue.)
- 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.
(This objective was deleted in the '06-'07 Area Plan Update. Instead of facilitating stand-alone SAIF presentations, this information will be incorporated into quarterly outreach efforts provided in the community by the AAA's Volunteer 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.
(Completed early in FY '05-'06. Due to state and local budget cuts, the Long Term Care Ombudsman Coordinator position was deleted October 7, 2008, however the services will continue to the extent of the reduced funding.)
- 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.
(The completion date for this objective was extended to 6/30/09 in the '07-'08 Area Plan Update to allow additional time to explore possible funding sources, potential locations, etc. for an elder shelter. In 2008, a member of the Board of Supervisors requested the Departments of Human Services and Mental Health to develop a proposal how the County can meet the emergency sheltering needs for individuals with dementia. Funding availability and licensing requirements are being explored to determine if the Placerville Senior Day Care Center could be utilized for this temporary emergency shelter.)

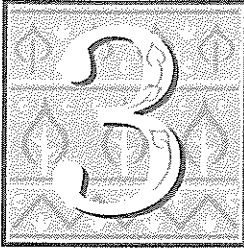
- 2.8 The S.T.A.R. (Sheriff's Team of Active Retirees) volunteers will be utilized to support the LTC Ombudsman in monitoring the condition of the Tahoe Manor Residential Care Facility and the well-being of the elderly and dependent adults residing there on a weekly basis by 6/30/06.
(Objective was completed FY '05-'06, but Tahoe Manor Residential Care Facility has since ceased 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.
(Objective was revised in the '06-'07 Area Plan Update. *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.* This revised objective was then completed FY '06-'07 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. While staffing in the Elder Protection Unit has been reduced by one Legal Secretary, the core services will continue.)
- 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.
(This objective was deleted in the '06-'07 Area Plan Update. 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.
(Objective was revised in the '06-'07 Area Plan Update. The responsible party for the action is now 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.* This revised objective was completed FY '06-'07 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.
(Completed FY '05-'06 and will be continued)
- 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.

(Completed FY '05-'06. FCSP provided 1,152 hours of respite care to caregivers in the County in FY '05-'06, and 1,414 hours in FY '07-'08.)

- 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.

(Completed FY '06-'07. While staffing in the Elder Protection Unit has been reduced by one Legal Secretary, the core services will continue)



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.
(Completed FY '05-'06 and will be on-going)
- 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.
(The completion date for this objective was extended to 6/30/09 in the '08-'09 Area Plan Update. 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.

(The completion date for this objective was extended to 6/30/09 in the '08-'09 Area Plan Update. Ground breaking for the new Cameron Park Community Center took place February 29, 2008, with an anticipated completion date of summer 2009.)

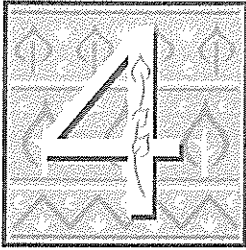
- 3.4 The Commission on Aging will explore the possibility of bringing a volunteer-supported transportation system modeled after the South Lake Tahoe and Placerville program to the far western part of the county by 6/30/07. The outcome will be measured by the number of senior citizens receiving transportation services in the far western part of the county.
(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 was extended to 6/30/09 in the '07-'08 Area Plan Update.)
- 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. (Completed FY '05-'06, 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 operates three days per 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.
(The completion date for this objective was extended to 9/30/07 in the '07-'08 Area Plan 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 Center, which was initially leased to the County by the El Dorado Hills Fire District, was purchased by the County on 5/15/07. Phase II construction to accommodate the Senior Day Care Center/ADCRC was substantially completed August 26, 2008, with the exception of the secure outdoor area. A comprehensive marketing and business plan is being developed to establish the feasibility of opening the El Dorado Hills Senior Day Care Center next fiscal year.)
- 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.
(This objective is in process. The El Dorado Community Foundation will assist in the planning and initial funding support for a South Lake Tahoe Adult Day Care Center. This effort will combine the talents of individuals in the community that provide important and critical services to the older adult population in South Lake Tahoe. A potential location has been identified, and the Senior Day Care Program Supervisor will provide consultation.)

- 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.
(Completed FY '05-'06. 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.)
- 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.
(Objective was revised in the '06-'07 Area Plan Update. The responsible party for the action is 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.
(Completed FY '05-'06 and will be continued)
- 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.
(Objective was revised in the '06-'07 Area Plan Update 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.
(Completed FY '05-'06 and will be continued)
- 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.
(Completed FY '05-'06 and will be continued)

- 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.
(The completion date for this objective was extended to 6/30/07 in the FY '06-'07 Area Plan Update. The objective was then completed FY '06-'07. YANA services are now being provided in the Tahoe Basin. The responsible party for YANA is the Friendly Visitor Program's Volunteer Coordinator, but will change to the AAA Program Coordinator 1/1/09.)
- 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.
(Completed FY '05-'06 and will be continued)
- 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.
(Completed FY '05-'06)
- 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.
(Completed FY '07-08. Currently, there are 18 active volunteers providing visits to 17 clients. In January 2009, the administration of the Friendly Visitor Program will transition from the AAA to the Mental Health Division of the Department of Health Services. In the past, the AAA supplemented monies from the Mental Health Service Act to fully fund the Friendly Visitor Program. The AAA can no longer provide this additional fiscal support.)
- 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.
(Completed FY '07-08. Information and Assistance, Adult Protective Services, In-Home Supportive Services, MSSP, Linkages, Senior Nutrition, Senior Activities, Family Caregiver Support Program and Energy Assistance Program all utilize a central NAPIS 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.

(Completed FY '07-08 and will be continued. 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. Although the proposal was not picked up by a legislator, it has been and will be continued to be advocated. The CSL is pursuing a proposal to increase the annual home owner's exemption for seniors from \$7,000 to \$27,000. 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. Another COA member is the Vice Chair of the Affordable Housing Coalition of El Dorado County, Inc. and recently attended the White House Office of Faith-Based and Community Initiatives Summit in Sacramento as an advocate for affordable senior housing.)



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.
(The completion date for this objective was extended to 6/30/07 in the FY '06-'07 Area Plan Update. The objective was then completed FY '06-'07 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.
(Completed FY '05-'06, however two classes have since cancelled. There are now five exercise classes provided by the SHEP Program, with 50 active participants. SHEP began an aquatic exercise class 6/28/06, which has since been cancelled.)
- 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.

(This objective is being deleted in FY 2008-09 as SHEP staffing has been reduced due to inadequate funding. Homebound seniors that are able will be encouraged to attend a SHEP exercise class in their community or exercise classes offered through the various Senior Centers.)

- 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.
(Completed FY '05-'06 and will be continued. Approximately 600 directories are distributed annually 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.
(In the '07-'08 Area Plan Update, this objective was revised and the completion date extended to 6/30/08. 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.
(Completed FY '05-'06, however the program was discontinued April 1, 2008.)
- 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.
(This objective is being deleted in FY 2008-09 as the PHCA program was discontinued April 1, 2008).
- 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.
(Completed FY '05-'06)
- 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.
(Completed FY '05-'06 and will be continued)
- 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.
(Completed FY '05-'06 and will be continued)

- 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.
(Completed FY '05-'06 and is on-going)
- 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.
(Due to other agency needs taking precedence the completion date for this objective was extended to 6/30/08 in the '07-'08 Area Plan Update. A task force has not been initiated, but beginning in March 2008 the Senior Nutrition Program Supervisor worked 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. Continued outreach regarding congregate meals is on-going.)
- 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.
(Completed FY '05-'06 and will be continued)
- 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.
(This objective is in process. Frail elderly and disabled adults in our care management programs were contacted to permit the S.T.A.R. volunteers to visit and enroll them in YANA II. Of those visited, roughly 50 percent were identified to be appropriate for YANA II as they did not live in a facility that already had an emergency plan in place, such as a senior apartment complex. To further expand YANA, the Department of Human Services will continue to provide the Office of Emergency Services (OES) with names and addresses of older and disabled adults in the community. OES wants to target the most at-risk, isolated older adults in the community.)

Section IV Health Promotion and Disease Prevention Activities

Through the Senior Health Education Program (SHEP), the health promotions and disease prevention program, the following activities were provided during Fiscal Year 2007-2008.

- SHEP in collaboration with El Dorado County's IHSS Public Authority, Family Caregiver Support Program, and Senior Day Care Center hosted the Seniors and Adults with Disabilities Health Fair on October 25 2007 at the Placerville fairgrounds. Outreach was provided to over 600 attendees, 247 health screenings were performed and 514 flu shots were given.
- 1,284 hours of exercise opportunities were provided to seniors in five locations
- 390 Vital Health Information Packets, and 246 pill boxes were distributed

Section V Program Development or Coordination Activities

Not applicable. The AAA does not use Title IIIB funds for Program Development and Coordination activities.

Section VI Summary of Activities

The following summary of activities for Fiscal Year 2007-2008 highlight the AAA's leadership and acknowledges some of the many services provided to seniors, adults with disabilities, and their caregivers in El Dorado County.

- 95,514 meals were delivered to 773 homebound seniors in the community.
- 65,053 congregate meals were served at our eight dining centers.
- 7,788 meals were provided to members attending the Senior Day Care Program.
- \$20 Farmers Market coupons were distributed to 250 low-income seniors.
- 1389 low-income senior households received energy assistance.
- 187 low-income senior households were weatherized to be more energy efficient.
- 97 caregivers received services through the Family Caregiver Support Program, including 1,104 hours of respite and 1,272 Information and Assistance contacts.
- 121 seniors and adults with disabilities attended the Senior Day Care Program/ADCRC.
- Health Insurance Counseling and Advocacy Program (HICAP) provided assistance to 430 seniors with Medicare concerns and questions regarding long-term care insurance and the new Medicare Part D Prescription Drug Program.
- 133 individuals were served by the Linkages Care Management Program.
- 96 individuals were able to remain living at home due to receipt of Multipurpose Senior Services Program (MSSP) services.
- Senior Legal Services provided 6,179 hours of legal assistance
- 780 seniors enjoyed a variety of trips through the Senior Activities Program.

- Seventeen presentations on the subject of Alert Community were made to over 375 individuals, and seven informational notices were distributed to the Alert Community network.
- Friendly Visitor Program has 18 active volunteers providing in-home companionship to 17 isolated older adults.
- 660 individuals were assisted by AARP in collaboration with the AAA to receive their Economic Stimulus Payment.

While considerable accomplishments have been achieved by the AAA this past fiscal year, there are significant challenges. Given the current budgetary concerns at the federal, state and local level, program cuts have become unavoidable. Historically, 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 deemed it necessary to close the Shingle Springs congregate meal site in April of 2008. Two extra-help positions in the Senior Health Education Program (SHEP), the health promotions and disease prevention program were eliminated June 30, 2008, and those responsibilities were assigned to other AAA staff. The extra-help AAA Outreach Coordinator for elder abuse prevention was eliminated September 21, 2008, but will continue in a volunteer capacity. Due to state and local budget cuts, the Long Term Care Ombudsman Coordinator position was deleted October 7, 2008, however the services will continue to the extent of the reduced funding. The Family Caregiver Support Program Coordinator will assume responsibility for management of the Ombudsman Volunteer activities. The Linkages and MSSP case management programs sustained a 10 percent cut which resulted in the Care Management Supervisor position being deleted October 7, 2008. The Adult Services Manager will assume the supervisory duties for those two programs, and the current caseload will be maintained. On November 4, 2008 Senior Day Care Program staffing was reduced by 4.81 full-time equivalent positions to improve the fiscal integrity of the program and to help offset the 10 percent state cut to the Alzheimer's Day Care Resource Center. A major outreach effort is planned to increase attendance at the Senior Day Care Center, which has gradually decreased the past two years. As a result of the current fiscal condition, the County has reviewed all departments and programs to ensure minimum level of staff to maintain core services. On November 18, 2008 the IHSS Public Authority Program Manager position was eliminated. Oversight of the Public Authority will be transferred to another Program Manager with administrative support provided by other Department staff. In January 2009, the administration of the Friendly Visitor Program will transition from the AAA to the Mental Health Division of the Department of Health Services. The AAA can no longer supplement Mental Health Service Act (MHSA) dollars to fully fund the Friendly Visitor Program. On April 1, 2008, the El Dorado County Public Health Department discontinued the Preventive Health Care for the Aging Program, a free 90 minute health and wellness assessment. The County will be continuing to consider additional staffing reductions, which may potentially impact services to seniors. To the extent possible, adjustments will be made that ensure the least impact on our most frail and vulnerable older adults.

The AAA will continue to look for ways to improve the service delivery system in the County. Of particular interest to this AAA is to provide services to the most frail, socially isolated older adult and those with Alzheimer's disease or related disorders. The AAA and the Commission on Aging will advocate for increased funding for all senior programs which play a key role in assisting seniors and disabled adults to remain in their homes

for as long as possible. To improve services for caregivers in South Lake Tahoe, the AAA will provide consultation to the El Dorado Community Foundation in their efforts to secure a Senior Day Care Program for the Tahoe Basin. With the addition of a bilingual Program Assistant in the Information and Assistance Program, increased outreach and services will be targeted to the Hispanic community. The AAA and the Commission on Aging will increase advocacy efforts for more affordable housing and improved transportation services in the County. The upcoming needs assessment will provide further insight on service system changes needed.