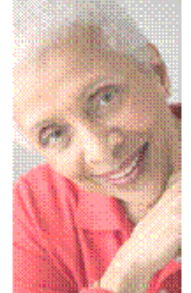
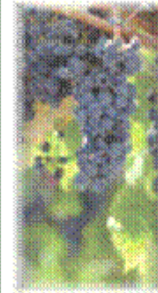




Area Plan Annual Update for 2011-2012 El Dorado County Area Agency on Aging

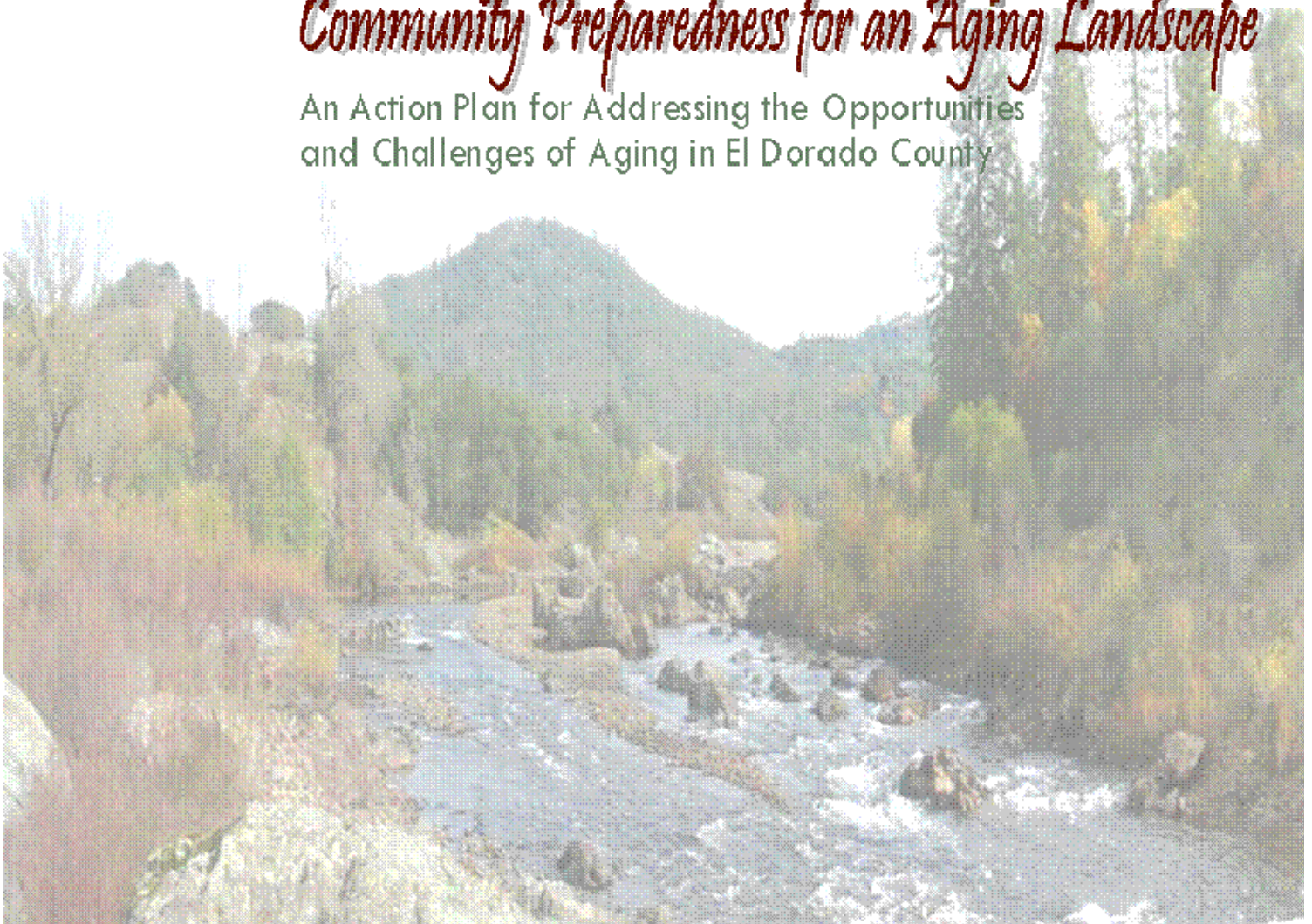


Apple Day



Community Preparedness for an Aging Landscape

An Action Plan for Addressing the Opportunities
and Challenges of Aging in El Dorado County



ANNUAL UPDATE FY 2011-2012

AAA Name: El Dorado County

PSA Number: 29

Person completing the report: Michelle Hunter, Program Manager
Telephone: (530) 621-6161
E-mail: michelle.hunter@edcgov.us

This report serves as the Annual Update for Area Agencies on Aging (AAAs) to provide yearly information on the progress AAAs are making on achieving goals and objectives detailed in the Area Plan. The due date for the Annual Update and the original Transmittal Letter is no later than May 1 of each Fiscal Year (FY).

TABLE OF CONTENTS

<i>Area Plan Checklist</i>	4
<i>Transmittal Letter</i>	5
<i>Executive Summary</i>	7
<i>Part I: Significant Accomplishments</i>	10
<i>Part II: Budget Prospectus and Implications</i>	11
<i>Part III: Needs Assessment Activities</i>	14
<i>Part IV: Progress on Three-Year Plan Goals & Objectives--Second Year</i>	15
<i>Part V: Updated Service Unit Plan (SUP) Objectives</i>	36
<i>Title III/VII</i>	36
<i>Title III B/Title VII A</i>	42
<i>Title VII B</i>	48
<i>Title III E</i>	50
<i>Title V</i>	54
<i>Community Based Services Programs</i>	55
<i>Health Insurance Counseling and Advocacy Program</i>	56
<i>Part VI: Appendices</i>	61
<i>Section 5: Organization Chart</i>	62
<i>Section 9: Public Hearings</i>	64
<i>Section 17: Governing Board</i>	67
<i>Section 18: Advisory Council</i>	68

2011-2012 AREA PLAN UPDATE (APU) CHECKLIST

Section	Three-Year Area Plan Update Components	Annual Update
REQUIRED		
	Original APU	X
	Transmittal Letter with authorized signatures or official stamp	X
	All APU documents are on single-sided paper, if submitted hard copy	X
5	Organization Chart	X
9	Public Hearings	X
REQUIRED only if changed or not previously included in the Area Plan		
2	Description of the Planning and Service Area (PSA)	<input type="checkbox"/>
3	Description of the Area Agency on Aging (AAA)	<input type="checkbox"/>
6	Planning Process	<input type="checkbox"/>
7	Needs Assessment must be conducted at least once during the Area Plan cycle	<input type="checkbox"/>
10	Identification of Priorities	<input type="checkbox"/>
11	Goals and Objectives: <i>(May be updated at any time and need not conform to a twelve month time frame)</i>	
	[^] Title III B Funded Program Development (PD) Objectives	<input type="checkbox"/>
	[^] Title III B Funded Coordination (C) Objectives	<input type="checkbox"/>
	System-Building and Administrative Goals & Objectives	<input type="checkbox"/>
	Title III B/VIIA Long-Term Care Ombudsman Objectives	<input type="checkbox"/>
	Title VII B Elder Abuse Prevention Objectives	<input type="checkbox"/>
12	* Service Unit Plan (SUP) Objectives	X
13	Focal Points	<input type="checkbox"/>
14	Priority Services	<input type="checkbox"/>
15	Notice of Intent to Provide Direct Services	<input type="checkbox"/>
16	Request for Approval to Provide Direct Services	<input type="checkbox"/>
17	Governing Board	X
18	Advisory Council	X
19	Legal Assistance	<input type="checkbox"/>
21	Title III E Family Caregiver Support Program	<input type="checkbox"/>

[^] Required if PD and/or C are funded with Title III B

* AAAs will not submit SUP objectives for the 2011-12 APU for Community-Based Service Programs: Alzheimer's Day Care Resource Centers, Linkages, Senior Companion, Brown Bag, and Respite Purchase of Service

TRANSMITTAL LETTER

2011-2012 Annual Area Plan Update

AAA Name: El Dorado County

PSA Number: 29

This Annual Area Plan Update serves as the AAA work plan detailing the progress made toward specified goals during the period of July 1, 2010 through June 30, 2011. It provides a performance report for the community and the California Department of Aging. Review of goal objectives will be conducted during each annual Area Plan Update process. As development and implementation of organizational activities evolve, revisions will be made as necessary in response to the ever-changing landscape of our community and the persons we serve.

We, the undersigned, recognize the responsibility within each community to establish systems in order to address the care needs of older individuals and their families and caregivers in this Planning and Service Area. By signing below, we confirm that we have had the opportunity to participate in the planning process and to review and comment on this 2011-2012 Annual Area Plan Update.

1. Ray Nutting

Chair, Governing Board

Date

2. Jane Thomas

Vice Chair, Advisory Council

Date

3. Janet Walker-Conroy

Director, Area Agency on Aging

Date



El Dorado County Board of Supervisors

John Knight	District 1
Ray Nutting	District 2
James R. (Jack) Sweeney	District 3
Ron Briggs	District 4
Norma Santiago	District 5



El Dorado County Commission on Aging

Marlene Back	Vicki Ludwig-Divittorio
Sharon Balch	Barbara Plexico
John Collins	Russell Salazar
Connie Eaton	Norman Smith
Hal Erpenbeck	Suibhan Stevens
Horace Holmes, D.P.A.	Jane Thomas

EXECUTIVE SUMMARY

The El Dorado County Area Agency on Aging (AAA) has developed the 2011-2012 Annual Area Plan Update, the second annual implementation plan to the approved Area Plan for the one-time-only three-year 2009-2012 planning cycle, for submittal to the California Department of Aging (CDA) as required by the federal Older Americans Act and in accordance with direction from CDA. The Annual Update provides the mechanism through which the AAA reports on modifications to the Area Plan as necessary to accommodate changing service needs as well as increases or decreases in grant funding levels and availability of other resources. The Update details the status of annual objective accomplishments and discusses the impact of activities undertaken during the second fiscal year of the current planning cycle.

The 2009-2012 Area Plan charts the course that the Area Agency on Aging will follow over the next three years as we continue to make El Dorado County a desirable place in which to live and age with dignity. The Plan highlights critical issues that address identified needs of older residents in the County, particularly those regarding quality of life and access to health and social services needed to remain at home. The Area Plan was developed with a focus on improving the efficiency and effectiveness of the planning and delivery of a continuum of aging services. The eight goals and seventy-three objectives of the three-year Plan, with accompanying outcomes and evaluation measures, address the following priority areas of need: aging in place; caring for the caregiver; preparing for the Boomers; focus on hidden populations; safety and well-being; elder abuse prevention; awareness of services; and improving quality and capacity of care.

The surge in the growth in the aging population in El Dorado County continually affects the planning and service delivery system, bringing about real and emergent challenges for the aging services network in our County. A progress report on the status of objectives set for the second year reveals that challenging economic times has inhibited our ability to implement many proposed activities. Although program cuts and consolidation of administrative staff responsibilities have been unavoidable, diligent efforts persist to ensure the least impact on our most frail and vulnerable older adults in the next fiscal year. While demographic and economic variables created significant challenges in program implementation, considerable progress has been made in this subsequent year of the planning cycle year in supporting and honoring our older residents in El Dorado County. As development and implementation of organizational activities evolve, revisions will be made as necessary in response to the changing landscape of our community and the older adults we serve.

THREE-YEAR GOALS AND OBJECTIVES

The goals and objectives of the three-year Plan, with accompanying outcomes and evaluation measures, address the following priority areas of need:

Goal 1 - Aging in Place *Assist older adults in accessing needed services that will promote and sustain their health, independence and self-reliance.* Activities completed or to be completed this current fiscal year include:

- The Health Insurance Counseling and Advocacy Program provided eighteen presentations at various venues to educate the older adult community about the Medicare Part D Low Income Subsidy Program.
- The Senior Legal Services' Attorney provided 24 seminars/workshops throughout the County on various legal issues including estate planning, long-term care planning, health care directives, and elder abuse.
- The Senior Health Education Program (SHEP), in collaboration with several organizations, will host a community health fair to provide an opportunity for local community resource information dissemination and free healthcare screenings.

Goal 2 - Caring for the Caregiver *Support, supplement and enhance the role of informal, unpaid caregivers who provide home care assistance to individuals who are incapacitated to some degree and in need of help to remain at home.* The following Family Caregiver Support Program (FCSP) activity was completed during the second planning cycle:

- FCSP expanded support services to provide a monthly support group in the El Dorado Hills region, increasing their support groups to 36 per year. Senior Day Care Services (SDC) provided 30 annual support groups.

Goal 3 - Preparing for the Boomers *Focus on the impending needs of the growing older adult and emerging target populations, with particular emphasis on the growing needs of the boomers.* The following objective was completed:

- I&A, in collaboration with the Commission on Aging and other organizations, offered a four class series, "Boomer ED 101—Retirement," designed to assist boomers with understanding aging issues and the long-term care system.

Goal 4 - Focus on Hidden Populations *Plan for the long-term care needs of underserved target populations, including low-income minorities, isolated residents of remote areas of the County, persons with dementia, and lesbian, gay, bisexual or transgender persons.* Activities completed or to be completed this current fiscal year include:

- Senior Day Care Services (SDC), in collaboration with several organizations, held a conference, "Alzheimer's...Navigating the Journey," for family and professionals caring for individuals affected by Alzheimer's Disease and other related dementias, which brought more than 250 family members, caregivers, and health care professionals and 40 vendors in attendance.
- SDC participated in the National Memory Screening Day at which 20 individuals were screened for cognitive impairment and provided support. Additional mental status examinations were administered to 19 individuals at a local health fair.

- AAA staff will conduct a cultural competency training program to provide advocacy, education, and outreach for inclusion of lesbian, gay, bisexual or transgender (LGBT) seniors and their caregivers. Identification of co-sponsors will be pursued to host a public screening and discussion to follow the ground-breaking independent documentary film, *Gen Silent*. The training program will provide the opportunity to learn about LGBT issues and enhance professional development.

Goal 5 - Safety and Well-Being *Optimize safety and well-being of older adults in El Dorado County by enhancing the provision of critically-needed goods and services.* The following objectives were completed this current fiscal year:

- The Home-Delivered Meals Wellness Outreach Program was implemented to enhance meal services to include mental health prevention and brief intervention services to program participants and their caregivers.
- Community assistance outreach was enhanced through the publication of informative articles in the Senior Times Newsletter on the CalFresh Program, formerly known as Food Stamps; universal design in housing; and property tax relief.
- An updated Emergency Operations Plan was developed as part of the Department of Human Services' Continuity Plan for Emergencies/Disasters. Aging services considered essential and necessary to continue during emergency/disaster or that could require action to cease operation at the onset of such an emergency/disaster event are described in the plan.

Goal 6 - Elder Abuse Prevention *Promote elder rights by providing information and resources for individuals to protect themselves against elder abuse, neglect, and exploitation.* The range of elder abuse protection efforts that have been achieved this fiscal year include:

- Adult Protective Services provided elder abuse and mandated reporter training to AAA staff.
- Senior Legal Services presented information to the Elder Protection Unit on estate planning and Medi-Cal and elder abuse litigation of skilled nursing facility residents.

Goal 7 - Awareness of Services *Increase awareness of services to improve access and choice of community resources and enhance the ability of older adults to advocate for benefits and needed support services on their own behalf.* Strategies completed this fiscal year include:

- The Information & Assistance Program (I&A) conducted an informational meeting with the Department of Health Services Mental Health Division staff on the long-term care system.
- I&A published an article in the Senior Times Newsletter on the services available at the Connections Workforce Development & Business Resource Center.

Goal 8 - Improving Quality and Capacity of Care *Promote effective, efficient and responsive delivery of aging services by enhancing the quality and capacity of Older Americans Act-funded in-home and community-based services.* Activities completed or to be completed this current fiscal year include:

- A Senior Times Newsletter readership satisfaction survey was conducted.
- Biannual unmet needs reports were presented to the Commission on Aging to assist in the determination of program and funding priorities.
- Target populations who are not accessing services in the current system of care will be identified to ensure that characteristics and needs of underserved persons are analyzed.
- Data management training will be conducted to improve the intake process and the tracking of pertinent client demographic and situational circumstances.
- I&A will conduct a client satisfaction survey to assess referral outcomes.

PART I

SIGNIFICANT ACCOMPLISHMENTS FOR FISCAL YEAR 2010-2011

Significant changes and accomplishments have been achieved by the El Dorado County AAA during the second year of the 2009-2012 planning cycle. These accomplishments and activities demonstrate the AAA's commitment to assess the needs of older adults, adults with disabilities, and their caregivers in the community and make responsive improvements to enhance the service delivery system based on information obtained from older adults, their caregivers, and informed community members and service providers. These accomplishments include:

The Home-Delivered Meals Wellness Outreach Program. The Mental Health Services Act Prevention and Early Intervention program was implemented in November 2010 to enhance meal services to include mental health prevention and brief intervention services to program participants and their caregivers. Services are designed to help address feelings of isolation and loss, decreasing risk factors for depression, and improving access to mental health care and support. They include mental health education and support, participant, family, and caregiver training, depression screening and assessment services, referrals to appropriate community resources, and care coordination, advocacy, and follow-up. Twenty-four Home-Delivered Meals volunteer drivers received comprehensive training on 11/17/10 on observational skills for recognizing signs and symptoms of depression and the referral protocol for accessing mental health support. Mental health personnel accompanied volunteer drivers on 18 routes on the west slope and 5 routes in the South Lake Tahoe region in FY 10-11 to meet a total of 240 program participants and initiate the dialogue about mental health and wellness. Sixteen participants were referred to mental health services and 24 received referrals to other appropriate community resources.

Outreach to Targeted Populations. Increasing utilization of services by older adults who have the highest economic and social needs and who are least able to advocate for themselves makes evident the Area Agency on Aging's (AAA) commitment to the greater good of community resources. Senior Day Care Services (SDC), in collaboration with community partners, hosted a conference, "Alzheimer's...Navigating the Journey," for family and professionals caring for individuals affected by Alzheimer's Disease and other related dementias on 5/14/10 in Placerville. More than 250 family members, caregivers, and health care professionals and 40 vendors were in attendance. SDC, in a collaborative effort spearheaded by the Alzheimer's Foundation of America, participated in the National Memory Screening Day on 11/16/10 to promote early detection of Alzheimer's disease and related illnesses, and to encourage appropriate intervention. SDC presented a Dementia 101 Series of three classes designed to provide instruction and support for family caregivers in January 2011.

Capturing the voices of difficult-to-reach older adults is critical to ensuring that the needs of underrepresented groups, such as the lesbian, gay, bisexual, and transgender (LGBT) seniors are adequately assessed during the planning and development of programs and services. AAA staff will conduct a cultural competency training program to provide advocacy, education, and outreach for inclusion of LGBT seniors and their caregivers. Identification of co-sponsors will be pursued to host a public screening and discussion to follow the ground-breaking independent documentary film, *Gen Silent*, from Emmy award-winning director and documentary filmmaker Stu Maddux. The film documents elderly LGBT older adults whose generation organized the LGBT community into a movement, but now face so much fear and discrimination from being harassed and marginalized that they are driven back into isolation to survive the long-term care system. Outreach will focus on attracting a cross-section of generations, professions, genders, and persuasions. The training program will provide the opportunity to learn about LGBT issues and enhance professional development.

PART II

BUDGET PROSPECTUS AND IMPLICATIONS

The Current Economic Environment and its Impact on Older Americans Act Programs

The El Dorado County Area Agency on Aging experienced significant funding reductions during the first two years of the current planning cycle and anticipates possible continued fiscal challenges in FY 2011-12. California is projected to face a budget gap of \$15.4 billion in 2011-12. Given 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 additional budget cuts become unavoidable, adjustments will be made, if feasible, to retain the minimum staffing

levels necessary to maintain core services to ensure the least impact on our most frail and vulnerable older adults and client outcomes.

The proposed 2011-12 AAA budget is projected to remain at approximately the same level as the current year and will continue to reflect the AAA's traditional and continuing commitment to those home-and-community-based services that remain at the core of our mission, including Congregate and Home-Delivered Meals, Senior Day Care Services, Multipurpose Senior Services Program (MSSP), Family Caregiver Support Program, and Information and Assistance. These programs provide safety net services vital to supporting seniors and functionally impaired adults to maintain independence, dignity, and control over where and how they live.

The El Dorado County Board of Supervisors (BOS) continues to support programs for older adults and provide financial assistance beyond required match as well as policy direction to the AAA. The Commission on Aging (COA) continues to work closely with the AAA to provide input relative to development of policy and funding recommendations to the Board on behalf of the County's growing older adult population. A white paper, *Senior Programs and Discretionary Funds*, was created by the Commission on Aging and presented to the Board of Supervisors on 11/3/10, which detailed an analysis of program costs and resultant recommendations.

Proposed Local Funding Cuts to Senior Services Averted. The county, like the state and the nation as a whole, has suffered extremely from the ongoing economic downturn. Faced with a projected budget shortfall of \$11 million for Fiscal Year 2011-12, the El Dorado County Chief Administrative Office listed discretionary general funds for the Board of Supervisors to consider from all of the County Departments on 10/19/10 on how the County could close the projected deficit. The list included potential cuts to the Senior Nutrition Program/Activities, Senior Legal Services/Elder Protection, and Senior Day Care Services. A total of \$675,000 General Fund was under consideration to be eliminated from the AAA Programs.

A reduction of \$400,000 from the \$1.37 million Senior Nutrition Program total budget would have resulted in the elimination of five of seven congregate meal programs. The closure of the sites would also have resulted in the elimination of the senior activities at those sites since the facility leases would have been terminated. One quarter of seniors dependent on consuming a hot meal at one of the facilities at risk of closure would have to do without.

Senior Legal Services/Elder Protection Unit faced the potential of a large cut (\$215,000 from the \$315,000 total budget) which would have resulted in the reduction in force of an attorney and paralegal and the elimination of the Elder Protection Unit. A reduction of \$60,000 General Fund Contribution to Senior Day Care Services would have resulted in program elimination.

The El Dorado County Board of Supervisors voted not to make any cuts to these programs-saving senior programs among others. Community meetings are being held at the seven congregate meal sites to explore potential cost-saving options for the Senior Nutrition Program.

ARRA Funding. The Community Services Block Grant (CSBG) American Recovery and Reinvestment Act (ARRA) Funds were utilized in the first quarter of FY 10-11 to continue enhanced care coordination and monitoring through the Information & Assistance Program (I&A) and to support Senior Nutrition Services in two communities. CSBG ARRA funds were utilized from October 1, 2009 through September 30, 2010 to continue and expand the El Dorado County I&A Program to assist seniors, disabled and low-income individuals by evaluating their unique needs, helping them make informed decisions about appropriate community support, and providing linkage to specific programs and services. More than 1,400 individuals were assisted during the 15-month period.

ARRA funds were used to offset salaries and facility lease costs for two congregate meal sites at risk of being closed 7/1/10 due to loss of local overmatch funding. The two Senior Nutrition Program meal sites in Diamond Springs and Pollock Pines, two communities with relatively large senior populations, many of whom are living on limited incomes, were maintained with CBSG ARRA funds through 9/30/10. Five thousand, six hundred and fifty hot, nutritious meals were provided to 244 seniors at the Diamond Springs congregate meal site and to homebound seniors in that community. Two thousand, five hundred twenty-seven hot, nutritious meals were provided to 87 seniors at the local Pollock Pines congregate meal site and to homebound seniors in that community.

Funding for the Long-Term Care Ombudsman Program. The local Long-Term Care Ombudsman Programs (LTCOP) have been struggling for the past two years to provide meaningful, quality services to almost 300,000 vulnerable older adults residing in more than 9,000 long-term care facilities across the state. Ombudsman programs are severely under-resourced since the loss of State General Funds in 2008 and the subsequent reduction of paid staff in the local programs. For FY 10-11, a funding deficit of a net \$300,000 decrease in the overall level of funding was partially offset by a one-time General Fund appropriation from the California Department of Public Health. An amendment to the FY 2010-11 Area Plan contract was issued on 11/18/10 to implement significant budget changes related to the LTCOP. The amendment included \$1.9 million in one-time funding from the Skilled Nursing Facility Quality and Accountability Fund through the enactment of Senate Bill 853. Overall funding for the LTCOP remained consistent with last year's levels. Locally, the LTCOP received \$8,306 of the one-time funding to be used for support of advocacy activities.

PART III

NEEDS ASSESSMENT ACTIVITIES

The identification of priorities is an ongoing process that is formally discussed and reviewed in relationship to the annual update of the Area Plan. Each year the AAA staff and COA members review and evaluate the Area Plan objectives. Objectives are modified, deleted or added based on the progress report and the determination as to feasibility and current community needs. The yearly update is used as the focus for the annual planning process. The goal of this process is to ensure that the AAA maintains ongoing planning development and, more importantly, a close connection to the issues and needs affecting older adults and adults with disabilities in El Dorado County.

In preparation for the planning and development of the comprehensive needs assessment to be utilized in the identification of priorities to be pursued in the next Area Plan planning cycle 2012-2016, systematic assessments of older adult needs must be conducted by identifying deficiencies and gaps in senior services and by outlining solutions to meet these needs and bridge the gaps. For need identification, information will be gathered over the next fiscal year on targeted populations residing in the County utilizing a variety of methodologies including traditional postal mail surveys, internet-based surveys, roundtable discussions, interviews, and the analysis of program data indicating current service utilization.

Identification of Unmet Needs. The community needs assessment activities for the upcoming year are guided by the primary goal of estimating the unmet needs for older adult services in El Dorado County. The Information and Assistance (I&A) program will continue to analyze program data to determine gaps in services and prepare biannual unmet needs reports to advise the Commission on Aging and assist in the determination of program and funding priorities.

Measuring Client Satisfaction. Determination of consumers' perception of awareness of services, ease of access, and quality of service delivery will be priority for the upcoming fiscal year. Client satisfaction will be assessed at three community focal points utilizing the AAA's active client base to gather baseline expectation and perception data as well as service preferences. I&A will measure referral outcomes and gaps in services.

Targeted Populations. While services offered to the targeted groups are not proportionate to the 60-plus population in the County, it is the priority of the AAA to provide services to the special populations outlined in the OAA. AAA staff will establish affiliations with stakeholder groups representing the interests of target populations to develop resource links and enhance knowledge and skills for working with these often hidden, underserved older adults.

PART IV

PROGRESS ON THREE-YEAR PLAN GOALS AND OBJECTIVES—SECOND YEAR

This section provides an account of progress made toward specified goals and objectives during the current year, Fiscal Year 2010-2011, including any modifications necessary for the final year of the planning cycle. Our commitment to addressing these goals continues in our effort to develop and administer the Area Plan for a comprehensive and coordinated system of services and to serve as the advocate and focal point for older persons in our community.

Aging in Place



Assist older adults in accessing needed services that will promote and sustain their health, independence, and self-reliance.

Objectives

- 1.1 The Senior Health Education Program (SHEP) will collaborate with the In-Home Supportive Services (IHSS) Advisory Committee, the Family Caregiver Support Program (FCSP), and Senior Day Care Services to host a community health fair in Placerville with the dual purpose of conducting health screenings and performing outreach about the services available to older adults and adults with disabilities by 12/31/09. It is anticipated that more than 500 individuals and 40 governmental and non-profit organizations will attend.

FY 2009-2010 Status: Revised and activities continued into the next planning cycle, FY 10-11. Budget constraints have delayed implementation of the community health fair. Due to the uncertainty of the State budget, funds could not be committed to host a community health fair. The projected completion date has been revised to 6/30/11.

FY 2010-2011 Status: Timely completion anticipated. A Seniors and Adults with Disabilities Fall Health Fair, which will be held at the El Dorado County Fairgrounds on 5/24/11, will provide an opportunity for local community resource information dissemination and free healthcare screenings, including blood pressure checks and cholesterol, glucose, and bone density tests.

- 1.2 To assist in the prevention of inappropriate medication management and potential adverse effects, SHEP will educate older adults and provide

materials and tools that will help them manage their medication through the following activities:

- 1.2.2 To focus on safe and effective medication management, SHEP will distribute 250 pill organizers annually to older adults at community events and health fairs from 7/1/09-6/30/12.

FY 2009-2010 Status: Timely completion anticipated and activities will be ongoing. To date, SHEP has distributed more than 100 pill organizers to older adults at community events and health fairs.

FY 2010-2011 Status: Completed and activities will be ongoing. SHEP distributed 139 pill organizers in FY 09-10 to assist in medication management. The demand for the pill organizer as a medication management aid was not as great as anticipated due to increased reliance on blister packs, which have demonstrated higher compliance rates. Timely completion for distribution of pill organizers is anticipated for FY 10-11. To date, SHEP has distributed 78 pill organizers to older adults at community events and health fairs.

- 1.3 To educate the older adult community about the Medicare Part D Low Income Subsidy Program, the Health Insurance Counseling and Advocacy Program (HICAP) will provide one presentation by 12/31/10. The number of participants in attendance will measure the outcome.

FY 2010-2011 Status: Completed. Eighteen presentations were provided on the Low Income Subsidy (LIS) Program at to more than 950 individuals at various health fairs, outreach events, and at the congregate meal sites.

- 1.4 The AAA will work with HICAP to conduct a Train-the-Trainer event to educate staff that work with low income residents, including IHSS, Information and Assistance (I&A), care management programs, home-delivered meals, and FCSP about the Medicare Part D Low Income Subsidy Program by 6/30/11. The number of staff trained on the Medicare Part D Low Income Subsidy Program will measure the outcome.

FY 2010-2011 Status: Timely completion anticipated. The principal HICAP benefits counselor will conduct the Train-the-Trainer session prior to the end of the current fiscal year.

- 1.5 The AAA will designate one key staff person specializing in the health insurance needs of low-income older adults as the main source of information on Medi-Cal by 6/30/10. This designated staff will serve as the contact point on Medi-Cal-related information, improve understanding and access to public benefits, and enhance the continuity of care. The AAA will explore the possibility of housing the Medi-Cal representative in the Placerville Senior Center at least once a week.

FY 2009-2010 Status: Timely completion anticipated. A primary liaison has been designated who will train staff and receive inquiries related to Medi-Cal services for older adults. It was determined that it was not feasible to house the individual in the Placerville Senior Center at this time due to space limitations and efficiency concerns.

FY 2010-2011 Status: Completed. A primary liaison has been designated who will serve as the primary contact point on information related to Medi-Cal services for older adults.

- 1.7 To promote strength training and fall prevention for seniors in the community, the El Dorado County Active Aging Program, sponsored by SHEP, will continue to provide five exercise classes from 7/1/09-6/30/12. Outcome will be measured by number of hours of exercise provided.

FY 2009-2010 Status: Completed and activities will be ongoing. There are currently six weekly exercise classes provided by the SHEP program, with 50 active participants. A seventh class will start April 2010 at the El Dorado Hills Senior Center.

FY 2010-2011 Status: Completed and activities will be ongoing. There are currently seven weekly exercise classes provided by the SHEP program, with 50 active participants.

- 1.8 The Senior Day Care Supervisor and Area Agency on Aging (AAA) Director will explore the feasibility of opening 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 distance individuals currently have to travel to attend the Senior Day Care Center located in Placerville by 6/30/10.

FY 2009-2010 Status: Timely completion anticipated. The AAA, in collaboration with the COA, is currently conducting an on-line community survey to assess the sustainability and need for enhanced Senior Day Care Services.

FY 2010-2011 Status: Completed. The AAA, in collaboration with the COA, conducted an on-line community survey to assess the sustainability and need for enhanced Senior Day Care Services in March-April 2010. Uncertain funding prohibits the feasibility of maintaining a second site at this time.

- 1.11 The legal matters of greatest concern as assessed by the survey of older adults were wills/trusts/probate and powers of attorney for health care and financial matters. The Senior Legal Services' Attorney will provide 25 presentations throughout the County on estate planning and other legal issues of interest by 6/30/10.

FY 2009-2010 Status: Timely completion anticipated. The Senior Legal Services' Attorney provides an average of two informational

seminars/workshops monthly. Outreach efforts targeting non-profit senior groups will be pursued to enhance utilization of the Senior Legal Services' speaker's bureau by this important target audience.

FY 2010-2011 Status: Completed. The Senior Legal Services' Attorney provided 24 seminars/workshops throughout the County on various legal issues including estate planning, long-term care planning, health care directives, and elder abuse.

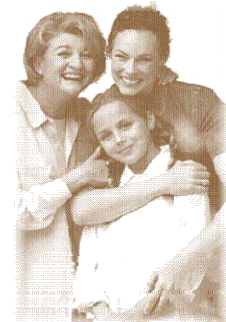
- 1.15 In May 2010, the COA and the AAA will host the annual Older Americans Month celebration, which pays tribute to local older adults who make their community a better place to live, and recognize the Senior of the Year. Six hundred older adults are expected to attend.

FY 2009-2010 Status: Revised and timely completion anticipated. Due to fiscal constraints, the annual Older Americans Month celebration will be a smaller venue at each congregate meal site on 5/19/10. The Senior of the Year will be recognized at a Board of Supervisors regular meeting on 5/18/10.

FY 2010-2011 Status: Completed. The annual Older Americans Month celebration was a smaller venue at each congregate meal site on 5/19/10. The Senior of the Year was recognized at a Board of Supervisors regular meeting on 5/18/10.

2 Caring for the Caregiver

Support, supplement, and enhance the role of informal, unpaid caregivers who provide home care assistance to individuals who are, in some degree, incapacitated and in need of help to remain at home.



Objectives

- 2.1 The Family Caregiver Support Program (FCSP) will design assessment and analysis methodologies to determine scope of needs for informal caregivers in our community who are also employed. An e-mail survey will be developed and disseminated to county employees, as well as employees of other organizations by 6/30/11. Results will be collected, compiled, and a summary report generated on the desired support for employed primary caregivers in meeting their work and caregiving responsibilities.

FY 2010-2011 Status: Remains incomplete and activities deferred to the next Area Plan planning cycle, 2012-2016, due to limited staffing resources. Educational classes are publicized online monthly to public employees.

- 2.3 FCSP will facilitate referrals into caregiver services through an educational campaign focused on clergy, physicians, and public employees. Outcome measurement will include FCSP referral source tracking from 7/1/09-6/30/12. Initially, a baseline measure will be established and an increase in referrals from the targeted sources anticipated by ten percent.

FY 2009-2010 Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11, due to limited staffing resources.

FY 2010-2011 Status: Revised, remains incomplete, and activities continued into the next planning cycle, FY 11-12, due to limited staffing resources. An education campaign, to be completed by 6/30/12, will focus on clergy and physicians to facilitate referrals to caregiver support services. Education classes are publicized online monthly to public employees.

- 2.5 FCSP will address the needs of caregivers by submitting monthly publications and press releases of upcoming caregiver events in the Senior Times Newsletter, as well as local media outlets from 7/1/09-6/30/12.

FY 2009-2010 Status: Completed and activities will be ongoing. FCSP submitted monthly publications and press releases through multiple media sources to maintain maximum visibility and inform the community of upcoming caregiver events.

FY 2010-2011 Status: Completed and activities will be ongoing. FCSP submitted monthly publications and press releases through multiple media sources to maintain maximum visibility and inform the community of upcoming caregiver events.

- 2.7 To provide information, encouragement, and support to caregivers in the community, both FCSP and Senior Day Care Services will each continue to provide 20 support groups annually from 7/1/09-6/30/12.

FY 2009-2010 Status: Timely completion anticipated. FCSP provides two caregiver support groups monthly in the South Lake Tahoe and Georgetown region. Senior Day Care Services added a monthly Alzheimer's and other related dementia caregiver support group, increasing their support groups to 30 per year.

FY 2010-2011 Status: Completed and activities will be ongoing. FCSP expanded support services to provide a monthly support group in the El Dorado Hills region. Senior Day Care Services provides 30 support groups annually.

- 2.8 FCSP will continue to maintain the in-home provider list, a publication of the AAA, for El Dorado County. FCSP will screen new providers, maintain up-to-date records and lists to support the community with finding appropriate in-home assistance from 7/1/09-6/30/12. The in-home care provider comment form will be attached to the on-line list available on the FCSP web

page to make the mechanism by which feedback is solicited more accessible.

FY 2009-2010 Status: Completed and activities will be ongoing. FCSP continues to maintain the in-home provider list, which is updated regularly by the I&A program. A comment form will be attached to the on-line list to elicit consumer feedback by June 2010.

FY 2010-2011 Status: Completed and activities will be ongoing. FCSP continues to maintain the in-home provider list, which is updated regularly by the I&A program. A comment form was developed to elicit consumer feedback and available on-line in June 2010.

- 2.9 FCSP will continue to provide at least 300 unduplicated caregiver services including comprehensive assessments, respite, trainings, and support groups annually from 7/1/09-6/30/12.

FY 2009-2010 Status: Timely completion anticipated. To date, 180 total unduplicated caregiver services have been provided including 29 comprehensive assessments, respite to 48 caregivers, educational trainings attended by 67 caregivers, and support groups attended by 36 caregivers.

FY 2010-2011 Status: Completed and activities will be ongoing. FCSP provided 248 unduplicated caregiver services in FY 09-10. Timely completion of service provision is anticipated for FY 10-11. To date, 151 total unduplicated caregiver services have been provided including 24 comprehensive assessments, 1,013 hours of respite to 27 caregivers, educational trainings attended by 27 caregivers, and support groups attended by 74 caregivers.

- 2.10 There are a growing number of grandparents providing primary care for their minor grandchildren in need of support in their caregiving role. FCSP will advocate for the Kinship Support Services Program (KSSP) to collaborate with El Dorado County Office of Education, First Five El Dorado Children and Families Commission, faith-based organizations, and other provider agencies by 6/30/12 to enhance accessibility of grandparent caregivers to information and support.

FY 2009-2010 Status: Timely completion anticipated. FCSP advocated for KSSP to collaborate with Senior Legal Services to provide an educational seminar on grandparent rights planned for 4/20/10.

FY 2010-2011 Status: Completed. FCSP advocated for KSSP to collaborate with Senior Legal Services to provide an educational seminar on grandparent rights on 1/18/11 at which 25 individuals were in attendance.

3

Preparing for the Boomers



Focus on the impending needs of the growing older adult and emerging target populations, with particular emphasis on the growing needs of the Boomers.

Objectives

- 3.3 The AAA Director and Senior Nutrition Program Supervisor will explore the feasibility of opening a congregate meal site in the newly constructed Cameron Park Community Center by 6/30/11. This facility would provide the opportunity for older adults in the Cameron Park/Rescue/Shingle Springs area to socialize while enjoying a nutritionally balanced meal.

FY 2010-2011 Status: Remains incomplete and activities continued into the next planning cycle, FY 11-12. The Department of Human Services Director and the Senior Nutrition Program Manager convened a meeting on 12/6/10 with Cameron Park Community Center representatives and other interested parties to explore options for opening a congregate meal site at the Center. Project feasibility has yet to be determined.

- 3.4 The aging of the boomers provides an opportunity for the AAA to reshape the image of senior centers in our service area into dynamic, accessible, and appealing community resources with a wide range of programming for young, old, frail, active, retired, and working older adults. To begin the process, AAA staff will conduct an annual consumer satisfaction survey at the three community focal points in the Placerville, El Dorado Hills, and South Lake Tahoe senior centers from 7/1/09-6/30/12 to gather baseline data on impressions and service preferences and present the findings to the AAA Director and the COA.

FY 2009-2010 Status: Timely completion anticipated. An annual consumer satisfaction survey will be developed and disseminated at the three community focal points in June 2010 to gather baseline data on impressions and service preferences.

FY 2010-2011 Status: Revised and activities continued into the next planning cycle, FY 11-12. A consumer satisfaction survey will be developed and disseminated at the three community focal points by December 2011 to gather baseline data on impressions and service preferences and serve as a component of the comprehensive needs assessment utilized in the development of the upcoming Area Plan 2012-2016.

- 3.5 To introduce a three-session class designed to help members of the boomer generation understand Medicare, Social Security, long-term care, and working beyond age 65, the Senior Health Education Program (SHEP) will collaborate with the COA, Health Insurance Counseling and Advocacy Program (HICAP), and the local Social Security Administration office to sponsor a *Boomer Education 101* course by 6/30/10. Seventy-five percent of participants completing the course will report an increase in knowledge based on class exit evaluations.

FY 2009-2010 Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11. The El Dorado County Library is now an additional collaborator. Two library sites have been proposed for a multi-session class to be offered in the fall of 2010 designed to assist boomers with understanding aging issues and the long-term care system. The scope and content of the courses has been broadened to include volunteerism, grandparenting, health topics, and creativity in aging. Tentative plans include videotaped sessions to be accessed at other sites and via the internet.

FY 2010-2011 Status: Revised and considered completed. I&A, in collaboration with the El Dorado County Library, HICAP, and the Social Security Administration, offered a four class series, "Boomer ED 101—Retirement," in September 2010 designed to assist boomers with understanding aging issues and the long-term care system. The scope and content of the two-hour courses included an overview of Medicare and Social Security, volunteerism, physical fitness and health, community resources, and successful aging. Videotaped sessions were accessible via the local public service cable station. An average of 20 individuals participated in the weekly classes. Seventy-five percent of participants completing the series reported an increase in knowledge based on class exit evaluations. Two additional classes are scheduled for July 2011 in El Dorado Hills.

- 3.6 Utilizing an internet-based survey, the AAA will assess boomers' knowledge of and need for resources, services, and programs available for the 60+ population. The survey instrument will be available on the newly developed AAA web page on an ongoing basis by 6/30/10.

FY 2009-2010 Status: Timely completion anticipated. Construction of the survey instrument is near completion and will be made available on the Department of Human Services' web page on an ongoing basis by June 2010.

FY 2010-2011 Status: Remains incomplete and activities continued into the next planning cycle, FY 11-12. Construction of the survey instrument is near completion and will be made available on the Department of Human Services' web page on an ongoing basis by June 2012.

- 3.9 The Senior Activities Coordinator, in collaboration with the Placerville Senior Computer Center volunteers, will explore opportunities using on demand streaming video as well as scheduled education and to increase use of this

technology by boomers, the oldest old (80+), and Latino older adults by 6/30/11. Effectiveness of video streaming in on-line learning will be assessed by completion of an evaluation at the conclusion of the user session.

FY 2010-2011 Status: Deleted. The streaming video technology is not being pursued at this time, but remains a priority to explore opportunities should the video class format be in demand. An evaluation form has been developed and is being utilized to assess for class content and format preferences.

4 Focus on Hidden Populations



Plan for the long-term care needs of underserved target populations including low income minorities, isolated residents of more remote areas of the county, persons with dementia, and lesbian, gay, bisexual, and transgender persons.

Objectives

- 4.1 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, will participate annually in this event from 7/1/09-6/30/12. Under the leadership of the Senior Day Care Center, qualified professionals will be trained to administer a mental status examination used to screen for cognitive impairment to participants at various locations throughout the community. Those participants with abnormal scores or concerns will be encouraged to pursue further medical evaluation. It is anticipated that approximately 150 individuals will receive free confidential memory screenings, as well as follow up resources and educational materials about memory concerns and successful aging.

FY 2009-2010 Status: Revised, completed, and activities will be ongoing. The Senior Day Care Center will not be participating in the National Memory Screening Day due to budget constraints, but will continue such memory screening activities at smaller venues. The strategy to provide cognitive impairment screening has been modified to reflect a more attainable outcome. The Senior Day Care Center will administer mental status examinations and provide follow-up resources and educational materials at least annually. Eighteen individuals were provided memory screenings and support at a health fair at Gold Country Health Center on 10/16/09.

FY 2010-2011 Status: Completed and activities will be ongoing. The Senior Day Care Services participated in the National Memory Screening Day on

11/16/10 at the Senior Day Care Center at which 20 individuals were screened for cognitive impairment and provided support. Additional mental status examinations were administered to 19 individuals on 10/15/10 at the Gold Country Health Fair.

- 4.2 Taking care of someone with Alzheimer's disease requires constant learning. The Senior Day Care Program will collaborate with Marshall Foundation for Community Health, the Area Agency on Aging (AAA), Family Caregiver Support Program (FCSP), along with other community partners to host a conference for family and professionals caring for individuals affected by Alzheimer's disease or other related dementia by 6/30/10. This quality continuing education opportunity will enhance their professional knowledge in managing dementia care issues. The number of participants in attendance will measure the outcome.

FY 2009-2010 Status: Timely completion anticipated. A conference, "Alzheimer's...Navigating the Journey," for family and professionals caring for individuals affected by Alzheimer's Disease and other related dementias, is scheduled for May 14, 2010 in Placerville. The event is expected to bring over 250 family members, caregivers, and health care professionals in attendance and 25 vendors. Due to limited staffing resources, FCSP will be attending and providing outreach but not actively collaborating to host the event.

FY 2010-2011 Status: Completed. A conference, "Alzheimer's...Navigating the Journey," for family and professionals caring for individuals affected by Alzheimer's Disease and other related dementias, was held on 5/14/10 in Placerville. More than 250 family members, caregivers, and health care professionals and 40 vendors were in attendance.

- 4.3 The YANA (You Are Not Alone) Program, a free daily telephone reassurance program, will continue to provide services to at least 30 isolated older adults from 7/1/09-6/30/12.

FY 2009-2010 Status: Completed and will be on-going. The YANA Program currently serves 35 isolated older adults in El Dorado County. A new program brochure was developed and distributed to community agencies, including local health care providers, fire departments, and emergency medical services.

FY 2010-2011 Status: Completed and activities will be ongoing. The YANA Program currently serves 38 isolated older adults in El Dorado County. Program literature is distributed regularly to local organizations and community agencies, including health care providers and senior living complexes.

- 4.6 The AAA will seek collaboration with the Latino Affairs Commission in a targeted needs assessment of Latino older adults in El Dorado County by 6/30/10. This will include development of a comprehensive survey

instrument, both English and Spanish versions, and a plan for the assessment process.

FY 2009-2010 Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11, due to limited staffing resources. Ensuring that the needs and concerns of underrepresented groups, particularly low-income minorities, are adequately assessed remains a priority.

FY 2010-2011 Status: Partially completed and activities continued into the next planning cycle, FY 11-12, due to limited staffing resources. The initial step of the needs assessment process is gauging the awareness of programs and services to fulfill the identified needs. Marketing materials on available senior services, social services, and community assistance have been translated into Spanish. The AAA has collaborated with the El Dorado County Office of Education to target outreach to the Spanish-speaking student population throughout the County, with a particular focus in the Tahoe Basin. Bilingual staff has been designated to provide outreach to the Latino Community and attend a Latino Affairs Commission meeting in the spring of 2011 to plan effective delivery of needed services to target populations.

- 4.7 AAA staff will conduct a needs assessment of LGBT older adults by 6/30/10. Data will be utilized for determination of future planning on aging and advocacy priorities.

FY 2009-2010 Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11, due to limited staffing resources. AAA staff plan to attend the Parents, Families, and Friends of Lesbians and Gays (PFLAG) local chapter meeting in May 2010 to propose and elicit assistance in the development and dissemination of a needs assessment of LGBT older adults in the community to be conducted and analyzed by June 30, 2011.

*FY 2010-2011 Status: Revised and considered completed. AAA staff attended the PFLAG local chapter meeting in May 2010 and determined, with the expertise of this stakeholder group in representing the interests of this hidden, local older adult population, that the diminutive number of individuals and their needs is unknown. As a representative needs assessment would best be conducted of self-identified consumers of services, the more attainable objective will be to maintain ongoing collaboration with PFLAG to develop resource links as identified in Objective 4.5.**

- 4.8 To assure that staff and volunteers develop awareness and appreciation of customs, values and beliefs, and the ability to incorporate them into the assessment, treatment, and interaction with clients, AAA staff will plan and implement a cultural competency/sensitivity training program by 6/30/11. This training will equip staff with skills to better serve older adults and caregivers of targeted populations and will be customized to meet the needs of the AAA team based upon the nature of the contacts with clients.

FY 2010-2011 Status: Remains incomplete and activities continued into the next planning cycle, FY 11-12. A cultural competency and sensitivity training program for staff and volunteers will be implemented by 12/30/11.

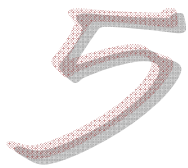
- 4.9 AAA staff will explore appropriate modifications to the current information systems, including intake forms, assessments, and survey instruments to improve identification of cultural and linguistic-specific client data by 12/30/10.

FY 2010-2011 Status: Remains incomplete and activities continued into the next planning cycle, FY 11-12, due to limited staffing resources. Gathering pertinent cultural and linguistic-specific client data remains a priority to provide recommendations for strategies to improve service delivery to diverse cultural and linguistic groups.

- 4.10 AAA staff will conduct a cultural competency training program to provide advocacy, education, and outreach for inclusion of LGBT seniors and their caregivers. Identification of co-sponsors will be pursued by the end of the current fiscal year to host a public screening and discussion to follow the ground-breaking independent documentary film, Gen Silent, from Emmy award-winning director and documentary filmmaker Stu Maddux by 6/30/12. Outreach will focus on attracting a cross-section of generations, professions, genders, and persuasions. The training program will provide the opportunity to learn about LGBT issues and enhance professional development.

FY 2010-2011 Status: New objective and partial completion anticipated. AAA staff are pursuing the identification of co-sponsors to host a public screening of the documentary film.

-
- *4.5 AAA staff will establish affiliations with stakeholder groups representing the interests of target populations (isolated, Latino, LGBT older adults) to develop resource links and enhance knowledge and skills for working with these often hidden, underserved older adults. Progress and accomplishments will be measured through participation by the AAA in at least two stakeholder groups and as demonstrated by delivery of training to the COA and AAA staff on subject matter pertaining to improving delivery of services to target groups by 6/30/12. The anticipated outcome will be improved service delivery efforts to target populations and enhanced awareness, knowledge, and outreach skills of service providers.



Safety and Well-Being



Optimize safety and well-being of older adults in El Dorado County by enhancing the provision of essential goods and services.

Objectives

- 5.2 The Senior Nutrition Program will pursue development and implementation of the proposed Home-Delivered Meals Wellness Outreach Program (funding received from the Mental Health Initiative Prevention & Early Intervention allocation) by 6/30/12. This strategic partnership with the Health Services Department, Mental Health Division, will provide depression screening and early intervention for older adults at risk for suicide.

FY 2010-2011 Status: Completed. The Home-Delivered Meals Wellness Outreach Program was implemented in November 2010 to enhance meal services to include mental health prevention and brief intervention services to program participants and their caregivers. Services are designed to help address feelings of isolation and loss, decreasing risk factors for depression, and improving access to mental health care and support.

- 5.3 Commission on Aging's (COA) Health and Wellness Committee members will promote public awareness of the availability of food resources in the county for those in need through the following activities in fiscal year 2009-2010:

- 5.3.2 COA members will advocate to enhance community assistance outreach of the Food Stamp Program to the older adult population by 12/31/09.

FY 2009-2010 Status: Revised and timely completion anticipated. One article on the supplemental nutrition assistance program will be featured in the Senior Times Newsletter by June 30, 2010.

FY 2010-2011 Status: Completed. One article on the CalFresh Program, formerly known as Food Stamps, was published in the June 2010 Senior Times Newsletter.

- 5.5 Commission on Aging's Livable Community Committee (COA-LLC) members will conduct a needs assessment of affordable housing units in El Dorado County for comparison of current and projected need and prepare a report for review by government entities, consumer advocacy groups, and policymakers by 6/30/10.

FY 2009-2010 Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11. Although COA-LLC has since been dissolved, the COA will be collaborating with the Affordable Housing Coalition who will be sponsoring the needs assessment of affordable housing units in El Dorado County, the results of which will be utilized in the development of a comprehensive housing report.

FY 2010-2011 Status: Deleted, due to limited volunteer resources.

- 5.6 For the high percentage of older adults who want to remain in their own homes but may be encountering difficulties as they age, design issues and home modifications pertaining to the specific needs of the aging individual become more noteworthy. AAA staff will promote universal design in housing and “visitability” elements by featuring two articles in the Senior Times Newsletter by 6/30/10.

FY 2009-2010 Status: Timely completion anticipated. AAA staff will be featuring two articles in the Senior Times Newsletter promoting universal design in housing and “visitability” elements in the May and June editions.

FY 2010-2011 Status: Completed. Four articles were published in the May, June, July, and November 2010 Senior Times Newsletters promoting design and home modifications pertaining to the specific needs of the aging individual.

- 5.7 To provide education and information on the implications for older adults of the California property tax relief, COA-LCC members will create a pamphlet on Proposition 60 for public distribution and will publish an article detailing the intracounty transfers of base year values in the Senior Times Newsletter by 6/30/10.

FY 2009-2010 Status: Partially completed and activities continued into the next planning cycle, FY 10-11. COA will publish an article in the Senior Times Newsletter on Proposition 60 detailing the property tax relief for persons 55 and over through intracounty transfers of base year values by June 30, 2010. An informational pamphlet will be developed for public distribution by June 30, 2011.

FY 2010-2011 Status: Revised and considered completed. An informational pamphlet will not be developed for public distribution. An informative article on property tax relief was published in the June 2010 Senior Times Newsletter.

- 5.8 To plan for an effective response to older adults and persons with disabilities in times of disaster, AAA staff will develop and maintain an updated Emergency Operations Plan in conjunction with the local office of emergency services, VOAD, and other pertinent agencies by 6/30/10.

FY 2009-2010 Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11, due to limited staffing resources.

FY 2010-2011 Status: Completed. An updated Emergency Operations Plan was developed in October 2010 as part of the Department of Human Services' Continuity Plan for Emergencies/Disasters. Aging services considered essential and necessary to continue during emergency/disaster or that could require action to cease operation at the onset of such an emergency/disaster event are described in the plan, which identifies the level of staff required to perform each essential function, positions or organizations that may be able to serve as a back up for performing the function if necessary, and regulatory agencies and critical partners that will require notification.

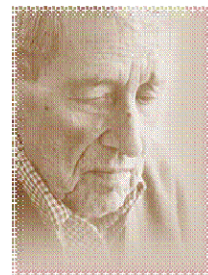
- 5.9 Many emergencies, like hazardous spills or pandemic influenza, will require individuals to shelter-in-place for a period of time. To assist older residents prepare for a range of situations, COA-LLC members will develop and distribute information on how to shelter-in-place through various written materials for distribution at older adult events and sites and publication of an instructive article in the Senior Times Newsletter in fiscal year 2009-2010.

FY 2009-2010 Status: Partially completed and activities continued into the next planning cycle, FY 10-11. An article on sheltering-in-place will be published in the Senior Times Newsletter by 6/30/10. An informational fact sheet will be developed and distributed at three community focal points and seven senior dining centers. COA is collaborating with the Office of Emergency Services to develop an emergency preparedness guide for older adults residing on the west slope county region. They are in process of protocol development for disseminating alerts, bulletins, and updates through a rapid notification phone system to homebound and remote older adults.

FY 2010-2011 Status: Remains incomplete and activities deferred to the next Area Plan planning cycle, 2012-2016, due to limited staffing and volunteer resources. Ensuring that our most vulnerable elder and dependent adults are adequately prepared for, respond to, and recover from disaster events through awareness activities remains a priority.

Elder Abuse Prevention

Promote elder rights by providing information and resources for individuals to protect themselves against elder abuse, neglect, and exploitation.



Objectives

- 6.2 To provide continuing education on protective services for older clients, Adult Protective Services (APS) staff will provide on-site elder abuse and mandated reporter training for Area Agency on Aging (AAA) staff and volunteers at an all-staff monthly meeting by 6/30/10.

FY 2009-2010 Status: Timely completion anticipated. The APS Supervisor will provide an on-site elder abuse and mandated reporter training at a staff meeting on 5/12/10.

FY 2010-2011 Status: Completed. The APS Supervisor conducted an on-site elder abuse and mandated reporter training at a staff meeting on 5/12/10.

- 6.3 To enhance awareness and prevention of elder abuse, Senior Legal Services, Alert Community Volunteer, and the AAA Program Coordinator will plan an elder abuse conference by 5/31/11 as part of Elder and Dependent Adult Abuse Awareness Month/Older Americans Month. Over 40 attendees are anticipated to participate in the conference representing a significant cross-section of individuals including representatives of law enforcement, protective services, financial institutions, faith-based organizations, local media, and more.

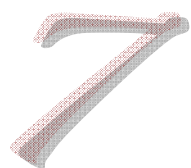
FY 2010-2011 Status: Remains incomplete and activities deferred to the next Area Plan planning cycle, 2012-2016, due to limited staffing and volunteer resources. Ensuring that the needs and concerns of our most vulnerable elder and dependent adults are adequately addressed through awareness and prevention activities remains a priority.

- 6.6 Senior Legal Services will continue to actively participate on the Elder Protection Unit (EPU) providing services and coordinating elder and dependent adult protection activities throughout the county. As the lead for this multidisciplinary team, Senior Legal Services will enhance the educational component of EPU to increase the knowledge base of its participants by scheduling quarterly presentations from 7/1/09-6/30/12.

FY 2009-2010 Status: Completed and activities will be ongoing. Senior Legal Services no longer serves as the lead of the EPU, but maintains active participation in the provision of services and coordination of elder and dependent adult protection activities. Senior Legal Services continues to enhance the educational component of EPU. Three quarterly presentations for the multidisciplinary team were arranged on reverse mortgages, insurance fraud, and home refinance fraud.

FY 2010-2011 Status: Completed and activities will be ongoing. Senior Legal Services maintains an active presence on the multidisciplinary team and provides pertinent information and education as appropriate. Senior Legal Services attended a California Advocates for Nursing Home Reform Elder Abuse Conference in November 2010 and presented and made available

information on the training to the EPU in January 2011, focusing on estate planning and Medi-Cal and elder abuse litigation of skilled nursing facility resident rights enforcement.



Awareness of Services



Increase awareness of services to improve access and choice of community resources and enhance the ability of older adults to advocate for benefits and needed support services on their own behalf.

Objectives

- 7.1 To further educate the community, the Information and Assistance (I&A) program will submit quarterly outreach materials from 7/1/09-6/30/12 in the form of press releases and/or announcements to local media sources regarding services available to older adults and family caregivers.

FY 2009-2010 Status: Completed and activities will be ongoing. The I&A program distributes quarterly press releases to local media regarding available services for older adults and family caregivers.

FY 2010-2011 Status: Completed and activities will be ongoing. Quarterly press releases are distributed to local media regarding available services.

- 7.2 I&A program staff will educate El Dorado County Department of Veteran Affairs staff, hospital discharge planners, and related personnel as to available community services through facilitation of annual sessions for “orientation” to the long-term care system from 7/1/09-6/30/12.

FY 2009-2010 Status: Completed and activities will be ongoing. I&A program staff conducted six informational meetings on the long-term care system in FY 09-10.

FY 2010-2011 Status: Completed and activities will be ongoing. I&A program staff conducted an annual informational meeting with the Department of Health Services Mental Health Division staff on the long-term care system in FY 10-11.

- 7.3 To promote greater visibility of the Area Agency on Aging (AAA) and its advocacy priorities on aging issues, AAA staff will develop an AAA brochure and a relevant and interactive web page within the Department of Human Services’ Senior Services web page by 6/30/10.

FY 2009-2010 Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11. As recent budget cuts and staff reorganization have resulted in modifications to the AAA's provision of services, development of an agency brochure and interactive web site has been deferred.

FY 2010-2011 Status: Remains incomplete and activities deferred to the next Area Plan planning cycle, 2012-2016, due to limited staffing resources. As impending budget cuts and staff reorganization may result in modifications to the AAA's provision of services, development of an agency brochure and interactive web site has been deferred.

- 7.4 To further educate the community regarding the nutritional, educational, and recreational opportunities available at the senior centers in El Dorado County, AAA staff will develop a Community Senior Centers brochure by 6/30/11.

FY 2010-2011 Status: Remains incomplete and activities continued into the planning cycle, FY 11-12. As recent budget cuts have resulted in modifications to the AAA's provision of services, development of a senior centers brochure has been deferred.

- 7.5 The I&A program will continue to assume responsibilities of the Senior Legal Services' client intake and referral assistance system. I&A staff will conduct a survey to determine the long-term care and advocacy needs of the Legal Services' client population by 6/30/11.

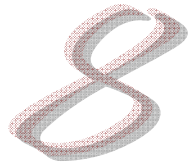
FY 2010-2011 Status: Revised and activities continued into the planning cycle, FY 11-12. Senior Legal Services maintains responsibility for the client intake and referral assistance system. A survey of the long-term care and advocacy needs of the Legal Services' client population will be developed and conducted by I&A staff by 12/31/11.

- 7.7 To educate older adults about the services available at the One Stop Employment Resource Center, the I&A program will submit outreach material in the Senior Times Newsletter and through press releases to local media by 6/30/10. The One Stop Employment Resource Center will participate in a community health fair in Placerville by 12/31/09 to provide information and assistance to older adults seeking employment.

FY 2009-2010 Status: Timely completion anticipated. The I&A program will submit an informative article on the services available at the One Stop Employment Resource Center, now known as the Connections Workforce Development & Business Resource Center, by 6/30/10. Participation in a community health fair in Placerville has been deferred until such time as the fair is organized, which is tentatively scheduled for the spring of 2011.

FY 2010-2011 Status: Completed. The I&A program submitted an informative article on the services available at the Connections Workforce Development &

Business Resource Center in the May 2010 Senior Times Newsletter. The Center maintains responsibility for press release distribution. Participation in a community health fair in Placerville to provide information and assistance to older adults interested in employment opportunities has been scheduled for 5/24/11.



Improving Quality & Capacity of Care

Promote effective, efficient, and responsive delivery of aging services by enhancing the quality and capacity of Older Americans Act-funded home and community-based services.



Objectives

- 8.1 Area Agency on Aging (AAA) staff and Commission on Aging (COA) members will convene stakeholders to consider the impact of state restructuring of the aging network on older adults and their caregivers and recommend alternative strategies for Board of Supervisors consideration by 6/30/10. Focus will include collaborating with other community-based organizations and agencies, combining efforts towards common objectives.

FY 2009-2010 Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11. Regular and ongoing discussion and consultation with other community-based organizations and agencies to better ascertain the structure of the local aging network in preparation of the next Area Plan will remain to be an activity for needs assessment and program planning. A specific convening of stakeholders to discuss the reorganization of the aging network will take place by 6/30/11.

FY 2010-2011 Status: Remains incomplete and activities continued into the next planning cycle, FY 11-12. Multiple convenings were held during FY 10-11 with stakeholders to discuss the impact of possible restructuring of the local aging network, in particular the Senior Nutrition Program. Discussions with individuals and organizations that have a vested interest in the success of aging service delivery system will be continued to gather baseline data on the impact of changing demographics and fiscal issues on the aging network and serve as a component of the comprehensive needs assessment utilized in the development of the upcoming Area Plan 2012-2016.

- 8.2 The AAA will develop and implement a comprehensive older adult needs assessment, consumer satisfaction, and performance feedback process focusing on OAA programs in preparation for the next four-year contracting cycle by 6/30/11. Findings will be conveyed to the AAA Director, COA,

and service providers to ensure quality and improvement as needed in service delivery.

- 8.2.1 To better assess the needs of the target populations, AAA staff will conduct a minimum of seven roundtable discussions/focus groups/interviews in the community by 6/30/11.

FY 2010-2011 Status: Revised and activities continued into the next planning cycle, FY 11-12, due to limited staffing resources. Roundtable discussions/focus groups/interviews will serve as integral components of the comprehensive needs assessment utilized in the development of the upcoming Area Plan 2012-2016.

- 8.2.2 AAA staff will conduct an on-line survey of older adults and corresponding survey of Senior Times Newsletter readers about the challenges and issues of most concern in the aging community by 6/30/10.

FY 2009-2010 Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11, due to limited staffing resources. The survey instrument is being developed and is expected to be conducted by 12/30/10.

FY 2010-2011 Status: Completed. A survey of Senior Times Newsletter readers was conducted in November and December 2010. The survey instrument was published in the Newsletter and accessible on-line. Forty-two respondents participated and provided their readership satisfaction with the Newsletter.

- 8.2.3 AAA staff will conduct annual client satisfaction surveys to determine ease of access, quality of service delivery, and aid in the identification and documentation of unmet needs utilizing a randomly selected representative sample of the AAA's active client base by 12/31/10. At least 90 percent of clients participating in the satisfaction survey process will report satisfaction with the services rendered. Results will be collected, compiled, and a summary report generated for review by the AAA Director. Corrective actions will be implemented for any service category with an overall satisfaction rating below the established standard (90 percent).

FY 2010-2011 Status: Remains incomplete and activities continued into the next planning cycle, FY 11-12, due to limited staffing resources. Client satisfaction surveys will serve as a component of the comprehensive needs assessment utilized in the development of the upcoming Area Plan 2012-2016.

8.2.4 To ensure that characteristics and needs of underserved persons are analyzed, AAA staff will identify target populations who are not accessing services in the current system of care by 6/30/11.

FY 2010-2011 Status: Timely completion anticipated. Demographic information and intake data related to the identification of target populations will be extracted from the Department's database and analyzed to determine those groups of individuals who are not accessing services.

8.5 Enhance the effectiveness of the Information & Assistance (I&A) Program in assisting inquirers to navigate the aging network by improving data management and staff proficiency by 6/30/12:

8.5.1 AAA staff will conduct data management training to improve the tracking of pertinent client demographic and situational circumstances in the intake process to maximize the utility of the 4th Dimension client database by 6/30/11.

FY 2010-2011 Status: Timely completion anticipated. A preliminary data management training program was developed to improve the intake process and will be conducted by 6/30/11.

8.5.2 AAA staff will develop an I&A client satisfaction instrument utilizing the Administration on Aging's Performance Outcomes Measures Project (POMP) to measure referral outcomes and gaps in services to be conducted annually from 7/1/10-6/30/12.

FY 2009-2010 Status: Timely completion anticipated. An I&A client satisfaction instrument utilizing the POMP was developed and is expected to be conducted by 6/30/10.

FY 2010-2011 Status: Timely completion anticipated. An I&A client satisfaction survey to assess referral outcomes is expected to be conducted by 12/30/11.

8.6 The COA will review biannual unmet needs reports prepared by the I&A program to assist in the determination of program and funding priorities from 7/1/09-6/30/12.

FY 2009-2010 Status: Timely completion anticipated. The I&A program will prepare an unmet needs report to present to the COA for review by 6/30/10.

FY 2010-2011 Status: Completed. Biannual unmet needs reports were distributed to the COA for review in FY 10-11. Identified unmet needs included caregiving issues, energy, transportation, in-home services, and medical care.

PART V

SECTION 12: UPDATED SERVICE UNIT PLAN (SUP) OBJECTIVES

TITLE III/VII

Grants for State and Community Programs on Aging/Vulnerable Elder Rights Protection

SERVICE UNIT PLAN OBJECTIVES

PSA: 29

2009–2012 Three-Year Planning Period

2011-2012 Area Plan Update

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.

1. Personal Care (In-Home)

Not Applicable

Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010			
2010-2011			
2011-2012			

2. Homemaker

Not Applicable

Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2009-2010			
2010-2011			
2011-2012			

3. Chore*Not Applicable***Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010			
2010-2011			
2011-2012			

4. Adult Day Care/Adult Day Health*Not Applicable***Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010			
2010-2011			
2011-2012			

5. Case Management*Not Applicable***Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010			
2010-2011			
2011-2012			

6. Congregate Meal**Unit of Service = 1 meal**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010	70,000	3, 7	3.2, 7.4
2010-2011	70,000	3, 7	3.2, 7.4
2011-2012	70,000	7	7.4

7. Home-Delivered Meal**Unit of Service = 1 meal**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010	95,000	5	5.1, 5.2
2010-2011	95,000	5	5.1, 5.2
2011-2012	95,000	5	5.2

8. Nutrition Education**Unit of Service = 1 session per participant**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010	5,000	3, 5	
2010-2011	5,000	3, 5	
2011-2012	5,000	3, 5	

9. Nutrition Counseling*Not Applicable***Unit of Service = 1 session per participant**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010			
2010-2011			
2011-2012			

10. Assisted Transportation*Not Applicable***Unit of Service = 1 one-way trip**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2009-2010			
2010-2011			
2011-2012			

11. Transportation*Not Applicable***Unit of Service = 1 one-way trip**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010			
2010-2011			
2011-2012			

12. Legal Assistance**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010	5,528	1, 6, 7	1.10, 1.11, 6.3, 6.6, 7.5
2010-2011	5,000	1, 6, 7	1.10, 1.11, 6.3, 6.6, 7.5
2011-2012	5,000	1, 6, 7	1.11, 6.3, 6.6, 7.5

13. Information and Assistance**Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2009-2010	40,000	7, 8	7.1, 7.2, 7.5, 7.6, 7.7, 8.5, 8.52, 8.53, 8.6
2010-2011	30,000	1, 7, 8	1.6, 7.1, 7.2, 7.5, 7.6, 7.7, 8.5, 8.52, 8.53, 8.6
2011-2012	25,000	3, 7, 8	3.5, 7.1, 7.2, 7.7, 8.5, 8.52, 8.6

14. Outreach*Not Applicable***Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2009-2010			
2010-2011			
2011-2012			

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:** Identify the Title III D specific allowable service activity provided (i.e.: Physical Fitness, Counseling Advocacy, Community Education, Health Screening, Outreach, Therapy, Information, Comprehensive Assessment, Home Security, Equipment, Family Support, Nutrition Education, Nutrition Counseling, Nutrition Screening).
- **Units of Service:** Specify what constitutes a unit of service (i.e.: one participant, one client served, one hour, one presentation, one piece of equipment, one session, one client counseled). (Reference Division 4000 of the MIS Operations Manual, January 1994)
- Insert the number of proposed units of service in the Disease Prevention/Health Promotion and Medication Management tables in the Title III D Service Unit Plan Objectives.
- **Title III D and Medication Management requires a narrative program goal and objective.** The objective should clearly explain the activity that is being provided to fulfill the service unit requirement.
- **Title III D and Medication Management:** Insert the program goal and objective numbers in all Title III D Service Plan Objective Tables

Title III D, Disease Prevention/Health Promotion

Service Activity Health Promotion **Units of Service** (1 contact)

Fiscal Year	Proposed Units of Service	Program Goal Number	Objective Numbers (required)
2009-2010			
2010-2011	425	1, 3	1.1, 1.7, 3.5
2011-2012	325	1	1.1, 1.7

NOTE: To meet the Service Categories and Data Dictionary requirements, the Service Activity has been revised for FY 11-12. The Health Promotion Service Activity encompasses education, health screening, group exercise, and vital health packets.

Title III D, Medication Management ¹

Service Activity Medication Management		Units of Service (1 contact)	
Fiscal Year	Proposed Units of Service	Program Goal Number	Objective Numbers (required)
2009-2010			
2010-2011	220	1	1.2.1, 1.2.2
2011-2012	120	1	1.2.2

Title III B, Other Supportive Services ²

Service Category Telephone Reassurance		Units of Service and Activity (1 client contacted)	
Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010	50	4	4.3
2010-2011	50	4	4.3
2011-2012	50	4	4.3

NOTE: The activities provided by the 0.5 FTE Activity Coordinator are reflected in the FY 11-12 budget as Senior Center Staffing.

⁶ Refer to Program Memo 01-03

⁷ Other Supportive Services: Visiting (In-Home) now includes Telephoning (See Area Plan Budget).

TITLE III B/TITLE VII A
Long-Term Care (LTC) Ombudsman Program Outcomes
PSA #29
2009–2012 Three-Year Planning Period
2011-2012 Area Plan Update

As mandated by the Older Americans Act, the mission of the LTC Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of LTC facilities with the goal of enhancing the quality of life and care of residents.

Baseline numbers are obtained from the local LTC Ombudsman Program’s FY 2006-2007 National Ombudsman Reporting System (NORS) data as reported in the State Annual Report to the Administration on Aging (AoA).

Targets are established jointly by the AAA and the local LTC Ombudsman Program Coordinator. Use the baseline as the benchmark for determining FY 2009-2010 targets. For each subsequent FY target, use the previous FY target as the benchmark to determine realistic targets and percentage of change given current resources available. Refer to your local LTC Ombudsman Program’s last three years of NORS data for historical trends and take into account current resources available to the program. Targets should be reasonable and attainable.

Complete all Measures and Targets for Outcomes 1-3.

Outcome 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 on Complaints)

The average California complaint resolution rate for FY 2006-2007 was 73%.

1. FY 2006-2007 Baseline Resolution Rate: <u>51%</u> Number of complaints resolved <u>91</u> + Number of partially resolved complaints <u>11</u> divided by the Total Number of Complaints Received <u>200</u> = Baseline Resolution Rate <u>51%</u> .
2. FY 2009-2010 Target: Resolution Rate <u>75%</u>
3. FY 2010-2011 Target: Resolution Rate <u>65%</u>
4. FY 2011-2012 Target: Resolution Rate <u>65%</u>
Program Goals and Objective Numbers: <u>6</u>

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

1. FY 2006-2007 Baseline: <u>5</u> number of meetings attended
2. FY 2009-2010 Target: number <u>2</u> and % increase ___ or % decrease <u>60</u>
3. FY 2010-2011 Target: number <u>2</u> and % increase <u>0</u> or % decrease <u>0</u>
4. FY 2011-2012 Target: number <u>3</u> and % increase <u>50</u> or % decrease ___
Program Goals and Objective Numbers: 6

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

1. FY 2006-2007 Baseline: number of meetings attended <u>18</u>
2. FY 2009-2010 Target: number <u>3</u> and % increase ___ or % decrease <u>83</u>
3. FY 2010-2011 Target: number <u>4</u> and % increase <u>33</u> or % decrease ___
4. FY 2011-2012 Target: number <u>4</u> and % increase <u>0</u> or % decrease <u>0</u>
Program Goals and Objective Numbers: 6

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

1. FY 2006-2007 Baseline: number of consultations <u>37</u>
2. FY 2009-2010 Target: number <u>25</u> and % increase ___ or % decrease <u>32</u>
3. FY 2010-2011 Target: number <u>36</u> and % increase <u>44</u> or % decrease ___
4. FY 2011-2012 Target: number <u>36</u> and % increase <u>0</u> or % decrease <u>0</u>
Program Goals and Objective Numbers: 6

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

1. FY 2006-2007 Baseline: number of consultations <u>4,318</u>
2. FY 2009-2010 Target: number <u>2,000</u> and % increase ___ or % decrease <u>54</u>
3. FY 2010-2011 Target: number <u>2,000</u> and % increase <u>0</u> or % decrease <u>0</u>
4. FY 2011-2012 Target: number <u>2,000</u> and % increase <u>0</u> or % decrease <u>0</u>
Program Goals and Objective Numbers: <u>6</u>

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

1. FY 2006-2007 Baseline: number of sessions <u>75</u>
2. FY 2009-2010 Target: number <u>12</u> of sessions and % increase ___ or % decrease <u>84</u>
3. FY 2010-2011 Target: number <u>12</u> of sessions and % increase <u>0</u> or % decrease <u>0</u>
4. FY 2011-2012 Target: number <u>12</u> of sessions and % increase <u>0</u> or % decrease <u>0</u>
Program Goals and Objective Numbers: <u>6</u>

G. Systems Advocacy

1. FY 2009-2010 Activity: In narrative form, please provide at least one systemic advocacy effort that the local LTC Ombudsman Program will engage in during the fiscal year.

(Examples: Work with LTC facilities to improve pain relief, increase access to oral health care, work with law enforcement to improve response and investigation of abuse complaints, collaborate with other agencies to improve quality of care and quality of life, participate in disaster preparedness planning, conduct presentations to legislators and local officials regarding quality of care issues, etc.)

Enter information in the box on the next page.

Systemic Advocacy Effort(s)

FY 2009-2010. Explore the feasibility of implementing an ombudsman outreach program. This will provide for friendly visits to seniors in the skilled nursing facilities and progress to include residential care facilities. This program will provide intermediate assistance to the local Ombudsman program and improve the mental health of isolated residents who are socially isolated and can benefit from social interaction.

FY 2010-2011. Program data across long-term care facilities will be analyzed to assess areas of need to promote systemic, resident-directed care practices in facilities. Complaints received and resolutions sought will be summarized for each skilled nursing and residential care facility to determine appropriate technical assistance to be provided by the Ombudsman program.

FY 2011-2012. The Long-Term Care Ombudsman Program plans to develop an Emergency Continuity of Operations Kit for the Ombudsman Representatives to assist them in the event of an emergency or disaster. This Emergency Kit will provide the framework to ensure that the Ombudsman's essential functions of resident advocacy services continue during and after a broad spectrum of emergencies.

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

Measures and Targets:

A. Facility Coverage (other than in response to a complaint), (AoA Report, Part III-D, #6)

Number of Nursing Facilities visited (unduplicated) at least once a quarter not in response to a complaint (based on current resources available to the program).

1. FY 2006-2007 Baseline: <u>80</u> % Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>4</u> divided by the number of Nursing Facilities <u>5</u> .
2. FY 2009-2010 Target: % increase <u>20</u> or % decrease ____ Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>5</u> divided by the number of Nursing Facilities <u>5</u> .
3. FY 2010-2011 Target: % increase <u>0</u> or % decrease <u>0</u> Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>5</u> divided by the number of Nursing Facilities <u>5</u> .
4. FY 2011-2012 Target: % increase <u>0</u> or % decrease ____
Program Goals and Objective Numbers: <u>6</u>

B. Facility Coverage (other than in response to a complaint) (AoA Report, Part III-D, #6)
 Number Board and Care Facilities (RCFEs) visited (unduplicated) at least once a quarter not in response to a complaint (based on current resources available to the program).

1. FY 2006-2007 Baseline: <u>100</u> % Number of RCFEs visited at least once a quarter not in response to a complaint <u>35</u> divided by the number of RCFEs <u>35</u> .
2. FY 2009-2010 Target: % increase <u>0</u> or % decrease <u>0</u>
3. FY 2010-2011 Target: % increase <u>0</u> or % decrease <u>0</u>
4. FY 2011-2012 Target: % increase <u>3</u> or % decrease <u> </u>
Program Goals and Objective Numbers: <u>6</u>

C. Number of Full-Time Equivalent (FTE) Staff (AoA Report Part III. B.2. - Staff and Volunteers)

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

Verify number of staff FTEs with Ombudsman Program Coordinator.

1. FY 2006-2007 Baseline: FTEs <u>1</u>
2. FY 2009-2010 Target: number of FTEs <u>.5</u> and % increase <u> </u> or % decrease <u>50</u>
3. FY 2010-2011 Target: number of FTEs <u>.21</u> and % increase <u> </u> or % decrease <u>58</u>
4. FY 2011-2012 Target: number of FTEs <u>.4</u> and % increase <u>90</u> or % decrease <u> </u>
Program Goals and Objective Numbers: <u>6</u>

D. Number of Certified LTC Ombudsman Volunteers (AoA Report Part III. B.2. – Staff and Volunteers)

Verify numbers of volunteers with Ombudsman Program Coordinator.

1. FY 2006-2007 Baseline: Number of certified LTC Ombudsman volunteers as of June 30, 2007 <u>11</u>
2. FY 2009-2010 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2010 <u>8</u> and % increase ___ or % decrease <u>27</u>
3. FY 2010-2011 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2011 <u>20</u> and % increase <u>150</u> or % decrease ___
4. FY 2011-2012 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2012 <u>17</u> and % increase ___ or % decrease <u>15</u>
Program Goals and Objective Numbers: 6

Outcome 3. Ombudsman representatives report their complaint processing and other activities accurately and consistently. [OAA Section 712(c)]

Measures and Targets:

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

1. FY 2006-2007 Baseline number of NORS Part I, II, III or IV training sessions completed <u>10</u> Please obtain this information from the local LTC Ombudsman Program Coordinator.
2. FY 2009-2010 Target: number of NORS Part I, II, III or IV training sessions planned <u>5</u>
3. FY 2010-2011 Target: number of NORS Part I, II, III or IV training sessions planned <u>6</u>
4. FY 2011-2012 Target: number of NORS Part I, II, III or IV training sessions planned <u>6</u>
Program Goals and Objective Numbers: 6

TITLE VII B
Elder Abuse Prevention
SERVICE UNIT PLAN OBJECTIVES
PSA #29
2009–2012 Three-Year Planning Period
2011-2012 Area Plan Update

Units of Service: AAA must provide at least one category from the Units of Service below.

A Unit of Service may include public education sessions, training sessions for professionals, training sessions for caregivers served by Title III E Program, educational materials distributed or other hours of activity spent developing a coordinated system which addresses elder abuse prevention, investigation, and prosecution.

AAAs must provide one or more of the service categories listed below:

- **Public Education Sessions** – Please identify the total number of education sessions for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Training Sessions for Professionals** – Please identify the total number of training sessions for professionals (e.g., service providers, nurses, social workers) on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Training Sessions for Caregivers Served by Title III E** – Please identify the total number of Title VII/B training sessions for caregivers who are receiving services under Title III E of the Older Americans Act on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Hours Spent Developing a Coordinated System to Respond to Elder Abuse** - Please identify the number of hours to be spent developing a coordinated system to respond to elder abuse.
- **Educational Materials Distributed** – Please identify the type and number of educational materials distributed to the general public, professionals, and caregivers (this may include materials that have been developed by others) to help in the identification, prevention, and treatment of elder abuse, neglect, and exploitation.

TITLE VII B
Elder Abuse Prevention
SERVICE UNIT PLAN OBJECTIVES
PSA #29
2009–2012 Three-Year Planning Period
2011-2012 Area Plan Update

NOTE: Units of Service for Elder Abuse Prevention have been changed to reflect that funding for FY 11-12 will be directed to the provision of public education sessions and the coordination of elder and dependent adult protection activities.

Fiscal Year	Total # of Public Education Sessions
2009-10	6
2010-11	5
2011-12	10

Fiscal Year	Total # of Training Sessions for Professionals
2009-10	4
2010-11	
2011-12	

Fiscal Year	Total # of Training Sessions for Caregivers served by Title III E
2009-10	4
2010-11	
2011-12	

Fiscal Year	Total # of Hours Spent Developing a Coordinated System
2009-10	
2010-11	36
2011-12	60

Fiscal Year	Total # of Copies of Educational Materials or Products to be Distributed	Description of Educational Materials or Products
2009-2010	600	Various topics distributed through our "Alert Community" process on how to prevent, avoid, or minimize impact of scam crimes, identity theft, etc.
2010-2011		
2011-2012		

TITLE III E
Family Caregiver Support Program
SERVICE UNIT PLAN OBJECTIVES
PSA #29
2009–2012 Three-Year Planning Period
2011-2012 Area Plan Update
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.

For Direct Services

CATEGORIES	1	2	3
Direct III E Family Caregiver Services	Proposed Units of Service	Required Goal #(s)	Optional Objective #(s)
Information Services	# of activities and Total est. audience for above		
2009-2010	# of activities: 65 Total est. audience for above: 1,390	1, 2, 4	1.1, 2.2, 2.3, 2.5, 2.6, 2.8, 4.2
2010-2011	# of activities: 38 Total est. audience for above: 380	1, 2, 4	1.1, 2.2, 2.3, 2.5, 2.6, 2.8, 4.2
2011-2012	# of activities: 38 Total est. audience for above: 380	1, 2, 4	1.1, 2.3, 2.5, 2.8, 4.2
Access Assistance	Total contacts		
2009-2010	254	1, 2, 4	1.1, 2.1, 2.2, 2.3, 2.6, 4.2
2010-2011	1,000	1, 2, 4	1.1, 2.1, 2.2, 2.3, 2.6, 4.2
2011-2012	1,000	1, 2, 4	1.1, 2.1, 2.3, 4.2
Support Services	Total hours		
2009-2010	350	2, 4	2.4, 2.7, 2.9, 4.2
2010-2011	660	2, 4	2.4, 2.7, 2.9, 4.2
2011-2012	800	2, 4	2.7, 2.9, 4.2
Respite Care	Total hours		
2009-2010	1,000	2	2.8, 2.9
2010-2011	750	2	2.8, 2.9
2011-2012	750	2	2.8, 2.9
Supplemental Services	Total occurrences		
2009-2010	12	2	2.9
2010-2011	12	2	2.9
2011-2012	12	2	2.9
Direct III E Grandparent Services	Proposed Units of Service	Required Goal #(s)	Optional Objective #(s)

Information Services	# of activities and Total est. audience for above		
2009-2010	# of activities: 6 Total est. audience for above: 240	1, 2, 4	1.1, 2.6, 2.10, 4.2
2010-2011	# of activities: 6 Total est. audience for above: 200	1, 2, 4	1.1, 2.6, 2.10, 4.2
2011-2012	# of activities: 6 Total est. audience for above: 200	1, 2, 4	1.1, 2.10, 4.2
Access Assistance	Total contacts		
2009-2010	259	1, 2, 4	1.1, 2.1, 2.2, 2.3, 2.6, 2.10, 4.2
2010-2011	50	1, 2, 4	1.1, 2.1, 2.2, 2.3, 2.6, 2.10, 4.2
2011-2012	50	1, 2, 4	1.1, 2.1, 2.3, 2.10, 4.2
Support Services	Total hours		
2009-2010	5	2	2.9, 2.10
2010-2011	5	2	2.9, 2.10
2011-2012	5	2	2.9, 2.10
Respite Care	Total hours		
2009-2010	5	2	2.10
2010-2011	5	2	2.10
2011-2012	5	2	2.10
Supplemental Services	Total occurrences		
2009-2010	5	2	2.9, 2.10
2010-2011	5	2	2.9, 2.10
2011-2012	5	2	2.9, 2.10

For Contracted Services -- Not Applicable

Contracted III E Family Caregiver Services	Proposed Units of Service	Required Goal #(s)	Optional Objective #(s)
Information Services	# of activities and total est. audience for above:		
2009-2010	# of activities: Total est. audience for above:		
2010-2011	# of activities: Total est. audience for above:		
2011-2012	# of activities: Total est. audience for above:		
Access Assistance	Total contacts		
2009-2010			
2010-2011			
2011-2012			
Support Services	Total hours		
2009-2010			
2010-2011			
2011-2012			
Respite Care	Total hours		
2009-2010			
2010-2011			
2011-2012			
Supplemental Services	Total occurrences		
2009-2010			
2010-2011			
2011-2012			

Section 2009. *Not Applicable –*

Contracted III E Grandparent Services	Proposed Units of Service	Required Goal #(s)	Optional Objective #(s)
Information Services	# of activities and Total est. audience for above		
2009-2010	# of activities: Total est. audience for above:		
2010-2011	# of activities: Total est. audience for above:		
2011-2012	# of activities: Total est. audience for above:		
Access Assistance	Total contacts		
2009-2010			
2010-2011			
2011-2012			
Support Services	Total hours		
2009-2010			
2010-2011			
2011-2012			
Respite Care	Total hours		
2009-2010			
2010-2011			
2011-2012			
Supplemental Services	Total occurrences		
2009-2010			
2010-2011			
2011-2012			

TITLE V
Senior Community Service Employment Program (SCSEP)
SERVICE UNIT PLAN OBJECTIVES
PSA #29
2009–2012 Three-Year Planning Period
2011-2012 Area Plan Update
CCR Article 3, Section 7300(d)

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.

Note: Before the beginning of each federal Program Year, DOL negotiates with the California Department of Aging to set the baseline levels of performance for California. Once determined, those baseline levels will be transmitted to the AAA.

NOTE: Our PSA is not providing this service.

COMMUNITY BASED SERVICES PROGRAMS
SERVICE UNIT PLAN (CBSP) OBJECTIVES
PSA #29
2009–2012 Three-Year Planning Period
2011-2012 Area Plan Update
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.

NOTE: Our PSA is not providing these services.

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)
SERVICE UNIT PLAN OBJECTIVES

PSA #29

2009-2012 Three-Year Planning Period

2011-2012 Area Plan Update

CCR Article 3, Section 7300(d)

The Service Unit Plan (SUP) uses definitions found at the following website: [www.aging.ca.gov/aaa/reporting instructions/hicap/Current Forms.asp](http://www.aging.ca.gov/aaa/reporting%20instructions/hicap/Current%20Forms.asp). This link takes you to the page titled "Health Insurance Counseling and Advocacy Program (HICAP) Reporting Instructions and Forms". On this page you will find the current HICAP report forms, instructions, definitions, and acronyms critical to answering this SUP. If you have related goals in the Area Plan to Service Unit Plan, please list them in the 3rd column.

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 each AAA's respective SUP. Please do this in cooperation with the Managing AAA. The Managing AAA is responsible for providing HICAP services in the covered PSAs in a way that is agreed upon and equitable among the participating parties.

IMPORTANT NOTE FOR HICAPs WITH HICAP PAID LEGAL SERVICES: If your Master Contract contains a provision for using HICAP funds to provide HICAP Legal Services, you must complete Section 2.

IMPORTANT NOTE REGARDING FEDERAL PERFORMANCE TARGETS: The Centers for Medicare and Medicaid Services (CMS) requires all State Health Insurance and Assistance Programs (SHIP) to meet certain targeted performance measures. To help AAA's complete Section 2, CDA will annually provide AAAs with individual PSA federal performance measure targets.

NOTE: Due to significant changes to the HICAP SUP, units of service are reported for FY 10-11 and FY 11-12 only.

Section 1: Primary HICAP Units of Service

Fiscal Year (FY)	1.1 Estimated # of Unduplicated Clients Counseled	Goal Numbers
2009-2010		
2010-2011	250	1
2011-2012	255	1

Note: Clients Counseled equals the number of Intakes closed and finalized by the Program Manager.

Fiscal Year (FY)	1.2 Estimated Number of Public and Media Events	Goal Numbers
2009-2010		
2010-2011	12	1, 3
2011-2012	12	1, 3

Note: Public and Media events include education/outreach presentations, booths/exhibits at health/ senior fairs, and enrollment events, excluding public service announcements and printed outreach.

Section 2: Federal Performance Benchmark Measures

Fiscal Year(FY)	* 2.1 Estimated Number of Contacts for all Clients Counseled	Goal Numbers
2009-2010		
2010-2011	300	1
2011-2012	325	1

Note: This includes all counseling contacts via telephone, in-person at home, in-person at site, and electronic contacts (e-mail, fax, etc.) for duplicated client counts.

Fiscal Year (FY)	* 2.2 Estimated Number of Persons Reached at Public and Media Events	Goal Numbers
2009-2010		
2010-2011	600	1, 3
2011-2012	610	1, 3

Note: This includes the estimated number of attendees (e.g., people actually attending the event, not just receiving a flyer) reached through presentations, and those reached through booths/ exhibits at health/senior fairs, and those enrolled at enrollment events, excluding public service announcements (PSAs) and printed outreach materials.

Fiscal Year (FY)	2.3 Estimated Number of Beneficiaries with Medicare Status Due to a Disability Contacts	Goal Numbers
2009-2010		
2010-2011	100	1
2011-2012	120	1

Note: This includes all counseling contacts via telephone, in-person at home, in-person at site, and electronic contacts (e-mail, fax, etc.) duplicated client counts with Medicare beneficiaries due to disability and not yet age 65.

Fiscal Year (FY)	2.4 Estimated Number of Low Income Beneficiaries Unduplicated	Goal Numbers
2009-2010		
2010-2011	120	1
2011-2012	180	1

Note: This is the number of unduplicated low-income Medicare beneficiary contacts and/or contacts that discussed low-income subsidy (LIS). Low income means 150 percent of the Federal Poverty Level (FPL).

Fiscal Year (FY)	2.5 Estimated Number of Enrollment and Enrollment Assistance Contacts	Goal Numbers
2009-2010		
2010-2011	200	1
2011-2012	225	1

Note: This is the number of unduplicated enrollment contacts during which one or more qualifying enrollment topics were discussed. This includes all enrollment assistance, not just Part D.

Fiscal	2.6 Estimated Part D Enrollment and Enrollment Assistance Contacts	Goal Numbers
2009-2010		
2010-2011	150	1
2011-2012	165	1

Note: This is a subset of all enrollment assistance in 2.5. It includes the number of unduplicated Part D enrollment contacts during which one or more qualifying Part D enrollment topics were discussed.

Fiscal Year (FY)	2.7 Estimated Number of Counselor FTEs in PSA	Goal Numbers
2009-2010		
2010-2011	4	1
2011-2012	4	1

Note: This is the total number of counselor FTEs (i.e. the total number of active counselors; paid, in-kind paid and volunteer working 2000 hours per year).

Section 3: HICAP Legal Services Units of Service (if applicable)'

State Fiscal Year (SFY)	3.1 Estimated Number of Clients Represented Per SFY (Unit of Service)	Goal Numbers
2009-2010		
2010-2011	4	1
2011-2012	6	1

State Fiscal Year (SFY)	3.1 Estimated Number of Legal Representation Hours Per SFY (Unit of Service)	Goal Numbers
2009-2010		
2010-2011	4	1
2011-2012	6	1

State Fiscal Year (SFY)	3.3 Estimated Number of Program Consultation Hours per SFY (Unit of Service)	Goal Numbers
2009-2010		
2010-2011	8	1
2011-2012	10	1

1 Requires a contract for using HICAP funds to pay for HICAP Legal Services

* Indicates Changes from previous year.

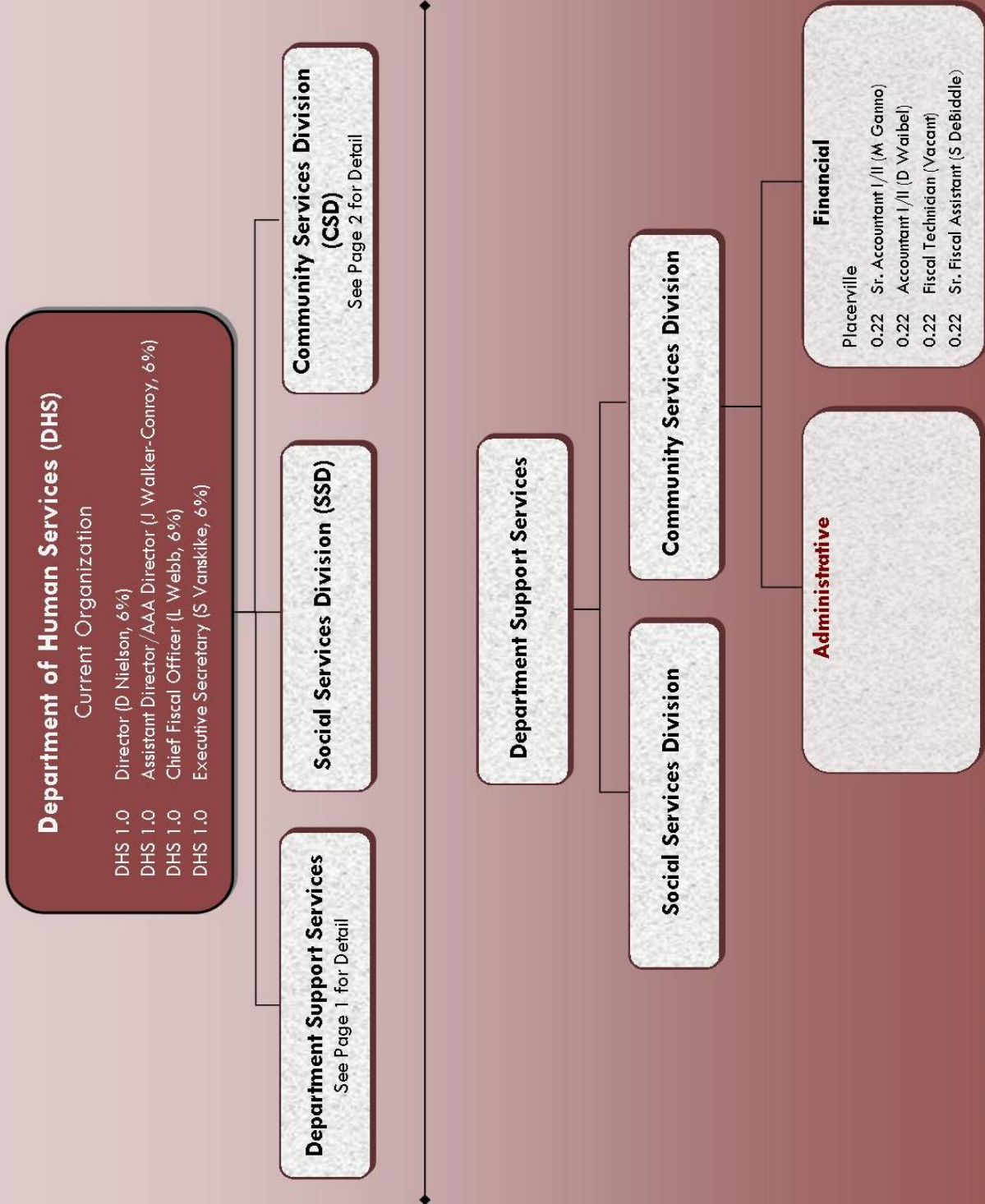


Appendices

Part VI: Appendices

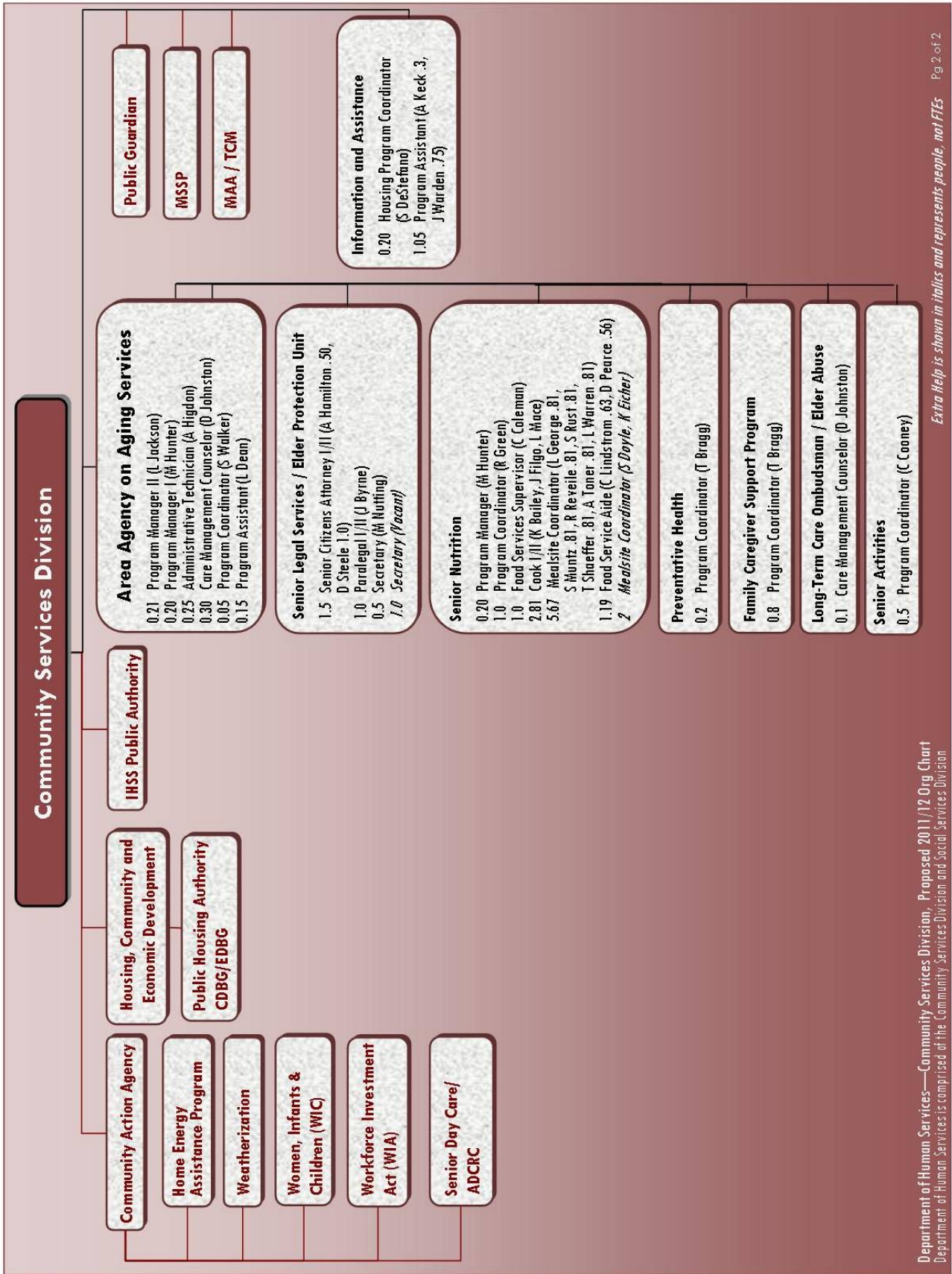
**SECTION 5
ORGANIZATION CHART**

EL DORADO COUNTY DEPARTMENT OF HUMAN SERVICES



Extra help is shown in italics and represents people, not FTEs Pg 1 of 2

Department of Human Services—Community Services Division, Proposed 2011/12 Org Chart
Department of Human Services is comprised of the Community Services Division and Social Services Division



SECTION 9
PUBLIC HEARINGS

PUBLIC HEARINGS
Conducted for the 2009-2012 Planning Period
PSA #29

2011-2012 Area Plan Update

CCR Title 22, Article 3, Section 7302(a)(10) and Section 7308; OAA 2006 306(a)

Fiscal Year	Date	Location	Number of Attendees	Presented in languages other than English?³ Yes or No	Was hearing held at a Long-Term Care Facility?⁴ Yes or No
2009-10	4/15/10	Placerville Senior Center	18	No	No
2010-11	4/21/11	Placerville Senior Center	18	No	No
2011-12					

Below items 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. Flyers were posted at the three focal points and four satellite nutrition sites. 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 if PD and C funds are not used

² A translator is not required unless the AAA determines a significant number of attendees require translation services.

³ AAAs are encouraged to include individuals in LTC facilities in the planning process, but hearings are not required to be held in LTC facilities.

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?

Yes

No, Explain:

5. Summarize the comments received concerning minimum percentages of Title III B funds to meet the adequate proportion funding for priority services.

No comments received.

6. Summarize other major issues discussed or raised at the public hearings.

A suggestion was made to provide a more appealing and succinct document, in addition to the Update in its entirety, to market to consumers who are more likely to review a one to two page summary of the highlighted activities. A comment was made on enhancing outreach efforts emphasizing the Area Plan objectives.

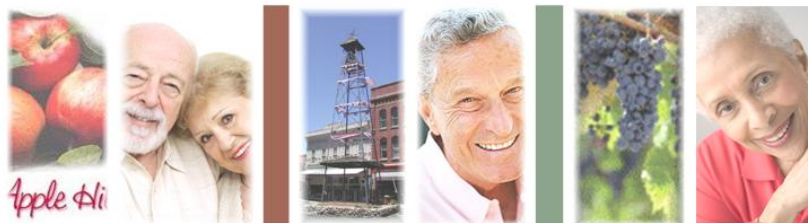
7. List major changes in the Area Plan resulting from input by attendees at the hearings.

No major changes were made to the Area Plan Annual Update for 2011-12.



PUBLIC HEARING

Public Comments Invited for the 2011-2012 Annual Update to the 2009-2012 Area Plan



Community Preparedness for an Aging Landscape

The Area Agency on Aging will be hosting a public meeting on Thursday, April 21, 2011 during which members of the public will be invited to provide feedback regarding the status of planned activities for the second year of the planning cycle as outlined in the Area Agency on Aging 2009-2012 Area Plan for aging services.

Senior services and programs included in the Area Plan Update are congregate dining, home-delivered meals, family caregiver support program, information & assistance, legal services, long-term care ombudsman program, preventative health programs, senior day care, care management, senior activities, and others.

PLACERVILLE

Thursday, April 21 at 9:30am
Placerville Senior Center—Conference Room
937 Spring Street, Placerville

Public comments will be incorporated in the planning document. For additional information, or to receive a copy of the 2011-2012 Area Plan Update for the agency, call the Area Agency on Aging.

SECTION 17
GOVERNING BOARD

El Dorado County Board of Supervisors
PSA #29
2009-2012 Three-Year Area Plan Cycle
2011-2012 Area Plan Update
 CCR Article 3, Section 7302(a)(11)

Number of Members on the Board: **5**

Names/Titles of Officers:	Term in Office Expires:
Ray Nutting, Supervisor, District 2, Chair	1/01/2013
John Knight, Supervisor, District 1, Vice Chair	1/01/2013

Names/Titles of All Members:	Term on Board Expires:
James "Jack" Sweeney, Supervisor, District 3	1/01/2013
Ron Briggs, Supervisor, District 4	1/01/2014
Norma Santiago, Supervisor, District 5	1/01/2014

SECTION 18
ADVISORY COUNCIL

Commission on Aging Membership
PSA #29
2009-2012 Three-Year Planning Cycle
2011-2012 Area Plan Update
 45 CFR, Section 1321.57
 CCR Article 3, Section 7302(a)(12)

Total Council Membership (include vacancies):	14		
Number of Council Members over age 60:	11		
		<u>% of PSA's</u>	<u>% on 60+</u>
		<u>Population</u>	<u>Advisory</u>
		<u>Council</u>	
Race/Ethnic Composition			
White	91.3%		82%
Hispanic	3.4%		9%
Black	0.25%		9%
Asian/Pacific Islander	0%		0%
Native American/Alaskan Native	0.45%		0%
Other	0%		0%

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.

- | | Yes | No |
|---|-------------------------------------|-------------------------------------|
| ▪ 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 type="checkbox"/> | <input checked="" type="checkbox"/> |
| ▪ Individuals with Leadership Experience in the Private and Voluntary Sectors | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Explain any "No" answer. The Commission on Aging is the advisory council to the elected officials and the elected officials appoint several members to the Commission on Aging. They are available to meet with the Commission when requested.

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. When a vacancy occurs, it is advertised in the local newspapers. Interested parties are asked to complete and application and are also interviewed by the Commission Membership Committee and the Director of the Area Agency on Aging. The chosen applicant(s) are nominated by Membership Committee and approved by the Commission.

PSA 29 El Dorado County

2011 Commission on Aging

Names/Titles of Officers and Date Term Expires

Vicki Ludwig-DiVittorio, Chair	01/2015
Jane Thomas, Vice Chair	01/2014

Names/Titles of Other Advisory Council Members and Date Term Expires

Marlene Back	11/2011
Sharon Balch	01/2012
John Collins	N/A
Connie Eaton	04/2012
Hal Erpenbeck	01/2013
Horace Holmes, D.P.A.	04/2011
Barbara Plexico	11/2011
Russell Salazar	01/2013
Norman Smith	01/2013
Suibhan Stevens	01/2014