

Section 7: Area Plan Narrative Goals and Objectives

The Area Plan outlines the strategies the AAA will use to achieve its top priority issues. The Plan includes five goals, each encompassing strategic objectives that focus on the AAA's response to identified needs of older adults and caregivers. The planning process seeks to improve the lives of our most vulnerable people in need, to build on the County's capacity to provide comprehensive aging and disabled services, and to use allocated resources effectively and more efficiently. The plan serves to educate and inform the public, service providers, and local officials. It also guides aspects of AAA decision-making and budget development.

The 2024-2028 Area Plan was developed with a particular focus on improving the efficiency and effectiveness of the planning and delivery of a continuum of aging services. Through the implementation of this plan, the AAA seeks to provide far-reaching education and understanding of the choices and opportunities that exist to enhance the quality of life of El Dorado County's older residents. The five goals and 24 objectives of the four-year plan, with accompanying anticipated outcomes and evaluation measures, addresses a wide variety of identified areas of need.

Challenges and opportunities in the next four years may require modifying existing programs and services to ensure that they are effective and efficient. 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 All Age – Just Differently celebrates successful aging in our community and provides direction to the AAA and Commission on Aging in addressing the identified needs of older adults and their caregivers. We are confident that our coordination across service systems will continue to make El Dorado County a desirable place in which to live and age with dignity.

Goal # 1

Goal: Outreach			
Rationale: The Area Agency on Aging (AAA) offers many services within the Planning Service Area (PSA) that can be of benefit to many seniors. In order to maximize the awareness and usage of programs, effective outreach is necessary. This will enhance the ability of older adults to make decisions regarding appropriate and available services.			
List Objective Number(s) ____ and Objective(s) Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Type of Activity and Funding Source⁶	Update Status¹
<p>1.1. Create a marketing campaign and schedule to increase identity in the community and promote AAA and other services of benefit to seniors. The marketing schedule would include monthly press releases, articles/features in local magazines, media lists, Facebook, twitter, etc. Continue to post information on the Senior Services Facebook account.</p> <p>Measurement: Number of press releases and/or articles/features in magazines, Facebook posts</p> <p>-----</p> <p>Facebook was incorporated with consistent posts and more community engagement. Since March 2025, we have increased our following by 200 community members which is an increase of 30%. Information & Assistance (I&A) distributed over 5,000 Senior Services brochures throughout our planned outreach events such as Veteran Standdown, Pioneer Park Community Day, multiple food distributions, and our local Fire Safe Council events. A total of 23 Facebook posts were made and two press releases were created.</p>	7/1/24-6/30/28		<p>New</p> <p>-----</p> <p>Continued</p>
<p>1.2. Contact mobile home park managers, apartment managers, local churches, etc. to distribute complimentary lunch coupons and menus to seniors.</p> <p>Measurement: Increase in number of congregate senior nutrition meals</p> <p>-----</p> <p>With the assistance of the Commission on Aging Outreach Committee, Information & Assistance (I&A) provided information packets to eight (8) church congregations and five (5) local low-income mobile home parks. These packets offer I&A topics that can be presented to community groups by calling the I&A office. The</p>	7/1/24-6/30/28		<p>New</p> <p>-----</p> <p>Continued</p>

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<p>distribution produced three (3) communities requesting outreach presentations which were presented by the I&A Program Coordinator. A direct measure of those who attended are unknown.</p> <p>Additionally, in the South Lake Tahoe region, I&A began promoting office hours at the Tahoe Senior Center on Thursdays after the congregate meals. A program assistant supported the meal site participants with housing resources, Social Security support, and referrals to the Senior Legal Services Program, Family Caregiver Support Program (FCSP), and In-Home Supportive Services (IHSS). The 1:1 approach is successful in South Lake Tahoe and serves 7 scheduled appointments with additional walk-in referrals based on time availability.</p>			
<p>1.3 Host quarterly Information & Assistance sessions prior to or after lunch at nutrition sites in Placerville, South Lake Tahoe, and El Dorado Hills. Feature a panel of speakers. Distribute complimentary lunch coupons and information regarding AAA programs. Explore the feasibility of a senior services event.</p> <p>Measurement: Number of presentations</p> <p>-----</p> <p>This objective is on hold and will be revisited in the next planning cycle.</p>	7/1/24-6/30/28		<p>New</p> <p>-----</p> <p>On Hold</p>
<p>1.4 The COA, in conjunction with AAA, will explore outreach opportunities to provide Senior Program Information to families and individuals within the County, especially in outlying areas.</p> <p>-----</p> <p>The Commission on Aging Outreach Team is very active. Between June 2024 and December 2024, the Outreach team attended 17 events which included making presentations to various community organizations. Since January 2025, the Outreach team has attended 4 events.</p> <p>Measurement: COA participation in community outreach events</p>	7/1/24-6/30/28		<p>New</p> <p>-----</p> <p>Continued</p>

Goal: 2

Goal: Engaging the Changing Senior ---Availability and Increasing Access of Aging Services			
Rationale: The majority of senior services are provided at the dedicated senior centers located in Placerville, El Dorado Hills, and South Lake Tahoe. The senior population is continuing to increase at a rapid rate and expanded services are needed in all areas, especially South Lake Tahoe and outlying areas of the county. The Area Agency on Aging (AAA) strives to provide opportunities and services for seniors in all communities, as appropriate.			
List Objective Number(s) ____ and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Type of Activity and Funding Source⁶	Update Status²
<p>2.1 Explore new and innovative ideas to increase interest and attendance at congregate meal sites. Possibilities include: new or alternative entrees, increasing frequency of favorites, contests, special menus, entertainment or informational events, etc.</p> <p>Measurement: Increased number congregate of meals served</p> <p>-----</p> <p>This objective is on hold. Even with staffing shortages, the attendance at the Senior Nutrition congregate site has continued to increase. The Senior Nutrition program continues to provide alternate entrees for dinners. These alternates are limited to: creamy carrot soup, minestrone soup, Manhattan Clam Chowder and spinach ravioli.</p>	<p>7/1/24-6/30/28</p>		<p>New</p> <p>-----</p> <p>On Hold</p>
<p>2.2 Re-vamp the Senior Shuttle program to align with the needs of the seniors and with the goal of increasing ridership. Explore the feasibility of expanding door-to-door services for seniors and disabled in rural and under-served communities Survey seniors to gather ideas, attend focus groups, and create a pilot program.</p> <p>Measurement: Increased Ridership</p> <p>-----</p> <p>The Senior Shuttle runs twice a month and has attempted to recruit volunteer drivers. One of the three volunteers who went through the background process remains. The Senior Shuttle program will continue to work on sustainability and growth through volunteers and outreach.</p>	<p>7/1/24-6/30/26</p>		<p>New</p> <p>-----</p> <p>Continued</p>

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<p>2.3 Multiple activities and classes occur at the Placerville Senior Center daily. Explore the best use of the current AAA data base to track the attendance at various classes and activities held at the Placerville Senior Center.</p> <p>Measurement: Implementation of Attendance System</p> <p>-----</p> <p>A pilot program was successfully implemented in the AAA's Tai Chi for Better Balance program. At this time, it has not been implemented for use in the other activities and classes being held in the Placerville Senior Center.</p>	7/1/24-6/30/26		<p>New</p> <p>-----</p> <p>On Hold</p>
<p>2.4 Continue to collaborate with the provider of the 211 service to ensure that the on-line data base contains up-to-date information on services available in El Dorado County.</p> <p>Measurement: Reduction in basic information calls</p> <p>-----</p> <p>2-1-1 is no longer a county service. The AAA worked with the Community HUBS, located in local libraries, to support their outreach efforts, specifically in the Pioneer Park area/South County. Information & Assistance (I&A) attended their monthly outreach fair, which has a consistent community turnout where I&A can answer questions and provide immediate referrals to appropriate programs. Websites are updated with new information, and all outreach flyers contain the new site and QR code to offer direct access online access to services.</p>	7/1/24-6/30/28		<p>New</p> <p>-----</p> <p>Deleted</p>
<p>2.5 Senior Health Education Program (SHEP) will continue to sponsor the Tai Chi for Better Balance evidence-based class twice per week at the Placerville Senior Center. SHEP will also sponsor the evidence-based class, Bingocize in Placerville and South Lake Tahoe.</p> <p>Measurement: Class attendance</p> <p>-----</p> <p>PSA 29 is currently without a Tai Chi for Better Balance instructor. The longtime instructor retired, and we have not found an interested community member to teach classes at the Placerville Senior Center. Seniors interested in Tai Chi for Better Balance are referred to the local Community Services Districts. Bingocize held three (3) ten-week courses at the Placerville Senior Center and two (2) courses in South Lake Tahoe. A total of 24 seniors attended the Bingocize classes.</p>	7/1/24-6/30/28		<p>New</p> <p>-----</p> <p>Continued</p>
<p>2.6 In the event that CDA does not continue to provide funding allocations for the successful Fall Prevention Program, explore other revenue streams and partnerships.</p> <p>Measurement: Continuation of Program</p> <p>-----</p> <p>The continuations of the Fall Prevention will be through the Aging in Place category of the Modernizing the Older Californians Act (MOCA) funding.</p>	7/1/24-6/30/28		<p>New</p> <p>-----</p> <p>Continued</p>

2.7 Senior Legal Services, located at the Placerville Senior Center, will explore the feasibility of adding one additional off-site day per month to provide services to clients within the community.	7/1/25-6/30/26		New
<p>2.8 FCSP will continue to contract with all interested local home care providers to create a pool of respite providers to serve the caregivers and their recipients residing within El Dorado County.</p> <p>Measurement: Number of Respite Providers</p> <p>-----</p> <p>The current contracts with local home care providers have been reviewed and all contracts are within their Not to Exceed amounts and contract end dates. This objective is on hold until a new Request for Proposals (RFP) is needed and released.</p>	7/1/24-6/30/28		<p>New</p> <p>-----</p> <p>On Hold</p>
<p>2.9 FCSP will refer potential caregivers whose care recipient would benefit from activities and increased socialization to the El Dorado County Clubs Adult Day Services located in El Dorado Hills and Placerville.</p> <p>Measurement: Number of caregivers accessing the out-of-home Adult Day Services.</p> <p>-----</p> <p>FCSP has provided four (4) referrals to The Clubs Adult Day Services. However, limitations on enrollment with the Adult Day Program have limited FCSP's ability to offer these services to care providers. If a caregiver desires, in-home care is provided while the client is waitlisted in The Club Adult Day Services Program.</p>	7/1/24-6/30/28		<p>New</p> <p>-----</p> <p>Continued</p>

Goal # 3**Goal: Emergency Preparedness**

Rationale: El Dorado County is a rural county in Northern California and is subject to extreme cold in the winter and extreme heat in the summer. In addition, because of its rural nature, the county is predisposed to wildfires, mudslides and floods. The PG&E Planned Power Outages have affected the seniors within the communities, especially in the more remote areas. The AAA is very aware of the impact of these situations on our older adult population and, in collaboration with our COA, strives to educate, prepare, and provide resources to the community.

List Objective Number(s) ____ and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Type of Activity and Funding Source ⁶	Update Status ³
<p>3.1 In conjunction with the COA, the AAA will distribute public safety information at community events during the spring, summer, and fall.</p> <p>Measurement: Number of community events attended.</p> <p>-----</p> <p>The Commission on Aging Outreach Team attended 21 events between July 2024 and May 2025. The Outreach Team works closely with the AAA's Information & Assistance Program to distribute information regarding senior services, public safety and other information. FCSP, as part of their mini-series provided two emergency preparedness classes one held in El Dorado Hills and one in South Lake Tahoe.</p>	7/1/24-6/30/28		<p>New</p> <p>-----</p> <p>Continued</p>
<p>3.2 Provide CDA approved Emergency Non-Perishable Meals to all home delivered meal participants when upcoming weather conditions warrant and/or when there is an advance notice of a power shut-off.</p> <p>Measurement: Number of emergency meals distributed</p> <p>-----</p> <p>The summer and winter of FY 2024/2025 was not as severe as the previous two years. The AAA provided 195 emergency non-perishable meals to homebound seniors.</p>	7/1/24-6/30/28		<p>New</p> <p>-----</p> <p>Continued</p>
<p>3.3 To ensure medically needy households are enrolled in the Medical Baseline Program through their electricity company and/or the California Alternate Rates for Energy (CARE) Program, staff will assist clients 60 and older enroll in the program.</p> <p>Measurement: Number of households 60+ years old assisted with enrollment.</p> <p>-----</p>	7/1/24-6/30/28		<p>New</p> <p>-----</p>

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This objective will be deleted. The Low-Income Energy Assistance Program (LIHEAP) provides referrals to utility providers CARE programs as appropriate.			Deleted
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Section 7 - Area Plan Narrative Goals and Objectives

PSA 29

Goal # 4

Goal: **Volunteering, Civic Engagement, Community Collaboration**

Rationale: The Older Adults Needs Assessment identified Volunteering as an area of interest for many seniors. The majority of PSA 29's senior programs would not be as robust without the assistance of volunteers. It is important that seniors are engaged in their communities and feel that they are needed and relevant.

List Objective Number(s) ____ and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Type of Activity and Funding Source ⁶	Update Status ⁴
4.1 Explore the feasibility of creating a Volunteer Coordinator position within HHSA. Measurement: New Position ----- This objective is on hold. The AAA received funding under the Modernization of the Older Californians Act (MOCA) which can be used for volunteer development. The MOCA funding period for this position is through March 31, 2026. At this time, the position that was created to assist volunteer development and recruitment is vacant.	7/1/24-6/30/25		New ----- On hold
4.2 Recruit and maintain volunteers to assist in various programs. Develop a volunteer pool. If appropriate, volunteers would be assigned to specific programs and work directly with the program supervisor. Measurement: Number of volunteers ----- The Senior Nutrition utilizes over 150 volunteers. These volunteers perform a wide range of duties including: delivering hot nutritious meals to home bound seniors, assisting at congregate meal sites to set up the meal sites and check in congregate diners, assisting in the central kitchens to prepare daily meals, and administrative duties to assist the Program Coordinator with meal counts, trainings, orientations and other office tasks.	7/1/24-6/30/28		New ----- Continued
4.3 LTCOP will increase the recruitment and retention of volunteer ombudsmen by conducting 1-2 recruitment activities annually (to include meet and greets, health fairs, senior expos, group presentations, etc.). Conduct ongoing quarterly training and	7/1/24-6/30/28		New

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<p>networking opportunities for ombudsmen. Hold at least one annual volunteer recognition event and other special recognition of volunteers.</p> <p>Measurement: number of LTC volunteers and the number of trainings.</p> <hr/> <p>The Long-Term Care Ombudsman Program (LTCOP) hosted a recruitment event featuring a presentation at a local faith organization, resulting in the enrollment of three (3) new LTC volunteers in one core curriculum training and mentoring program over four months. Virtual state certification training was offered in partnership with the San Diego LTCOP, playing a vital role in meeting the state certification requirements. Continuous training and networking opportunities are provided during monthly meetings. A special recognition event was conducted in April to celebrate the state certification achievement of the new volunteers. The annual event to honor all volunteer program representatives is scheduled for June.</p>			<p>-----</p> <p>Completed</p>
<p>4.4 LTCOP will collaborate with local law enforcement to coordinate efforts to investigate and respond to reports of abuse in long-term care facilities with appropriate consent from the resident. The LTCOP will establish a memorandum of understanding (MOU) with local law enforcement that defines jurisdiction and services by 12/30/24.</p> <p>Measurement: number of MOUs.</p> <hr/> <p>Due to limited staffing resources, this objective remains incomplete, and activities will continue into the next planning cycle of FY 2025/2026. The reprioritization of program imperatives shifted efforts toward facility visitation, complaint investigations, and enhancing the volunteer base. Sustained and consistent communication and collaboration with local law enforcement are prioritized to coordinate investigative efforts regarding abuse reports and long-term care facilities, ensuring an ongoing practice.</p>	7/1/24-6/30/25		<p>New</p> <p>-----</p> <p>Continued</p>
<p>4.5 Increase and efficiently track the resident satisfaction outcomes. The long-term community care survey will be developed, and the assessment will be implemented by 6/30/25 with the assistance of the LTCOP. 110 surveys will be distributed by ombudsmen to residents of long-term care facilities, including residential care facilities for the elderly (RCFE) and skilled nursing facilities. A summary report of survey data will interpret and discuss the findings.</p> <p>Measurement: The number of completed surveys received.</p> <hr/> <p>This objective remains incomplete, and activities will continue into the next planning cycle for Fiscal Year 2025/2026 due to limited resources from program representatives. Three (3) new volunteer representatives have been recruited, trained, and activated. All program representatives are reviewing resident rights advocacy and the process of modifying facility visit protocols in accordance with recently issued guidelines for both types of facilities. The long-term</p>	7/1/24-6/30/25		<p>New</p> <p>-----</p> <p>Continued</p>

community care survey has been developed, and the assessment will be implemented by 12/31/2025.			
<p>4.6 The COA in conjunction with AAA will meet with the senior communities throughout the County to explore the housing needs of seniors within the County.</p> <p>Measurement: White Paper</p> <p>-----</p> <p>The Commission on Aging Senior Housing Committee is very visible in the community. They have spoken and provided written comments to the El Dorado County Board of Supervisors and other county committees and commissions in support of numerous local affordable housing projects. The Senior Housing Committee created a Senior Housing Committee Purpose Sheet and an Affordable Housing FAQ sheet. Both documents were approved by the Commission on Aging.</p>	7/1/24-6/30/27		<p>New</p> <p>-----</p> <p>Continued</p>
<p>4.7 By 6/30/25, Ombudsmen representatives will be provided with County-issued laptops to ensure that their work with confidential information, personally identifiable information, and protected health information are password protected and safeguarded at all times. Volunteers will receive training on the required protection of personal and or confidential information used and maintained by the program and County that resides on such devices, to be used for County business purposes. Representatives will sign an acknowledgment of the portable computer usage form.</p> <p>Measurement: The number of laptops provided to program representatives.</p> <p>-----</p> <p>This objective has been completed. Volunteer representatives were given six (6) county issued laptops to ensure the protection and confidentiality of information at all times. During a monthly team meeting, volunteers received training on the necessary security measures for the information stored on their laptop. All representatives who received a laptop signed an acknowledgement form for portable computer usage.</p>	7/1/24-6/30/25		<p>New</p> <p>-----</p> <p>Completed</p>

Goal # 5

Goal: Education & Training			
Rationale: The Older Adults Needs Assessment identified Education as an area of interest to many seniors. The survey also identified many seniors are caring for their spouses who have physical limitations and memory or cognitive deficiencies. Training will provide these seniors with support and education to become effective caregivers.			
List Objective Number(s) ____ and Objective(s) [Refer to CCR Article 3, Section 7300 ©]	Projected Start and End Dates	Type of Activity and Funding Source ⁶	Update Status ⁵
<p>5.1 FCSP will continue to provide/facilitate support groups in South Lake Tahoe and El Dorado Hills. A new support group will be piloted in another area of the county.</p> <p>Measurement: Number of support groups held</p> <hr/> <p>This objective was not completed. FCSP provided one support group located at the Placerville Senior Center. It was attended by 31 individuals. A support group sponsored by Northern Nevada Alzheimer's Association (NNAA) is currently supporting caregivers in South Lake Tahoe area with a support group that is held on the second Thursday of the month. FCSP provides supportive services and educational materials to the NNAA facilitator, as well as direct referrals to the support group. One of PSA 29's community partners, Snowline Hospice Dementia Connection provided a support group in the North County area.</p>	7/1/24-6/30/28		<p>New</p> <hr/> <p>Continued</p>
<p>5.2 Collaborating with facility staff and discharge planners, LTCOP will be alerted to at-risk residents, new residents, un-befriended residents and those lacking regular visitors. By 12/30/20, LTCOP will have established protocol to ensure vulnerable residents are identified.</p> <p>Measurement: Established policy and procedure</p> <hr/> <p>This objective remains incomplete, and activities will continue into the next planning cycle of Fiscal Year 2025/2026. Continuous communication with facility discharge planners to address complaints has highlighted the need for improved technical training from the LTCOP for facility staff. This training will aim to raise awareness and safeguard resident discharge rights which are designed to prevent inappropriate, unnecessary, and untimely</p>	7/1/24-6/30/28		<p>New</p> <hr/> <p>Continued</p>

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transfer and discharges. Since the LTCOP lacks the authority to require facility staff to notify them, an effective method for holding facility staff accountable for alerting the LTCOP remains to be established.			
<p>5.3 FCSP will facilitate and sponsor two caregiver education series in location South Lake Tahoe, one mini-series in Placerville, and another mini-series in a North County area.</p> <p>Measurement: Number of attendees</p> <p>-----</p> <p>FCSP facilitated two caregiver education mini-series in El Dorado Hills (February 2025 and April 2025), two mini-series in Placerville (October 2024 and January 2025), and two mini-series in South Lake Tahoe (March 2025 and May 2025). A combined total of 45 individuals attended the mini-series.</p>	7/1/24-6/30/28		<p>New</p> <p>-----</p> <p>Continued</p>