

APPENDIX XIII

Year-End Report FY 2008-2009

AAA Name: El Dorado County

PSA Number: 29

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This Appendix serves as the Year-End Report 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 Year-End Report and the original Transmittal Letter is no later than November 1 of each Fiscal Year (FY).

Area Plan on Aging 2005-2009
2008-09 Year-End Report



EL DORADO COUNTY
Area Agency on Aging

Serving older adults in El Dorado County since 1979

El Dorado County
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TRANSMITTAL LETTER

Year-End Report FY 2008-2009

AAA Name: El Dorado County

PSA Number: 29

This Year-End Report provides a retrospective account of progress made toward specified goals during Fiscal Year 2008-2009. It provides a performance report for the community and CDA. It reaffirms the important role of AAAs as the advocate, planner, and administrator of programs that strive to address the care needs of older and disabled adults and their families and caregivers in their local Planning and Service Area.

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 Year-End Report.

1. Ron Briggs

Chair, Governing Board

Date

2. Vicki Ludwig-Divittorio

Chair, Advisory Council

Date

3. Janet Walker-Conroy

Director, Area Agency on Aging

Date

EXECUTIVE SUMMARY

The El Dorado County Area Agency on Aging (AAA) has developed the 2008-2009 Year-End Report, the final Year-End Report for the 2005-2009 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 Year-End Report provides the mechanism through which the AAA reports the status of annual objective accomplishments, and in this final Year-End Report, discusses the impact of activities undertaken during the entire planning cycle and how the AAA intends to use its findings in the planning process to enhance or improve the local aging services delivery system.

The 2005-2009 Area Plan addressed priority areas of need based on a comprehensive community needs assessment through the identification of 58 objectives presented within the context of four goals for the agency: awareness of services, elder abuse prevention, aging in place, and health and wellness. During the final year of this planning cycle, significant changes and accomplishments were achieved, confirming the AAA's responsibility to fulfill its role as the planner, catalyst, and advocate on behalf of older adults, their caregivers, and persons with disabilities living in El Dorado County. Various undertakings included enhancing and expanding the number of community focal points through which older adults can access needed services, hosting multiple opportunities for health and wellness promotion activities including education and screenings, elder abuse awareness and prevention activities, and emergency preparedness for local heat/cold emergencies.

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 network in our County. A retrospective review of the status of objectives set for the preceding year reveals that challenging economic times has inhibited our ability to implement many proposed activities. Although program cuts were unavoidable, diligent efforts were made to ensure the least impact on our most frail and vulnerable older adults. While demographic and economic variables created significant challenges in program implementation, considerable accomplishments were achieved and tremendous progress has been made over the past four years in supporting and honoring our older residents in El Dorado County. The prior year findings will be utilized to modify the current delivery system by shifting the focus from expansion of services to maintaining the current level of services and the core program activities in spite of ever-increasing community need. 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.

FOUR-YEAR GOALS AND OBJECTIVES

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

Goal 1 – Awareness of Services *Improve awareness of services for older adults and adults with disabilities through community education and outreach.* Objectives focused on implementing strategies to enhance accessibility to the support and services necessary to achieve optimal health and well-being included: collaborative efforts to host multiple community health fairs that provided outreach, health screenings, and medication management services; enhanced outreach efforts to inform the community of available services, including the addition of a bilingual program assistant to the Information and Assistance program to provide enhanced support and referral services to the Latino community and to translate agency materials into Spanish; and the development of an interactive website on aging services that offers pertinent information on AAA home and community-based services, various publications available for download, and numerous links to other resources.

Goal 2 – Elder Abuse Prevention *Increase awareness and recognition of abuse to elders and dependent adults while supporting and encouraging prevention and prosecution efforts.* The range of elder abuse prevention activities to raise awareness about elder abuse and to build capacity of the long-term care system to prevent, identify, and respond to elder abuse, fraud, neglect, and exploitation included: hosting annual elder abuse seminars; the establishment of the Elder Protection Unit, which brought together the District Attorney's Office, Senior Legal Services, and County Counsel to pursue vigorous prosecution of physical, emotional, and fiscal abuse of older adults; the expansion of CAPE (Citizen Advocates for the Protection of Elders) services to the Tahoe Basin; collaborating to establish a County Elder Death Review Team; enhanced advocacy efforts in the legislative process by the Commission on Aging; and increased provision of respite care for caregivers provided by the Family Caregiver Support Program.

Goal 3 – Aging in Place *Provide a comprehensive array of community services designed to improve the quality of life and to maintain seniors and functionally impaired adults in their home and/or community.* Objectives focused on enhancing and expanding critical supports to remain at home included: advocacy efforts for the expansion of public transportation, senior day care services, and accessible and affordable housing; the number of home-delivered meals routes were expanded; YANA, our daily telephone reassurance program, was expanded in the Tahoe Basin; the Friendly Visitor Program was created to recruit and match volunteers with homebound older adults who would benefit from companionship and friendship; and the Information and Assistance Program was enhanced to include a short-term case monitoring and care coordination component for persons in need of more intensive support and referral services in accessing resources to remain in the community.

Goal 4 – Health and Wellness *Improve the health and wellness of senior citizens in our community.* Activities included those that focused on encouraging healthy lifestyles, planning for long-term care, and expansion of health services in the Tahoe Basin: the Senior Health Education Program (SHEP) arranged for medication management education and assistance through pharmaceutical review; development of an exercise resource directory; expansion of Senior Legal Services to serve Cameron Park, El Dorado Hills, and the Tahoe Basin; enhancement of Senior Peer Counseling to provide phone consultation to the Tahoe Basin; advocacy for mental health needs of older adults through participation in meetings with the Mental Health Division of the Health Services Department; and enhanced community education on legal matters, Medicare issues, and energy assistance.

SECTION I SIGNIFICANT ACCOMPLISHMENTS

The El Dorado County Area Agency on Aging (AAA) is a unit of local county government and operates within the Department of Human Services. The AAA writes a four-year plan to guide the agency in providing services to older adults, adults with disabilities, and their caregivers in the County. The 2005-2009 Area Plan focused on four priority goals that were established in response to a comprehensive needs assessment conducted in the fall of 2004. The AAA targeted resources to the four community priorities identified in the needs assessment of: Awareness of Services; Elder Abuse Prevention; Aging in Place; and Health and Wellness. An end-of-year report is completed that provides a retrospective account of progress made toward specified goals and objectives during the preceding fiscal year. It also provides highlights of the services that are offered to older adults, adults with disabilities, and their caregivers in the planning and service area. As this is the final year of the four-year planning cycle, this report will highlight the impact of activities undertaken during the entire planning cycle including Fiscal Years (FY) 2005-2009.

Significant changes and accomplishments have been achieved by the El Dorado County AAA during the 2008-2009 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 or improve the service delivery system based on information gleaned from older adults, their caregivers, and informed community members/service providers. These accomplishments include:

Improvements to the Placerville Senior Center. With a generous donation of six new computers and a color printer from the Placerville Rotary Club, the Placerville Senior Center opened a new Computer Center. After months of planning, a Kick-Off party was held August 14, 2008. The new computer center includes seven

computer stations equipped with state-of-the-art equipment with high-speed internet. Computer classes are available at the introductory and intermediate levels, as well as special interest classes such as genealogy, digital photography, etc. The Computer Center is managed by volunteers under the direction of the Senior Activities Coordinator.

Community Health Fairs. Through the Senior Health Education Program (SHEP), the health promotions and disease prevention program, two community health fairs were hosted in October 2008 in the outlying areas of Pioneer Park and Greenwood with the dual purpose of conducting health screenings and performing outreach about the services available to older adults and adults with disabilities. Information and assistance was extended to 52 attendees, 52 flu shots were administered, and various health screenings were performed including glucose, cholesterol, blood pressure, body fat density, fall risk, vision, depression, and memory screening. To assist in the prevention of inappropriate medication management and potential adverse effects, one-on-one medication management and pharmaceutical review was provided by a pharmacist to ten individuals.

Memory Screening Day. Under the leadership of the Senior Day Care Program, El Dorado County held its second Memory Screening Day on November 18, 2008. 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 trained qualified community professionals to administer a mental status examination used to screen for cognitive impairment. One hundred and four participants were screened at the event at four locations throughout the County. Individuals with scores indicative of a suspicion of cognitive impairment were encouraged to pursue further medical evaluation. The Senior Day Care Center plans to participate annually in this event.

Elder Abuse Seminar. To enhance awareness and prevention of elder abuse, the AAA's Volunteer Outreach Coordinator, in collaboration with the El Dorado Community Foundation, hosted a Self-Neglect Elder Abuse seminar on April 15-16, 2009. Over 22 attendees participated in the conference representing a significant cross-section of individuals including representatives of the Public Guardian Office, Adult Protective Services, County Care Management Programs, and local hospitals.

Senior Day Care Client Transportation: Due to fiscal constraints related to a budget shortfall, El Dorado Transit proposed service modifications including discontinuing Senior Day Care client transportation in March 2009. With the impending termination of transportation services, the Senior Day Care Services Supervisor successfully advocated to maintain transportation services for Senior Day Care clients.

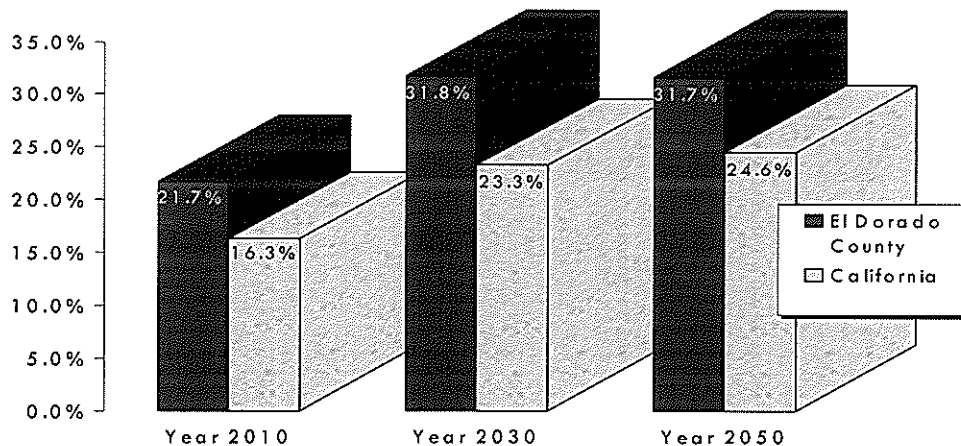
Emergency Preparedness for Extreme Heat. The AAA has also been integral in preparing for local heat/cold emergencies. In a collaborative effort, the El Dorado County Office of Emergency Services (OES), Health Services Department, Human Services Department (DHS), AAA, and community partners developed a plan to provide temporary relief from extreme cold and heat for the most vulnerable residents of El Dorado County. In July 2008, the local libraries were opened as Cooling Centers. The AAA Volunteer Coordinator managed the scheduling of Cooling Center staff and DHS employees assisted with locating vulnerable County residents. The Placerville Senior Center and El Dorado Hills Senior Center have also been designated cooling centers for older residents and their caregivers.

SECTION II PREPARING FOR THE INCREASING OLDER ADULT POPULATION

El Dorado County is experiencing an extraordinary increase in its older adult population. According to the US Census Bureau, there were 26,023 residents in our County who were age 60 and over in 2000, representing 16.7% of the total population. Between 2000 and 2020, the aging population is expected to more than double and one in four residents will be over the age of 60. While the oldest-old age group (85+) accounts for little more than 1% of the population in El Dorado County, the size of that cohort grew 87% between 1990 and 2000, nearly double the increase at the state level.

Using California Department of Finance Population Estimates, Figure 2 illustrates the consistently higher projected growth of the 60+ population in the County compared to the State level over the next 40 years.

Figure 2
Projected Growth of 60+ Population Comparison, El Dorado County and California



The future long-range planning for older adults and persons with disabilities in El Dorado County must take into account the upcoming age wave due to the boomer population. The total number of boomers in El Dorado County in 2000 was 25,652. Assuming the County's usual 2.4 growth rate per year (from 1990 to 2000 Census data), the total number of boomers in 2008 would have been 30,577. The sheer size of the boomer generation has understandably caused concern for the social and fiscal implications on the aging service delivery system in the County. The large number of boomers who are beginning to need and qualify for aging services mandates an examination of service delivery models for innovative and appealing programming.

The AAA is in an excellent position to provide leadership in guiding the community to meet the needs of this growing and very diverse population. Planning will require collaboration between the AAA, Commission on Aging (COA), Board of Supervisors, community leaders, service organizations, and older adults themselves. The AAA, in partnership with its advisory council, the COA, continues to respond to and prepare for the shifts in the county's demography through its various programs, community outreach and educational opportunities, and advocacy efforts on behalf of the most vulnerable community members.

Several future objectives for aging services will address the needs of the boomer generation including development of an internet-based survey to assess boomers' knowledge of and need for services and a three-session class designed to help members of this generation understand the long-term care system. Knowing that funding will not keep pace with the increasing need for services, several agency goals and objectives address empowering individuals to remain independent by increasing awareness of services, promoting aging in place, and improving health and wellness. Objectives related to volunteerism will help older adults remain engaged in the community. Opportunities provided by the Senior Activities Program will promote appealing and innovative activities with a special interest in meeting the needs of boomers.

Discussions about how the community will address service delivery in the future to not only meet the needs of the most frail and at-risk populations but also the diverse needs of the boomer population will be addressed annually in the AAA's Year-End Reports. The needs of older adults in El Dorado County are expanding and evolving at a time when the county's fiscal resources are receding. The AAA needs to improve coordination of its services, eliminate duplication, and create more accountability in order to meet the growing demands on the long-term care system's capacity. The AAA strives to collaborate creatively on this regional strategic plan to make our community a better place in which to grow older.

SECTION III

GOALS AND OBJECTIVES FOR FISCAL YEAR 2008-2009

This section provides a retrospective account of progress made toward specified goals and objectives during the preceding year, Fiscal Year 2008-2009, including the status of the health promotions and disease prevention objectives.

Awareness of Services

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

Objectives

- 1.3 SHEP and the Volunteer Coordinator will host a volunteer fair in Placerville to perform outreach about the volunteer opportunities available in the County and to encourage active participation by older adults by 6/30/07.
Status: Deleted. Volunteer opportunities were highlighted at two community health fairs hosted by SHEP in October 2008.
- 1.4 In an effort to further educate the community, the Information and Assistance (I&A) Program will submit quarterly outreach material in the form of press releases and/or announcements to local media sources regarding services available to senior citizens and family caregivers from 7/1/05-6/30/09.
Status: Completed. This ongoing activity was continued in FY 08-09. Outreach efforts have been enhanced with over 29 presentations provided throughout the community and four one-hour panel presentations on aging programs and services via television and radio.
- 1.5 The I&A Program will explore the feasibility of utilizing a full page ad in the Mountain Democrat and the Tahoe Tribune on an annual basis during Older Americans Month to inform the community of services provided by the Area Agency on Aging (AAA) by 6/30/06.
Status: Deleted. Fiscal constraints prohibit this activity from being pursued. The I&A Program conducts alternative outreach of AAA services through the local newspapers at no cost including the Sacramento Bee, Mountain Democrat, Tahoe Tribune, El Dorado Hills Village Life, Georgetown Gazette, and local shopping guides and advertising tabloids.
- 1.6 The IHSS Public Authority in collaboration with the AAA will develop at least one video featuring AAA services and information to be available at outreach events, caregiver support groups, and aired on Channel 2, the local cable network by 6/30/09. The outcome will be measured by the

number of events the video is presented at. To do outreach to the Latino community, IHSS Public Authority will explore the feasibility of producing a bilingual video by 6/30/09.

Status: Deleted. This objective was not realized due to staffing reductions in the IHSS Public Authority and lack of personnel dedicated to such activities.

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

Status: Completed. This ongoing educational activity was continued in FY 08-09, informing more than 500 older adults about the IHSS Program. Nearly 6000 Care Connection Newsletters were distributed to all IHSS providers and recipients, to Family Caregiver Support Program recipients, and at congregate meal sites, various medical offices, and libraries. Due to other agency needs taking precedence, the quarterly newsletter was published only three times during FY 08-09.

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

Status: Completed. I&A continued to provide education on preventative and protective services. I&A provided 10 presentations in FY 08-09 to the medical and law enforcement communities.

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

Status: Completed. In FY 08-09, the bilingual I&A Program Assistant provided information and assistance to 50 individuals in need of interpretation services to complete various program intake and eligibility forms. More than 25 hours of translation services were dedicated to converting aging program forms and marketing materials to Spanish to enhance outreach to the Latino community.

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

Status: Completed. This on-going activity was continued in FY 08-09. FCSP submits regular advertisements of upcoming caregiver support groups, trainings, and special events in the Senior Times Newsletter.

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

Status: Completed. This activity was continued in FY 08-09. FCSP maintains recurrent contact with local medical practitioners, health care providers, and service organizations about available caregiver support and services.

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

Status: Completed. The Department of Human Services website is operational and interactive. The community can access information regarding services available through the AAA, have questions answered, and download various materials including program brochures, service applications, meal menus, activity schedules, and in-home provider lists. The DHS website received an average of 11,000 page views a month, during FY 08-09. Page views represent the total number of web (HTML) and portable document format (PDF) documents requested.

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

Status: Remains incomplete and will be pursued in the upcoming planning cycle, FY 09-12. The need for appropriate facilities to address the increase in the older adult population, including the growth wave due to the "baby boomer" population remains a priority. Given the current fiscal condition of the County, the AAA, with the assistance of the Commission on Aging, will continue to explore potential external sources of funding to improve, enhance or replace the current Placerville Senior Center. Upon identification of potential funding sources, a presentation will be given to the Board of Supervisors on the need to prioritize a new Senior Center for the Placerville/Diamond Springs area.

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

Status: Deleted. While the El Dorado Hills Senior Center serves as a focal point for senior services in the far western part of the County, budgetary constraints preclude funding an additional I&A position for that center at this time.

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

Status: Completed. This on-going activity was continued in FY 08-09. Five presentations were made: to physicians and nurse practitioners at Marshall Hospital, Salvation Army.

Elder Abuse Prevention

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

Objectives

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

Status: Completed. A Self-Neglect Elder Abuse seminar was hosted in collaboration with the El Dorado Community Foundation on April 15-16, 2009. Over 22 attendees participated in the conference representing a significant cross-section of individuals including representatives of the Public Guardian Office, Adult Protective Services, County Care Management Programs, and local hospitals.

- 2.2 The Long-Term Care (LTC) Ombudsman will provide information on a quarterly basis through the Senior Times Newsletter, a monthly publication of the AAA, on topics related to elder abuse detection and prevention from 7/1/05-6/30/09. The LTC Ombudsman will explore the possibility of including this information on a quarterly basis in the South Lake Tahoe Senior Citizens, Inc. Newsletter by 6/30/06.

Status: Completed. Due to state and local budget cuts, the LTC Ombudsman Coordinator position was eliminated October 7, 2008. However, the services continue and responsibilities have been assumed by the Family Caregiver Support Program Coordinator to the extent of the reduced funding. Program activities, including outreach and community education, will continue. Elder abuse detection and prevention activities are provided by the coordination of efforts through the El Dorado County multidisciplinary team (MDT) process.

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

Status: Completed. Responsibility for this action was transferred to the Adult Protective Services Intake Worker.

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

Status: Remains incomplete and continued into next planning cycle, FY 09-12. In 2008, a member of the Board of Supervisors requested the Department of Human Services and the Mental Health Division of the Health Services Department to collaborate and develop a proposal on the County's ability to meet the emergency sheltering needs for individuals with dementia. Funding availability and licensing requirements were explored to determine if the Placerville Senior Day Care Center could be utilized for a temporary emergency shelter. Two meetings were held for feasibility assessment to aid in decision making. Lack of funding prohibited proposal submission. Although no formal shelter was identified, temporary emergency shelter needs and respite services are addressed on a case-by-case basis.

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

Status: Deleted. The AAA will explore the feasibility of televising the annual elder abuse seminar on the local cable network when the intended audience extends beyond the professional realm to include the general public.

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

Status: Completed. The COA continues to consider and support key legislative proposals enhancing recognition, investigation, and prosecution of elder abuse.

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

Status: Completed. FCSP provided 20 support groups throughout the County in FY 08-09.

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

Status: Completed. FCSP provided 1000 hours of respite care to caregivers in FY 08-09.

Aging in Place

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

Objectives

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

Status: Completed. COA and I&A continue to advocate for expanded transportation services and maintain a presence at community meetings relevant to older adult transportation needs. A representative from the I&A Program is a member of the Social Services Transportation Advisory Council, an advisory committee to the El Dorado County Transportation Commission. The I&A representative also is participating on the planning committee for the 2008-2113 Short Range Transit Plan Study.

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

Status: Completed. The Senior Nutrition Supervisor provided consultation on the design of the kitchen facility at the new Cameron Park Community Center,

which opened March 21, 2009. Since the Shingle Springs nutrition site closure, those congregate dining participants were absorbed by the Diamond Springs and El Dorado Hills sites. Numbers were not compelling at the time to open another nutrition site in Cameron Park and incur further costs. However, this remains a priority of the AAA and COA.

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

Status: Completed. The Senior Activities Coordinator attended the Grand Opening of the new Cameron Park Community Center on March 21, 2009 to inform seniors of the variety of activities and trips available in the community. She is also working with Cameron Park Community Center's Activities Coordinator in their effort to provide a variety of activities for older adults at the new Center. Currently, approximately 50 older adults participate in dance and exercise classes on a weekly basis. As activities increase, efforts will be made to advocate for the expansion of public transportation services to this new Center.

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

Status: Remains incomplete. A community member has stepped forward to explore the possibility of developing a volunteer-based transportation program that would bring older adults to the El Dorado Hills Senior Center for lunch and social activities.

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

Status: Completed. While efforts were made to expand Senior Shuttle services to the Cameron Park/El Dorado Hills area in FY 08-09, ridership numbers prohibited the continuance of this expansion. The Senior Shuttle continues to operate three days a week in the greater Placerville area.

- 3.6 The Senior Day Care Supervisor and Area on Aging (AAA) Director will open a second Senior Day Care Center/Alzheimer's Day Care Resource Center (ADCRC) site in the far western part of the county to decrease the

current waiting list that exceeds 90 individuals per month, and to decrease the distance individuals currently have to travel to attend the Senior Day Care Center located in Placerville by 6/30/06.

Status: Deleted. Opening a second Senior Day Care (SDC) Center/ADCRC site in the far western part of the County was not realized. Due to fiscal constraints, such an endeavor was deemed unfeasible at this time. Maintaining an operational SDC Center in Placerville is a priority for the AAA.

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

Status: Remains incomplete and continued into next planning cycle, FY 09-12. The consulting services provided by the Senior Day Care Supervisor were instrumental in expanding senior day care services to the Tahoe Basin. The El Dorado Community Foundation finalized models of operations, fee schedule, and location for a Senior Day Care Center in the Tahoe Basin. They are awaiting a ruling on nonprofit status for the proposed organization.

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

Status: Deleted. Although this is an extremely important issue, other agency needs have taken precedence and this objective is being removed. Respite and assistive devices are provided through the Family Caregiver Support Program, and transportation and shopping services are provided by the Senior Shuttle.

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

Status: Completed. FCSP maintains an up-to-date provider list to better assist those in need of in-home assistance. The list is available for download on-line. Approximately 2,500 in-home provider lists are distributed annually.

- 3.12 The Family Caregiver Support Program will provide assistance to one thousand five hundred caregivers through Information and Assistance,

Comprehensive Assessments, Case Management, Respite, Trainings, and Support Groups by 6/30/06.

Status: Completed. FCSP continues to provide a system of support services to informal caregivers. The program assisted 1,354 caregivers in FY 08-09.

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

Status: Completed. The El Dorado County Housing Authority continues to provide an up-to-date housing list. Approximately 5000-6000 housing lists were distributed countywide in FY 08-09.

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

Status: Completed. Responsibility for this action was transferred to the AAA Volunteer Coordinator.

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

Status: Completed. The I&A Program continued to provide more extensive case monitoring and care coordination in their scope of services in FY 08-09. The short-term case monitoring component entails the provision of needs assessment, eligibility determination for appropriate community-based programs, service arrangement, and more extensive care coordination that exceeds standard I&A follow-up.

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

Status: Deleted. The Home-Delivered Meals Program is meeting the request for home-delivered meals with the routes currently in place and expansion is not necessary.

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

Status: Completed. In January 2009, the administration of the Friendly Visitor Program transitioned from the AAA to the Mental Health Division of the Department of Health Services. In the past, the AAA supplemented monies from the Mental Health Service Act to fully fund the Friendly Visitor Program. The AAA can no longer provide this additional fiscal support.

- 3.19 Beginning 3/01/06, the I&A Program will facilitate developing a centralized County database to decrease duplication of efforts and better coordination of services within the Department of Human Services by 6/30/07. Explore the possibility of expanding the database to include departments such as the District Attorney and Sheriff.

Status: Completed. I&A, Adult Protective Services, In-Home Supportive Services, MSSP, Linkages, Senior Nutrition, Senior Activities, Family Caregiver Support Program and Energy Assistance Program all utilize a central NAPIS database.

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

Status: Completed. A COA member attended the White House Office of Faith-Based and Community Initiatives Summit in Sacramento as an advocate for affordable senior housing in July 2008.

Health and Wellness

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

Objectives

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

Status: Completed. To assist in the prevention of inappropriate medication management and potential adverse effects, one-on-one medication management and pharmaceutical review was provided by a pharmacist to ten individuals at a health fair hosted by SHEP in Greenwood on October 29, 2008.

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

Status: Deleted. SHEP staffing has been reduced due to inadequate funding. Homebound seniors that are able will be encouraged to attend a SHEP exercise class in their community or exercise classes offered through the various Senior Centers.

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

Status: Completed. Approximately 600-700 Senior Exercise Resource Directories were distributed in FY 08-09.

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

Status: Completed. Senior Peer Counseling services have been extended to the Tahoe Basin on a limited basis. A volunteer from the west slope of the County conducts counseling sessions by telephone on an as-needed basis.

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

Status: Completed. However, ongoing promotion is not necessary as the PHCA program was discontinued April 1, 2008.

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

Status: Deleted. The PHCA program was discontinued April 1, 2008.

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

Status: Completed. The Senior Legal Services' Attorneys provided 17 presentations throughout the County on estate planning and other legal issues of interest during FY 08-09.

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

Status: Deleted. A task force was not convened. However, during spring 2008, the Senior Nutrition Program Supervisor collaborated with a graduate student in the Public Policy and Administration program at California State University, Sacramento to conduct an assessment of factors leading to increased attendance at senior congregate nutrition programs, which culminated in a thesis on the topic. As feasible, information provided from the analysis will be used to enhance participation at congregate meal sites by older adults.

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

Status: Completed. Outreach efforts on energy assistance have been enhanced with over 29 presentations provided throughout the community and four one-

hour panel presentations on aging programs and services via television and radio.

- 4.14 Beginning 10/17/06, create YANA II (You Are Not Alone II) to assist the frail elderly and disabled population in the event of an emergency evacuation. YANA II is a collaborative effort between the Sheriff's Department, Office of Emergency Services, and Department of Human Services. S.T.A.R. (Sheriff's Team of Active Retirees) volunteers will be utilized to enroll vulnerable individuals, provide disaster education, and assist with evacuation if necessary. The Department of Human Services and the AAA will support YANA II by identifying and locating at-risk individuals who would need assistance in the event of an emergency evacuation. Two-hundred at-risk individuals will be enrolled in YANA II by 6/30/08. The responsible party for the action is the AAA Program Coordinator.

Status: Deleted. The YANA II Program has been terminated due to the loss of a facilitator through the Office of Emergency Services (OES). The AAA prioritizes outreach and education regarding disaster preparedness and is prepared to provide assistance with emergency evacuation if necessary. An AAA representative attends monthly disaster and health preparedness meetings and collaborates with the OES to ensure the safety of older residents.

SECTION IV

TITLE III D AND MEDICATION MANAGEMENT

Through the Senior Health Education Program (SHEP), the health promotions and disease prevention program, the following activities were provided during FY 08-09.

- SHEP hosted two community health fairs on 10/01/08 at the Pioneer Park Community Center and on 10/29/08 at the Greenwood Community Center. Outreach was provided to 76 older adults and 51 health screenings were performed. Fifty-two flu shots were given at the Greenwood Community Center and 10 older adults received assistance with medication management from a pharmacist.
- 3,787 hours of exercise opportunities were provided to older adults in four locations.
- 1330 Vital Health Information Packets and 150 pill boxes were distributed.
- SHEP provided twelve community education presentations on topics including *Nutrition, Keeping Your Balance, Arthritis, Medication Management, and Alzheimer's Disease and Dementia.*

SECTION V

TITLE III B PROGRAM COORDINATION AND DEVELOPMENT

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

SECTION VI

IMPROVEMENT IN THE SERVICE DELIVERY SYSTEM

The following summary of activities for FY 08-09 highlight the AAA's leadership and acknowledges some of the many services provided to older adults, adults with disabilities, and their caregivers in El Dorado County.

Senior Nutrition, Health, and Wellness

- 92,399 meals were delivered to 773 homebound older adults in the community.
- 61,676 congregate meals were served at our seven dining centers.
- 7,262 meals were provided to participants attending the Senior Day Care Program.
- \$20 Farmers Market coupons were distributed to 250 low-income older adults.
- Health Insurance Counseling and Advocacy Program (HICAP) provided assistance to 622 older adults with Medicare concerns and questions regarding long-term care insurance and the Medicare Part D Prescription Drug Program.
- 839 older adults enjoyed a variety of trips through the Senior Activities Program.

Aging in Place

- 138 individuals were served by the Linkages Care Management Program.
- 112 frail older adults were able to remain living at home due to receipt of Multipurpose Senior Services Program (MSSP) services.
- 97 caregivers received support services through the Family Caregiver Support Program, including 1,104 hours of respite and 1,272 Information and Assistance contacts.
- 121 older adults and adults with disabilities attended the Senior Day Care Program/Alzheimer's Day Care Resource Center (ADCRC).

Legal Services and Elder Abuse Protection

- Senior Legal Services provided 6,034 hours of legal assistance.
- Seven presentations on the subject of Alert Community were made to over 200 individuals, and five informational notices were distributed to the Alert Community network.

Home Energy Assistance

- 1,261 low-income older adult households received energy assistance.
- 110 low-income older adult households were weatherized to be more energy efficient.

Tax Assistance

- AARP, in collaboration with the AAA, assisted 526 individuals to prepare and file federal and state returns at the Placerville Senior Center. At the South Lake Tahoe Senior Center, 336 individuals were assisted. In addition, 230 individuals with tax questions were assisted.

While considerable accomplishments have been achieved by the AAA this past fiscal year, there were significant challenges. Given the economic crisis at the federal, state and local levels, program cuts were unavoidable. The extra-help AAA Outreach Coordinator position for elder abuse prevention was eliminated September 21, 2008, but was continued in a volunteer capacity. Due to state and local budget cuts, the Long-Term Care Ombudsman Coordinator position was eliminated October 7, 2008. The Family Caregiver Support Program Coordinator assumed responsibility for management of the Ombudsman Volunteer activities and services were continued to the extent of the reduced funding. The Linkages and MSSP care management programs sustained a ten percent budget cut which resulted in the deletion of the Care Management Supervisor position on October 7, 2008. The Adult Services Manager assumed the supervisory duties for those two programs. On November 4, 2008, Senior Day Care Program staffing was reduced by 4.81 full-time equivalent positions. On November 18, 2008, the IHSS Public Authority Program Manager position was eliminated and oversight was transferred to another Program Manager. In January 2009, the administration of the Friendly Visitor Program transitioned from the AAA to the Mental Health Division of the Department of Health Services. The County will continue to consider additional staffing reductions, which may potentially impact aging services. To the extent possible, adjustments will be made to retain minimum level of staff to maintain core services and ensure the least impact on our most frail and vulnerable older adults.

The AAA will continue to seek ways to improve the service delivery system in the planning and service area. Of particular interest to the AAA, is the provision of services to the most frail, socially isolated older adults and those with Alzheimer's disease or related disorders. The AAA and the Commission on Aging will advocate for increased funding for all aging programs that are instrumental in assisting older adults and disabled adults to remain in their homes for as long as possible. To

improve services for caregivers in South Lake Tahoe, the AAA will continue to provide consultation to the El Dorado Community Foundation in their efforts to secure a Senior Day Care Program for the Tahoe Basin. With the addition of a bilingual Program Assistant in the Information and Assistance Program, enhanced outreach efforts and services will be targeted to the Latino community. The AAA and the Commission on Aging will increase advocacy efforts for more affordable housing and improved transportation services for older residents in the County. The comprehensive needs assessment conducted for preparation in development of the next planning cycle, 2009-2012, will provide further insight on the aging service delivery system changes necessary to maintain appropriate and responsive programming for older adults in the County.

SECTION VII

IMPACT OF ACTIVITIES UNDERTAKEN IN THE 2005-2009 PLANNING CYCLE

For the past four years of the 2005-2009 planning cycle, the El Dorado County AAA has committed its time and resources to undertaking activities to enhance the aging services delivery system as a better coordinated, more responsive, and easily accessible vehicle by which older adults, adults with disabilities, and informal caregivers can access necessary supports to remain at home and in the community for as long as safely possible. The AAA is dedicated to strengthening the system of community-based care and support with the long-term goal of sufficient preparation to responsibly serve the diverse needs of the current and future older adult populations.

SERVICE DELIVERY CHANGES

Information and Assistance (I&A) Program. I&A program services were consolidated into a distinct coordinated system that serves as a single point of entry providing all necessary supportive services and required regulatory functions in FY 05-06. This reorganization established I&A as a single entry point through which consumers are able to access understandable information and referral, become knowledgeable about community resources and apply for services, and evaluate and receive service recommendations. Establishing a formal I&A program has been a long-standing priority finally realized and instrumental to the AAA's efforts in providing real choices about assistance, care, and support to older adults, their caregivers, and service providers. Consumer empowerment to maneuver through the aging service network unimpeded, to make informed, appropriate decisions about long-term care, and to more efficiently access needed services and supports is a core principal of the I&A program.

The I&A Program evolved into a centralized intake unit for the care management programs of Linkages and MSSP, Adult Protective Services (APS), and In-Home Supportive Services (IHSS) in FY 05-06. The following year, the program transitioned to back-up support for APS and IHSS due to changes in oversight and location of the two programs. In response to the immediate need of those appropriate for formal care management services, I&A augmented the scope of services to include short-term case monitoring and care coordination in FY 06-07. I&A specialists work diligently to pursue alternative opportunities or ancillary services for individuals awaiting formal care management services that may be momentarily inaccessible due to long waiting lists and individuals whose circumstances reflect an endangered situation or who are unable to act on their own behalf, require supplemental monitoring, and have been referred by APS. The short-term case monitoring component entails the provision of needs assessment, eligibility determination for appropriate community-based programs, service arrangement, and more extensive care coordination that exceeds standard I&A follow-up.

The Economic Crisis and Its Impact on Aging Programs. The economic crisis has had a profound impact on the AAA's ability to provide services and supports to its older residents in need of assistance to remain at home and in the community. The planning cycle began with great potential and optimism for itemizing strategies to augment aging services in El Dorado County. However, the AAA strength of being part of the County government structure is also its weakness. County staffing levels are tied to budget constraints and the Community Services Division staff are oftentimes allocated to several different programs and/or locations to maximize the utilization of funding sources.

Over the previous four years, the economic downturn has taken a stronghold on the finance strategies the State utilizes to deliver aging services at the local level. Reductions to State-funded programs for older adults at the close of the 2005-2009 planning cycle have had a significant impact on the upcoming three-year 2009-2012 Area Plan. Maintaining the current level of services without expansion or enhancement of services regardless of community need is a top priority for the AAA. To the extent possible, we are maintaining safety net services to the most vulnerable older adult community members.

SYSTEM COORDINATION AND ADVOCACY

The AAA actively participates in various multidisciplinary committees, sustains representation in numerous community collaboratives, and maintains an open dialogue and engagement with our community partners of the aging network. Such system coordination activities for the 2005-2009 planning cycle, coupled with our alliances with a broad spectrum of community leaders, community-based service organizations, and other public entities, provided numerous opportunities to

network and respond to the needs of the community. The AAA also participates in a range of advocacy activities on behalf of older adults to support their ability to maintain independence and dignity in the least restrictive environment.

The Commission on Aging (COA). The AAA Advisory Board is comprised of members who maintain an active presence in the community to promote and advocate for the rights of older adults in our County. A COA representative participates in the County's Housing Task Force and has testified at public hearings regarding the need for affordable housing for all ages in this planning cycle. Another COA member serves as the Vice Chair of the Affordable Housing Coalition of El Dorado County, Inc. and attended the White House Office of Faith-Based and Community Initiatives Summit in Sacramento in July 2008 as an advocate for affordable senior housing.

The chair of the COA has been an avid instructor in the new Computer Center in the Placerville Senior Center since its inception in September 2008 in her quest to bring technology and opportunities of interest to the boomers. Another COA member was instrumental in bringing forth the new Senior Center in the El Dorado Hills area in June 2006. Without her advocacy and perseverance, this would not have been possible. The COA, through the California Senior Legislature (CSL), supported Senate Bill 108 (SB 108), which became law on January 1, 2007. SB 108 provides California seniors new protection to help them avoid becoming victims of financial abuse, requiring that employees of financial institutions report any suspicious activity involving the accounts of seniors and other dependent adults. It places the financial employees in the category of "mandated reporters," who must report incidents of suspected elder abuse.

Elder Abuse Prevention and Education. The AAA is dedicated to the prevention of elder abuse through awareness and education. A demonstration of the AAA affecting change and outcomes in a service delivery system is the establishment of the Elder Protection Unit (EPU) to ensure the safety and well-being of the County's older adult community. The Commission on Aging (COA) spearheaded the important issue of elder abuse during this planning cycle. The EPU brought together the District Attorney's Office, Senior Legal Services, and County Counsel to pursue vigorous prosecution of physical, emotional, and fiscal abuse of older adults. The District Attorney's Office directs investigation and prosecution of criminal elder abuse cases. County Counsel prosecutes civil fraud and unfair business practices, and the addition of a second Senior Citizens Attorney provides for filing of civil lawsuits related to estates. Recovery of assets has been a key effort of the unit, and the results have been significant. EPU has conducted more than 400 abuse/neglect investigations, referring 120 of them for civil or criminal litigation. Education and outreach efforts through community presentations and scam alerts have led to a 188 percent increase in elder crime cases filed with the District Attorney. In addition, the EPU holds quarterly meetings with key community leaders to discuss current issues of abuse and ways to increase community awareness,

prevention, and prosecution. The EPU received a California State Association of Counties (CSAC) Merit Award for 2007.

Home of Elder Adult Resource Team. Completion of a long-awaited new facility in Placerville in March 2008 enabled Human Services to reinstate the co-location of HEART (Home of Elder and Adult Resource Team) services (Public Guardian, Adult Protective Services, In-Home Supportive Services, Representative Payee, and the care management programs of Linkages and MSSP). This consolidation of programs has significantly improved communication, decreased duplication, and resulted in more effective response time and intervention.

Multidisciplinary Adult Services Team (MAST). MAST is coordinated by Adult Protective Services to review elder and dependent adult abuse cases and to improve communication and coordination among agencies serving older and dependent adults. MAST provides a monthly forum where concerns are expressed about specific cases and ideas are exchanged to address the prevention of older and dependent adult abuse. Representatives of AAA, in addition to Health Services Department, Code Enforcement, Animal Control, Marshall Hospital, Public Guardian, the District Attorney's office, CAPE (Citizen Advocates for the Protection of Elders), and Senior Day Care, maintained an impassioned, monthly presence during the planning period and were instrumental in bringing forth cases in need of protective services for collaborative review.

Crime Prevention. Alert Community is an e-mail notification service dedicated to crime prevention through awareness, with focus on the prevention and avoidance of scams, fraud, and financial abuse. The formal kick-off of Alert Community occurred August 31, 2006 at a community information forum, "Guarding Yourself from Fraud and Identify Theft." Local service organizations, faith-based organizations, financial institutions, and others subscribe to Alert Community to receive the latest information about these crimes. Each subscriber is asked to "spread the word" within their network, thereby informing a broader segment of the community. A COA member developed and voluntarily maintains Alert Community.

Legal Services. Senior Legal Services helps older persons experiencing problems in civil matters to obtain advice, counseling, information, and representation. Legal Services is committed to protecting the independence and dignity of our community's older adults and promoting financial, social, and economic self-reliance through efficient, effective, high quality legal assistance, education, and general advocacy for their needs and rights. In this planning cycle, the number of attorneys in the program grew from one half-time attorney to one full-time and one half-time attorney and the number of clients served quadrupled. Service provision expanded to include Cameron Park, El Dorado Hills, and the Tahoe Basin. Significant developments included: outreach and community education programs; home, hospital, and telephone consultations; volunteer opportunities; and the establishment of the Elder Protection Unit. The program evolved from a small unit to one offering

multiple components designed to secure and maintain the legal rights of older adult residing in the County.

Older Adult Research Project. There is collaborative decision-making with regard to services in the community by concerned organizations and older and disabled adults. In 2006, a workgroup of 15 dedicated community members, five of whom were affiliated with the AAA, developed a comprehensive survey instrument to be utilized as part of the Older Adult Research Project conducted by the philanthropic El Dorado Community Foundation with support of the AAA. Ten thousand surveys were randomly distributed to residents 60 years of age and older throughout the County. In October 2007, using the 2,100-plus surveys that were completed as a springboard, a daylong community convening was held to review the data and evaluate both the assets and the needs represented by the older adult population. The report, *"A Focus on the Older Adults in El Dorado County: A Community Gathers and Sets a Course for Change"* was developed as a result of the convening and was instrumental in the community needs assessment process for the upcoming planning cycle.

AAA'S ROLE IN A COMMUNITY-BASED SYSTEM OF CARE

The 1988 regulations for the Older Americans Act emphasized the mission of the AAA to provide leadership in the development and enhancement of comprehensive and community-based systems of care within the local planning and service area. The AAA and the COA have focused much effort, energy, and work towards the development of an effective community-based system of care. Enhanced community education and outreach on aging issues, accessible and affordable health care, and social support services assisted older adults to remain independent, or in the least restrictive environment possible, and provided greater access to a full range of continuum care services. The AAA focused activities during this planning cycle on encouraging healthy lifestyles, teaching older adults to access public benefits that support their health, and planning for long-term care. The following are several examples that detail our endeavors in providing effective and responsive health and wellness activities.

Seniors and Adults with Disabilities Health Fair. In October 2007, the Seniors and Adults with Disabilities Health Fair was held at the Placerville Fairgrounds, which attracted a record turn out of over 600 attendees and 42 governmental and non-profit organizations. This successful event was co-sponsored by El Dorado County's IHSS Public Authority, Senior Health Education Program, Family Caregiver Support Program, and Senior Day Care Center. Those attending had the opportunity to receive information about local resources and to become educated on pertinent issues about aging, health maintenance and general well being. Also offered at the event were free health-care screenings for osteoporosis, glucose,

cholesterol and vision tests. The Public Health Department's low-cost flu shot clinic was the biggest draw providing over 500 vaccinations.

Memory Screening. The Senior Day Care Program provided leadership in the effort to emphasize the importance of providing opportunities for the public to access memory screening. Two events were held during this planning cycle in 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. Qualified community professionals were trained in the administration of a mental status examination to screen for cognitive impairment. The Senior Day Care Program plans to participate annually in this event to offer free, confidential memory screening, as well as follow-up resources and educational materials to those concerned about memory loss.

Alzheimer's Disease Conference. With a grant from Marshall Foundation for Community Health and under the leadership of the Senior Day Care Program, *Alzheimer's... Navigating the Journey* conference was held at the Green Valley Community Church in May 2008. The AAA and Family Caregiver Support Program, along with other community partners, presented this conference for family and professionals caring for individuals affected by Alzheimer's disease or other related dementia. Over 250 family members, caregivers and health care professionals attended this well-received conference. Free respite care and continuing education was provided.

Establishment of a Friendly Visitor Program. A Friendly Visitor Program, under the direction of the AAA in collaboration with the Mental Health Division of the Department of Health Services, began January 8, 2007. Funds from Proposition 63, the Mental Health Service Act, were used to cover most program costs. The Friendly Visitor Program recruits and matches volunteers with homebound older adults who would benefit from companionship and friendship. In FY 07-08, there were 18 active volunteers providing visits to 17 clients. In January 2009, the administration of the Friendly Visitor Program transitioned from the AAA to the Mental Health Division. In the past, the AAA supplemented monies from the Mental Health Service Act to fully fund the Friendly Visitor Program. The AAA was no longer able to provide this additional fiscal support.

Home-Delivered Meals Wellness Outreach Program. Funding received from the Mental Health Initiative Prevention & Early Intervention allocation will enable the AAA, in collaboration with the Mental Health Division of the Health Services Department, to start a pilot program to enhance the Home-Delivered Meals (HDM) program with a mental health emphasis for their frail, homebound older adult participants with signs of depression. This preventive program involves reducing risk factors or stressors, building protective factors and skills, and increasing support to those living with mental illness. Additionally, any participants who are identified as having symptoms of depression will be referred to appropriate community

resources and assisted in linking with necessary support. The Wellness Outreach Program will be bringing mental health awareness into the lives of all HDM participants and their families/caregivers, thus reducing the potential for stigma and discrimination against individuals with depression or other mental health problems and concerns. The program will be instrumental in facilitating accessing support at the earliest possible signs of depression. This early intervention is cost effective in terms of financial commitment and the older adult's personal suffering, and recovery (the reduction or elimination of depressive symptoms) is expected. It will be integrated, accessible, culturally competent, and effective at identifying older adults in need of support and referrals for treatment of depression. A contract and monitoring agreement with the Mental Health Division were proposed in June 2009 to assure effective program implementation. Development and implementation of the proposed program will be pursued in the upcoming contracting cycle.

Response Plan for Extreme Heat/Cold Event Developed. The AAA has been integral in preparing for local heat/cold emergencies. In a collaborative effort, the El Dorado County Office of Emergency Services (OES), Health Services Department, Department of Human Services (DHS), AAA, and community partners developed a plan to provide temporary relief from extreme cold and heat for the most vulnerable residents of El Dorado County. The DHS and AAA support staff, conduct outreach, and assist with locating vulnerable older and disabled adults. The Placerville Senior Center was used as a Warming Center for older adult residents and their caregivers in January 2008. In July 2008, the local libraries were opened as Cooling Centers. The Placerville Senior Center and El Dorado Hills Senior Center have also been designated cooling centers for older residents and their caregivers.

SYSTEM ENHANCEMENTS

Promoting effective, efficient, and responsive delivery of aging services by enhancing the quality and capacity of Older Americans Act-funded home and community-based services was a priority of this planning cycle. Limited financial and human resources necessitates a more comprehensive review of community need and greater reliance on volunteers in the delivery of services.

Improvements to the Placerville Senior Center. The Placerville Senior Center has been a vital community resource for older adults for more than 30 years, providing supportive services that help people age in place within our community. However, aging services are functioning with less than optimal resources. These include physical space with which to provide services, parking accommodations, and dilapidated facility exterior and interior. The desire to renovate and/or relocate stems from the need to have more space to accommodate a growing number of

programs and participants and was brought to the forefront of concerns during this planning cycle.

Improvements to the Placerville Senior Center were completed to create a more inviting environment that is greatly appreciated by the older adults who utilize the Senior Center. A previously vacant room was renovated to become a new game room, which included all new cabinetry, paint, lighting, artwork, and furniture. One-time-only funds were used to purchase new dining room, lobby, and reading lounge furniture. Two bathrooms were remodeled in June 2008 to be ADA-compliant as part of the County's capital improvement plan.

New El Dorado Hills Senior Center. An example of a public/private partnership is that which is between El Dorado County and the El Dorado Hills Community Services District to provide enhanced opportunities for recreation, socialization, nutrition, and day care services to the older adults residing in the El Dorado Hills area. The Senior Nutrition Program began serving lunch at the new senior center in June 2006. The El Dorado Hills Community Services District funds a full-time coordinator to direct the activities at the facility. Although construction to accommodate a Senior Day Care Center was substantially completed in August 2008, provision of day care services was not realized. Due to fiscal constraints, such an endeavor was deemed unfeasible at the time. Maintaining an operational SDC Center in Placerville is a priority for the AAA.

Volunteer Support. Volunteers remain one of the most valuable resources of the AAA. Volunteers are instrumental to the AAA's service delivery system's success, and therefore the success of the County's most vulnerable, economically impoverished older community members. Volunteer commitment and support is demonstrated by the involvement of approximately 300 volunteers monthly in aging services. Agency funding does not allow us to hire every position that is needed, nor does it equip us with all of the resources that are needed. In FY 08-09, volunteers donated more than 23,600 hours of their time to AAA programs. This is equivalent to 11 full-time, year-round employees, or a contribution of more than \$170,781 if their time is valued at no more than the federal minimum wage. The Agency relies on local community support to provide services that are not completely supported by grant funds. A need exists to build and enhance opportunities to promote civic engagement and community involvement to ensure effective program delivery. As the efficacy of available service dollars is diminished by a combination of budget cuts and growth in the vulnerable populations, resulting in increased service demands, the Agency must look for alternatives to assist in completing critical tasks and functions.

Community Needs Assessment. The AAA collaborated with a local community foundation to assess the needs of the growing older adult population in 2007. The information gained through this and other quantitative and qualitative analyses methods were utilized to determine service areas needing improvement or

expansion and position the AAA to address emerging issues. Planning for the long-term care needs of certain underserved populations became a focus of the assessment process including boomers, caregivers, and lesbian, gay, bisexual, and transgender persons in order to identify the unique issues related to these groups so that efforts can be made to improve the service delivery system. The AAA will be able to utilize the information gleaned from the study to sufficiently prepare for the impending age wave and develop a responsive plan of action for the upcoming 2009-2012 Area Plan.

The impact of the activities undertaken during the entire planning cycle as outlined in the strategic plan for 2005-2009 has been instrumental in positioning the Area Agency on Aging as an advocate and catalyst for change in response to community need and the shifting economic climate. The AAA will use its program implementation and participant outcome data from objectives pursued over the previous four years to shape the day-to-day operations and future planning in a way that brings the greatest efficiency to service delivery within available resources. The influence of 2005-2009 on the upcoming three-year planning cycle is most prominent in prioritizing agency resources that are aimed at maintaining and strengthening existing services that are currently meeting local needs.

The issues of most concern, upon careful review of perceived success in meeting agency goals as outlined in the 2005-2009 Area Plan, were those regarding quality of life and access to health and social services needed to remain at home. Supporting informal caregivers who provide long-term care to vulnerable older adults who need help to remain at home and in the community, as well as targeting underserved populations that may not be adequately served or assessed during the planning and development of programs, are of paramount concern. Insufficient awareness of and accessibility to long-term supportive services remains a community problem among older adults. The need for an improved, well-coordinated network of long-term care services for older adults, one that is also adequately prepared for the sheer number of boomers who are beginning to need and qualify for aging services is imminent. These issues will be addressed in the upcoming planning cycle and in the development of revised goals in response to changing needs of our rapidly aging community.