



Aging – Empowering New Horizons



Area Agency on Aging

Area Plan Update for 2018-2019

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

ANNUAL UPDATE FISCAL YEAR 2018-2019

AAA Name: El Dorado County

PSA Number: 29

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

TRANSMITTAL LETTER

2016-2020 Four Year Area Plan/Annual Update

Check one: FY 16-20 FY 17-18 FY18-19 FY 19-20

AAA Name: El Dorado County

PSA Number: 29

This Area Plan Update to the 2016-2020 Area Plan is hereby submitted to the California Department of Aging for approval. The Governing Board and the Advisory Council have each had the opportunity to participate in the planning process and to review and comment on the Area Plan. The Governing Board, Advisory Council, and Area Agency Director actively support the planning and development of community-based systems of care and will ensure compliance with the assurances set forth in this Area Plan. The undersigned recognize the responsibility within each community to establish systems in order to address the care needs of older individuals and their family caregivers in this planning and service area.

1. Michael Ranalli

Chair, Governing Board

Date

2. Steven Shervey

Chair, Advisory Council

Date

3. Michelle Hunter

Director, Area Agency on Aging

Date

FISCAL YEAR 2018-2019 AREA PLAN UPDATE

The El Dorado County Area Agency on Aging (AAA), Planning and Service Area (PSA) 29, developed the 2018-2019 Area Plan Update, the second annual implementation plan to the 2016-2020 Area Plan for Senior Services. As required by the federal Older Americans Act and in accordance with direction from the California Department of Aging (CDA), the 2018-2019 Area Plan Update is developed for submittal to CDA. The Annual Update provides the mechanism through which the AAA reports on modifications to the Area Plan as necessary to accommodate changing service needs as well as increases or decreases in grant funding levels and availability of other resources. The Update details the status of annual objective accomplishments and discusses the impact of activities undertaken during the second fiscal year of the 2016-2020 planning cycle.

Based upon the information provided by CDA in the Population Demographic Projections by County and PSA for Intrastate Funding Formula (IFF) report, the 60+ senior population in El Dorado County increased steadily, increasing 7.69% from 2015 to 2016 and 7.04% from 2016 to 2017. The overall increase from 2015 to 2017 was 15.27%. The table below details the changes in the demographics for PSA 29.

Table 1 Demographics	2015	2016	2017	Change from 2015 to 2017
Population 60+	48,065	51,761	55,406	15.27%
Non-Minority 60+	42,748	45,749	48,876	14.34%
Minority 60+	5,317	6,012	6,530	22.81%
Low Income 60+	2,735	2,935	4,260	55.76%
Medi-Cal Eligible 60+	3,108	3,890	4,364	40.41%
Geographic Isolation 60+	16,600	16,600	16,600	---
SSI/SSP* 65+	647	674	769	18.86%
Population 75+	12,423	13,877	16,003	28.82%
Lives Alone 60+	7,375	7,305	8,525	15.59%
Non-English Speaking	125	220	415	232.00%

*Supplemental Security Income/State Supplementary Payment

Reviewing the demographic data above, the number of seniors meeting the criteria for need based programs continues to increase. The percent of low income seniors has increased dramatically by 55.76% over the last two years, the percent of Medi-Cal eligible seniors has increased 40.41%, and the percent of SSI/SSP eligible seniors increased 18.86%. The significant increase in the number of seniors who are eligible for Medi-Cal is most likely due to the Affordable Care Act which has increased eligibility to 138% of the federal poverty guidelines, the increase in low income seniors and the overall increase in the number of seniors residing in the County. A two person family

would become eligible for Medi-Cal if their annual income is \$22,715 or less and other program requirements are met.

Table 1 also identifies 16,600 seniors 60+ living in geographic isolation which may be misleading due to the nature of our County. The California State Plan on Aging defines geographic isolation as rural areas compared to urban highly densely settled core areas. El Dorado County only contains two cities, Placerville and South Lake Tahoe. Many areas of the County are rural areas but not necessarily isolated areas.

El Dorado County has a myriad of services available to low income seniors. These include In-Home Supportive Services (IHSS), Multipurpose Senior Services Program (MSSP), Housing Choice Voucher Program (Section 8), Low Income Home Energy Assistance (LIHEAP) and Weatherization Programs, Senior Legal Services, Family Caregiver Support Program, Senior Nutrition Congregate and Home Delivered Meals. The Information and Assistance Program can provide appropriate referrals for seniors, disabled and low income individuals to these programs and others within the community by evaluating their unique needs and helping them make informed decisions about needed community-based programs and available support services.

Table 1 highlights the increase in minorities and also an increase in non-English speaking seniors. Since 2015, the minority senior population has increased 22.81% and the non-English speaking senior population has increased 232%. The Area Agency on Aging will continue to meet the needs of the non-English speaking population; the Information and Assistance Program has Spanish speaking assistance available Monday through Friday from 7:00am to 4:00pm. Program Staff also have access to interpreters and translation services to assist with languages other than English and Spanish.

Local statistics suggest that older adults in El Dorado County are an increasing demographic group, reflecting that older adults are “aging in place” in this county. Examples of this are in the 75+ population which increased 28.82%, as well as seniors living alone which increased 15.59% from 2015 to 2017.

Changes in Demographics Collection

The Lesbian Gay Bisexual Transgender (LGBT) Disparities Reduction Act of 2016 requires CDA to begin collecting voluntarily self-identified information about sexual orientation and gender identity (SOGI) no later than July 1, 2018. AAAs are required to update their data collection systems to allow individuals served the option of providing voluntary self-identified SOGI demographics. CDA, in partnership with the California Association of Area Agencies on Aging (C4A) and AAAs, has developed standard questions to be utilized by all AAAs.

The standard gender question has been revised with the following questions:

What is your gender? (check only one)

- a. Male
- b. Female
- c. Transgender Female to Male
- d. Transgender Male to Female
- e. Genderqueer/Gender Non-binary
- f. Not Listed, please specify: _____
- g. Declined/not stated

Two new questions have been added to the demographics collected. They are as follows:

1). *What was your sex at birth? (check only one)*

- a. Male
- b. Female
- c. Declined/not stated

2) *How do you describe your sexual orientation or sexual identify? (Check only one)*

- a. Straight/Heterosexual
- b. Bisexual
- c. Gay/Lesbian/Same-Gender Loving
- d. Questioning/Unsure
- e. Not Listed. Please Specify: _____
- f. Declined/not stated

All AAA programs intake forms will be revised to include the new questions. In addition, AAA staff will be attending two training webinars to learn more about the new data collection requirements and receive tools to effectively ask the questions. The first webinar, "Supporting LGBT Older Adults" will be held on April 17, 2018 and the second webinar, "Asking Inclusive Intake Questions" will be held on May 8, 2018. The AAA is working with the data base provider to ensure the questions will be available for use by the July 1, 2018 deadline.

SIGNIFICANT ACCOMPLISHMENTS FISCAL YEAR 2017-2018

Significant accomplishments were achieved by the El Dorado County AAA during the second year of the 2016-2020 planning cycle. These accomplishments and activities demonstrate the AAA's commitment to assess the needs of older adults, adults with disabilities, and their caregivers in the community and make responsive improvements to enhance the service delivery system. These accomplishments include:

Increased Congregate Meals Served by Senior Nutrition Services

During Fiscal Year 2015-2016, there were 60,192 meals served at the Senior Nutrition Dining Sites. During Fiscal Year 2016-2017, that number jumped to 61,142 served. Based upon the first two quarters of Fiscal Year 2017-2018, it is projected that 63,132 meals will be served. This reflects a 3.25% increase over the previous fiscal year and a 4.88% increase from Fiscal Year 2015-2016. Senior Nutrition Services continues to maintain the health and wellness of older adults through good nutrition and opportunities for socialization. The program also provides an important safety net to help older adults remain independent and connected to their communities.

Accomplishments of the Commission on Aging (COA)

The COA is an integral part of the AAA and assists in the development and completion of many of the goals and objectives contained within the Area Plan. In addition to the Area Plan goals and objectives, highlighted below are several COA accomplishments during Fiscal Year 2017-2018.

COA Retreat

The COA held its second annual retreat on November 9, 2017. This retreat was attended by a majority of the COA Commissioners and focused on developing the COA priorities and direction.

Completion of a New Monitoring Process for Senior Services

The COA developed and implemented a new standardized monitoring process for programs serving older adults. The COA Commissioners and Special Advocates monitored programs using the new standardized form with pre-determined questions and areas of focus. Monitoring visits were conducted during March and April 2017. A comprehensive report was compiled and presented to the COA and the AAA. The process was successful and the COA will monitor the AAA programs and Senior Day Care sites again in April and May of 2018.

Development of a New Outreach Team

The COA Outreach Team has re-energized and refocused its efforts in the community. The Outreach Team meets regularly at the Placerville Senior Center and often includes the AAA Director and Information and Assistance. As requested and in collaboration with Information and Assistance, the Outreach

Team will provide presentations about the AAA's programs and services to organizations in the community.

Upcoming events include coordination of Older Americans Day programs at the Nutrition Sites, a booth at the County Fair, assistance and support with the plans for the California Commission on Aging meeting to be held in El Dorado County, presentations and attendance at community events, and the development of a Senior Summit to be held in the fall. The Outreach Team will also be honoring the El Dorado County Senior of the Year winner, nominees, and the nominators at a reception following the presentation of the award by the Board of Supervisors.

Special Advocates

The COA has several very active Special Advocates. These Special Advocates are involved with transportation activities, outreach in outlying more rural areas of the county, and providing information to veterans. These Special Advocates are integral to the Commission and are vital to completing the Goals and Objectives of the Area Plan.

Senior Day Care Dementia Workshop

The Placerville Senior Day Care site provided a one day workshop on Saturday, March 10, 2018. This educational workshop entitled "Diagnosis Dementia – Now What?" was well attended. It was designed for both family members and/or caregivers of those with dementia. The training offered to equip individuals with knowledge and tools to help address the challenges of a dementia diagnosis, learn how the brain functions, what to do about new and difficult behaviors, and the importance of taking care of oneself as a caregiver. Marshall Medical Center, the Alzheimer's Association, Del Oro Community Resource Center, Family Caregiver Support Program and Senior Day Care staff were presenters.

Bilingual Services Available Through the Information and Assistance Program

Of those community members seeking services who are non-English speakers, Spanish continues to be the predominant language spoken. Bilingual services for Spanish speaking older adults and their families are available Monday through Friday, 7:00am – 4:00pm through the Information and Assistance Program.

Elder Abuse Prevention Grant

Health & Human Service Agency received a two year grant from the State Office of Emergency Services to conduct the Elder and Dependent Abuse Project (EDAAP) which focuses on victims of elder and dependent adult abuse. The goals of the project are to:

- Provide and coordinate direct services for elder and dependent adult victims;
- Expand community capacity to serve victims;
- Ensure victims have access to the criminal justice system and conduct an outreach awareness program.

Senior Legal Services is an integral part of the EDAAP team which includes Adult Protective Services, the District Attorney's Office, and the Sheriff's office. The Senior Nutrition Program participates in the outreach efforts for this grant program and Senior Legal Services has experienced an increase in elder abuse referrals.

Service Integration

The Agency is continuing to work toward “Service Integration” with the goal of improving community access to services through co-location with enhanced linkage to and coordination of services. By better integrating services, the Agency framework will encompass a more client centered, holistic care approach (or whole person care), reducing real and perceived barriers to services while improving client outcomes. Effective July 1, 2018, the AAA will move to the Adult and Senior System of Care. The other Systems of Care/Support of HHSA will be:

- Children and Youth System of Care
- Self-Sufficiency and Community Resources
- Health Care and Education Programs
- Agency Administration and Financial Services

Senior Legal Services Ad Hoc Committee

Senior Legal Services in PSA 29 is an AAA direct service program and one of the most popular of the older adult programs, providing legal services on average to over 1,700 unduplicated older adults per year. This program is funded by Title IIIB, County General Fund, and donations. During Fiscal Year 2017/2018 county budget hearings, the Senior Legal Services Program was recommended not to be funded. After much discussion, the El Dorado County Board of Supervisors decided to fund the program for Fiscal Year 2017/2018 and requested that the Health and Human Services Agency, in coordination with Commission on Aging and other interested and appropriate stakeholders, identify a reasonable service delivery model that provides legal services to older adults in need. A framework for the conversation was to explore a reasonable service model that relies upon Older Americans Act funding and donations, with minimal to no impact on the County General Fund, and one which mitigates existing risk and liability to the County. The Commission on Aging held a special meeting to discuss their advocacy for the Senior Legal Services program and also held a question and answer conference call with the California Department of Aging. The Ad Hoc Committee consists of 12 members including two representatives from the Commission on Aging, the Director of the Area Agency on Aging, and the recently retired Senior Legal Services attorney. Information related to specific Senior Legal Services provided by PSA 29, the structures, types of services and funding sources, state and federal regulations applicable to the program, and the history of PSA 29’s Senior Legal Services program were all presented and discussed.

The recommendation of the Ad Hoc Committee to the Board of Supervisors is to maintain the current structure and funding of Senior Legal Services since it has been determined to provide a high quality of service as a program within the Health and Human Services Agency. Additionally, a recommendation was made to continue to explore other possibilities for sustainable funding for the program.

Application for a Community Development Block Grant (CDBG) -- Building Rehabilitation Grant for the Placerville Senior Center

In December 2017, the County applied for a \$4 million dollar Community Development Block Grant for Rehabilitation of the Placerville Senior Center. This grant is specific to rehabilitation of an existing public facility. The grant awardees should be notified in the Spring of 2018.

AARP Tax-Aid Program

The AARP Tax-Aid Program continues to grow in popularity. Annually, the AARP Tax-Aid Program assists low and middle income taxpayers, many of whom are older adults, prepare and file their income tax returns free of charge. The AAA provided the meeting space and outreach at the Placerville and South Lake Tahoe Senior Centers. Services are also provided at the Gold Country Retirement Center in Placerville, Lions Hall in Diamond Springs, Pollock Pines Community Church, Cameron Park Community Center, Rolling Hills Christian Church in El Dorado Hills and the Garden Valley Fire Department.

Scam Workshop

El Dorado County Health and Human Services Agency collaborated with leading professionals from the Federal Bureau of Investigations (FBI) to provide a Scam Prevention workshop for seniors that was held on October 20, 2017 at the El Dorado Hills Senior Center. In addition to the FBI officials, local law enforcement official and one of the Senior Legal Services attorneys were also present to give an overview of the scams happening in our local community. The presentations included information and discussion on Affinity Marketing and Affinity Fraud, "Ponzi", "Pyramid Schemes, Time Share Scams, Lotteries and Sweepstakes Scams, Grandparent Scams, Foreign Scam Letters, Cyber Fraud, and Social Security Scams. It was an outstanding opportunity for older adults to ask questions and learn how to protect themselves and their assets. The workshop was well attended.

Section 7: Public Hearings

The goals and objectives resultant of the community needs assessment were presented at public hearings in both the incorporated cities of Placerville and South Lake Tahoe to solicit public input and insure opportunities for older adults to provide oral and written testimony to the development of the Plan.

The public review period for the 2018-2019 Area Plan Update was April 2018. One public hearing was held during this period:

April 19, 2018
 Cameron Park Library
 2500 Country Club Drive
 Cameron Park, CA

SECTION 7 PUBLIC HEARINGS

PSA 29

At least one public hearing must be held each year of the four-year planning cycle. CCR Title 22, Article 3, Section 7302(a)(10) and Section 7308, OAA 2006 306(a)

Fiscal Year	Date	Location	Number of Attendees	Presented in languages other than English? ¹ Yes or No	Was hearing held at a Long-Term Care Facility? ² Yes or No
2016-17	4/20/16 4/21/16	Tahoe Senior Center El Dorado County Mental Health Conference Room	0 17	No No	No No
2017-18	4/20/17	Cameron Park Community Center	23	No	No
2018-19	4/19/18	Cameron Park Library	21	No	No
2019-20					

The following must be discussed at each Public Hearing conducted during the planning cycle:

1. Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals.

Along with the required legal notification, Public Hearing notices were distributed to the eight congregate nutrition sites and local senior centers.

² A translator is not required unless the AAA determines a significant number of attendees require translation services.
³ AAAs are encouraged to include individuals in LTC facilities in the planning process, but hearings are not required to be held in LTC facilities.

2. Were proposed expenditures for Program Development (PD) and Coordination (C) discussed?

Yes. Go to question #3

Not applicable, PD and C funds are not used. Go to question #4

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

4. Attendees were provided the opportunity to testify regarding setting of minimum percentages of Title III B program funds to meet the adequate proportion funding for Priority Services

Yes. Go to question #5

No, Explain:

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

There were no comments made concerning minimum percentages of Title III B funds.

6. List any other issues discussed or raised at the public hearing.

- 1) The Commission on Aging's (COA) Special Advocates are very important active members of the Commission on Aging and should be recognized under Commission on Aging accomplishments.
- 2) The AAA and the COA have held one meeting with Marshall Hospital to discuss collaborating on a Fall Prevention course. The next meeting is scheduled for August 2018.
- 3) The Senior Peer Counseling program is operated by volunteers and should be on the Commission on Aging radar. This program is included in the Mental Health Services Act Annual Update which will be forwarded to the Commission on Aging for their review. At this time, Senior Peer Counseling will not be added to the Area Plan.
- 4) The COA Commissioners are still working on the SAFE-D plan.

7. Note any changes to the Area Plan which were a result of input by attendees.
The COA Special Advocates will be added to the COA Accomplishments.