

Goal # 1

<b>Goal: Outreach</b>			
<b>Rationale:</b> The Area Agency on Aging (AAA) offers many services within the Planning Service Area (PSA) that can be of benefit to many seniors. In order to maximize the awareness and usage of programs, effective outreach is necessary. This will enhance the ability of older adults to make decisions regarding appropriate and available services.			
List Objective Number(s) ___ and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title IIIB Funded PD or C <sup>1</sup>	Update Status <sup>2</sup>
1.1. The Commission on Aging (COA) in conjunction with the AAA will distribute the Senior Times Newsletter and other senior services marketing materials to physicians' offices and waiting rooms in medical facilities in both the West Slope & South Lake Tahoe (SLT) area. COA will obtain permission from doctor's offices and/or medical facility prior to distribution.  Measurement: Number of distribution locations ----- During FY 2016/2017, the Senior Times Newsletter was not distributed to physicians' offices and waiting rooms. In addition to the mailing to subscribers, it was distributed to public locations within the County. The Senior Times Newsletter is available on-line <a href="http://www.edcgov.us/Government/HumanServices/Senior_Services/Senior_Times_Newsletter.aspx">www.edcgov.us/Government/HumanServices/Senior_Services/Senior_Times_Newsletter.aspx</a>  The COA has assigned this objective to their Outreach Committee for Fiscal Year 2017/2018. ----- This objective was not completed in Fiscal Year 2017/2018 and will be moved to Fiscal Year 2019/2020	7/1/16-6/30/20  ----- 7/1/17-6/30/20  ----- 7/1/19-6/30/20		New  ----- Revised  ----- Revised

<sup>1</sup> Indicate if Program Development (PD) or Coordination (C) is the objective (cannot be both). If a PD objective is not completed in the timeline required and is continuing in the following year, any objective revision must state additional tasks.

<sup>2</sup> Use for the Area Plan Updates only to indicate if the objective is New, Continued, Revised, Completed, or Deleted.

<p>1.2 The Long Term Care Ombudsman Program (LTCOP) will publish quarterly articles in the Senior Times Newsletter to enhance awareness of long-term care resident advocacy services, resident rights, and other long-term care issues.</p> <p>Measurement: Number of articles submitted</p> <hr/> <p>The beginning date for this objective has been revised to 4/1/18. Volunteer resource constraints have delayed implementation of the publication of articles in the Senior Times Newsletter. The LTCOP charges program representatives with the responsibility to conduct informal surveys of residents and families during facility visits. Based on the summary of survey findings of resident and family preferences, articles will be written to address topics of interest to begin in the fourth quarter of Fiscal Year 2017/2018.</p>	<p>7/1/17-6/30/20</p> <hr/> <p>4/1/18-6/30/20</p>		<p>New</p> <hr/> <p>Revised</p>
<p>1.3 Information and Assistance (I&amp;A) will conduct 30 outreach campaigns in FY 2016/2017 and increase one campaign per year. These will include in-person speaking engagements, mailings to community agencies/organizations, outreach at Farmers' Markets, etc. to increase knowledge of available services.</p> <p>Measurement: Number of outreach campaigns competed</p> <hr/> <p>I&amp;A has completed 26 outreach campaigns from July 2016 through February 2017 with over 260 contacts. Additional outreach campaigns are scheduled for March 2017 through June 2017. Outreach activities included mailings and presentations and were held at various locations within the community such as mobile home parks, the local hospital, and community centers. Similar activities will be planned for Fiscal Year 2017/2018.</p> <hr/> <p>I&amp;A has completed 22 outreach campaigns from July 2017 through March 2018 with over 900 contacts. Additional outreach campaigns are scheduled for April 2018 through June 2018. Outreach activities included mailings and presentations and were held at various locations within the community such as mobile home parks, the local hospital, and community centers. Similar activities will be planned for Fiscal Year 2018/2019.</p> <p>Additionally, I&amp;A will develop a mail campaign to send printed information to senior living communities including apartments and mobile home parks; a similar mail campaign will be developed to contact local churches and clubs. I&amp;A will be teaming up with the COA Outreach Committee in hopes of reaching additional contacts and community based organizations.</p>	<p>7/1/16-6/30/20</p>		<p>New</p> <hr/> <p>Continued</p> <hr/> <p>Continued</p>
<p>1.4 I&amp;A and Family Caregiver Support Program (FCSP) will develop centralized senior services resource guide in current database to provide easy to access information for I&amp;A staff in FY 2017/2018, implement in FY 2018/2019.</p> <p>Measurement: Completion of internal resource guide</p>	<p>7/1/18-6/30/19</p>		<p>New</p>

<p>1.5 AAA, in collaboration with the COA, will explore the feasibility of pursuing sponsorships or advertisements within the Senior Times Newsletter and "live hyperlinks" in the on-line edition to services, programs, and events.</p> <p>Measurement: Sponsorships or advertisements received or declined.</p>	7/1/18-6/30/20		New
<p>1.6 The COA Outreach Committee along with the AAA will explore sponsorship opportunities to purchase promotional giveaways with contact information about senior services for expanded outreach within the community.</p> <p>Measurement: Sponsorships and purchase of marketing materials</p>	7/1/18-6/30/20		New
<p>1.7 The Health &amp; Human Services Agency (HHSA) would like to increase awareness of County services through effective branding and outreach within the community. With input from the COA, develop an effective branding to coincide with Welldorado.</p> <p>Measurement: Development of a new brand identity</p>	7/1/19-6/30/20		New
<p>1.8 The AAA programs of FCSP, Senior Day Care, Senior Legal and the LTCOP and the COA will collaborate and participate in a Health Fair. Memory Screenings and Caregiver Assessments will be provided.</p> <p>Measurement: Participation in a health fair</p>	7/1/19-6/30/20		New
<p>1.9 The AAA and COA will promote the Senior Nutrition Program Home-Delivered Meal Program to enlist a larger pool of volunteer drivers, especially within the South Lake Tahoe area.</p> <p>Measurement: Increased number of volunteer drivers</p> <hr/> <p>The AAA has held three orientations in South Lake Tahoe and four orientations in Placerville between August 2016 and January 2017. There are seven additional orientations planned between March 2017 and June 2017. The orientations have resulted in nine new volunteer drivers. Orientations will be planned for the 2017/2018 fiscal year.</p> <hr/> <p>The AAA scheduled an orientation for March 12, 2018 and additional trainings will be scheduled as needed. All four routes in the South Lake Tahoe area currently have volunteer drivers, as well as several back-up drivers. Orientations on the West Slope have also resulted in additional drivers allowing staff to divide a large route into two more manageable sized routes.</p>	7/1/16-6/30/20		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Completed</p>

<p>1.10 The COA in collaboration with the AAA will develop a Nutrition Site Liaison Program. Commissioners will be assigned to a Nutrition Site to meet with the congregate diners on a monthly basis providing outreach information on senior services. This will be an interactive arrangement with congregate diners providing feedback on current services and recommendations for new services.</p> <p>Measurement: Monthly Liaison meetings at Nutrition Sites</p> <hr/> <p>This objective was not implemented in Fiscal Year 2016/2017. This objective has been assigned to the COA Outreach Committee for development in Fiscal Year 2017/2018.</p> <hr/> <p>The COA has assigned a Liaison Commissioner to all Nutrition Sites. The assigned liaison will begin visiting and interacting with the congregate diners on a monthly basis.</p>	<p>7/1/16-6/30/17</p>           <p>-----</p> <p>7/1/17-6/30/20</p>		<p>New</p>           <p>-----</p> <p>Revised</p>           <p>-----</p> <p>Continued</p>
<p>1.11 HHSA, AAA, Adult Protective Services (APS) and In-Home Supportive Services (IHSS) and the COA will conduct outreach within the County through personal visits and attendance at various meetings, service clubs, health associations and medical providers, fundraisers and community events, faith-based organizations, and senior housing and mobile home parks.</p> <p>Measurement: Number of outreach visits, attendance at events and meetings</p> <hr/> <p>The COA conducted an average of 36 outreach campaigns per month. The outreach activities were attended by approximately 40-60 individuals. Outreach activities included: El Dorado County Showcase Mixer, meetings with county supervisors, community board and group meetings, etc.</p> <p>APS/IHSS staff conducted two outreach sessions (January 23, 2016 and March 24, 2017) with the home delivered drivers providing information on the programs. A total of 37 individuals attended the January presentation and 14 individuals attended the March presentation.</p> <hr/> <p>A COA Commissioner was instrumental in developing a new senior group in the Pollock Pines/Camino area. Outreach is conducted via Facebook. The new activities for this area include games, arts and crafts, hiking, bowling, fundraisers, food events etc.</p> <p>The COA conducted an average of 33 outreach campaigns per month. The outreach activities by approximately 25 individuals. Outreach activities included: El Dorado County Showcase Mixer, meetings with county supervisors, community board and group meetings, etc.</p> <p>APS/IHSS conducted outreach at various community events such as the FCSP Caregiving Series, Marshall Medical Fall Prevention Days Mini Health Fair, Community Showcase, Health and Safety Fair, and the upcoming Senior Day at the El Dorado County Fair.</p>	<p>7/1/16-6/30/20</p>		<p>New</p>           <p>-----</p> <p>Continued</p>           <p>-----</p> <p>Continued</p>

**Goal: 2**

**Goal: Education and Training**

**Rationale:** The Older Adults Needs Assessment identified Education as an area of interest to many seniors. The survey also identified that many seniors are caring for their spouses who have physical limitations and memory or cognitive deficiencies. Training will provide these seniors with support and education to become effective caregivers.

List Objective Number(s) ___ and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title IIIB Funded PD or C <sup>3</sup>	Update Status <sup>4</sup>
<p>2.1 To educate the older adult community about the Medicare Part D Low Income Subsidy Program, the Health Insurance Counseling and Advocacy Program (HICAP) will provide one-on-one presentations prior to the Medicare Part D annual open enrollment period.</p> <p>Measurement: Number of participants attending the presentations.</p> <p>-----</p> <p>This objective is revised to clarify the activity of the HICAP program. The revised objective is: To educate the older adult community about the Medicare Part D Low Income Subsidy Program, the Health Insurance Counseling and Advocacy Program (HICAP) will provide presentations within the community prior to the Medicare Part D annual open enrollment period. HICAP will also provide one-on-one consultations to individuals needing additional information.</p> <p>HICAP provided three public presentations in El Dorado County targeted specifically to the annual enrollment period for 2017. A total of 37 individuals attended the presentations.</p> <p>HICAP also provided seven additional public presentations in El Dorado County during Fiscal Year 2016/2017 with a total of 470 individuals attending these presentations. Eight additional presentations are planned for the remainder of Fiscal Year 2016/2017.</p> <p>In addition, approximately 500 clients will be screened during the one-on-one counseling sessions.</p> <p>-----</p> <p>In Fiscal Year 2017/2018, HICAP provided four public presentations in El Dorado County targeted specifically to the annual enrollment</p>	<p>7/1/16-6/30/20</p>		<p>New</p> <p>-----</p> <p>Revised</p> <p>-----</p> <p>Continued</p>

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<p>period. A total of 64 individuals attended the presentations.</p> <p>To date, HICAP has provided four additional public presentations in El Dorado County with a total of 68 individuals attending these presentations. Four additional presentations are planned for the remainder of the Fiscal Year.</p> <p>In addition, approximately 500 clients will be counseled (including screening of eligibility for the Low Income Subsidy Program) during the one-on-one counseling sessions.</p>			
<p>2.2 To help members of the boomer generation understand Social Security, long-term care, and working beyond age 65, Commission on Aging (COA) will sponsor a Boomer Education 101 Course annually. Course will be held in South Lake Tahoe (SLT) and West Slope.</p> <p>Measurement: Number of Boomer 101 courses held and/or number of attendees</p> <p>-----</p> <p>This objective was not completed in Fiscal Year 2016/2017.</p> <p>The Boomer Education 101 course will be held bi-annually instead of annually. A course in the South Lake Tahoe (SLT) Area will be dependent upon the appointment of a new SLT COA Commissioner.</p> <p>-----</p> <p>This objective was not completed in Fiscal Year 2017/2018. A new SLT COA Commissioner was not appointed this year. The start date has been revised to 7/1/18.</p>	<p>7/1/16-6/30/20</p> <p>-----</p> <p>7/1/17-6/30/20</p> <p>-----</p> <p>7/1/18-6/30/20</p>		<p>New</p> <p>-----</p> <p>Revised</p> <p>-----</p> <p>Revised</p>

<p>2.3 The Area Agency on Aging (AAA) and COA will collaborate with Barton Medical Center in South Lake Tahoe and Marshall Medical Center in Placerville to promote an increase in <a href="#">Title III-D Highest Tier Evidence-Based Health Promotion/Disease Prevention Programs</a>. One of the Evidence-Based Programs <a href="#">on the National Council of Aging (NCOA) list</a>, Powerful Tools for Caregivers, will be conducted twice a year by the Senior Health Education Program (SHEP) and Family Caregiver Support Program (FCSP) during FY 2016/2017, and then increased to three courses per year, rotating locations through El Dorado County. This course is designed to help family caregivers take care of themselves while caring for a loved one. Explore the possibility of providing other Evidence-Based programs.</p> <p>Measurement: Number of sessions of Evidence-Based programs held. <a href="#">The number of contacts will be reported in the CARS system.</a></p> <hr/> <p><a href="#">Powerful Tools for Caregivers was conducted August 24-September 28, 2016 at the Placerville Senior Center and February 24-March 31, 2017 at the El Dorado Hills Senior Center. A total of 8 caregivers completed the program in Placerville and 8 caregivers are attending the course in El Dorado Hills.</a></p> <p><a href="#">The supervisor for SHEP and FCSP will be meeting with a representative from Barton Home Care in South Lake Tahoe and Marshall Hospital in Placerville to collaborate on hosting of an evidence based program in Fiscal Year 2017/2018.</a></p> <p><a href="#">The COA explored the possibility of implementing the course on the NCOA list, "A Matter of Balance". Due to the time commitment and minimum required attendance, the COA will not be pursuing hosting this course.</a></p> <hr/> <p><a href="#">Powerful Tools for Caregivers was conducted August 23-September 27, 2017 at the Placerville Senior Center and another session will be conducted May 25-June 29, 2018. This program will also be held at the Placerville Senior Center. A total of 10 caregivers completed the August-September program.</a></p> <p><a href="#">The supervisor position was vacant for four months. The new supervisor for SHEP and FCSP will be meeting with a representative from Barton Home Care in South Lake Tahoe and Marshall Hospital in Placerville to collaborate on hosting an evidenced based program during Fiscal Year 2018/2019.</a></p>	<p>7/1/16-6/30/20</p>		<p>New Revised</p> <p>----- Continued</p> <p>----- Continued</p>
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<p>2.4 FCSP will continue to provide/facilitate support groups in the Greenwood and South Lake Tahoe areas. A support group will be piloted in other outlying areas of El Dorado County; FY 2016/2017 will pilot one area, FY 2017/2018 will pilot another area.</p> <p>Measurement: Number of support groups held</p> <hr/> <p>FCSP provided and facilitated monthly support groups in Greenwood. During the time of July 2016 through February 2017, 57 individuals attended the support groups. It is anticipated that 28 individuals will attend the support groups held March 2017 through June 2017.</p> <p>FCSP provided and facilitated monthly support groups in South Lake Tahoe. Severe winter weather required the cancellation of the support group in January 2017 and affected the attendance at the February 2017 support group. During this time, 40 individuals attended the support group and it is anticipated (weather permitting) that 28 individuals will attend the support groups from March 2017 through June 2017.</p> <p>Another support group has been implemented at our El Dorado Hills Senior Center beginning February 2017. There were a total of 7 attendees.</p> <hr/> <p>FCSP continued to provide and facilitate monthly support groups in Greenwood. During the time of July 2017 through February 2018, 17 unduplicated individuals attended the support groups. It is anticipated that 22 unduplicated individuals will attend the support groups held March 2018 through June 2019.</p> <p>FCSP continued to provide and facilitate monthly support groups in South Lake Tahoe. During the time of July 2017 through February 2018, 16 unduplicated individuals attended the support groups. It is anticipated that 19 unduplicated individuals will attend the support groups held March 2018 through June 2018.</p> <p>FCSP collaborated with the El Dorado Hills Senior Day Care Center to provide and facilitate monthly support groups in El Dorado Hills. During the time of July 2017 through February 2018, 31 unduplicated individuals attended the support groups. It is anticipated that 35 unduplicated individuals will attend the support groups held March 2018 through June 2018.</p>	<p>7/1/16-6/30/20</p>		<p>New</p> <hr/> <p>Continued</p> <hr/> <p>Continued</p>
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<p>2.5 FCSP will facilitate and sponsor two caregiver education series in South Lake Tahoe, one mini-series each in Greenwood and Placerville, and add another series to an outlying area, totaling 19 classes per year.</p> <p>Measurement: Number of classes held per year</p> <hr/> <p>FCSP conducted a six-week caregiver series in South Lake Tahoe from October 10, 2016 through November 14, 2016 and a three-week mini-series in Placerville from January 17, 2017 through January 31, 2017. There were 74 attendees in South Lake Tahoe and 34 attendees in Placerville. A six-week caregiver series is planned for April 17, 2017 through May 22, 2017 in South Lake Tahoe and a three week mini-series in Greenwood beginning July 18, 2017 through August 1, 2017. It is expected that 78 individuals will attend in South Lake Tahoe and 36 in Greenwood.</p> <p>FCSP will continue to explore the possibility of adding a new location in Fiscal Year 2017/2018. Areas for consideration are Cameron Park, Diamond Springs, or Somerset.</p> <hr/> <p>FCSP conducted a six-week caregiver series in South Lake Tahoe from October 9, 2017 through November 13, 2017, a three-week mini-series in Placerville from January 16, 2018 through January 30, 2018, and a three week mini-series in Greenwood from July 18, 2017 through August 1, 2017. There were 49 attendees in South Lake Tahoe, 50 attendees in Placerville and 15 attendees in Greenwood. A six-week caregiver series is planned for April 16, 2018 through May 21, 2018 in South Lake Tahoe and 55 attendees are expected to participate in this series. FCSP will evaluate the possibility of adding another series during Fiscal Year 2019/2020.</p>	<p>7/1/16-6/30/20</p>		<p>New</p> <hr/> <p>Continued</p> <hr/> <p>Continued</p>
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Goal # 3

**Goal: Availability of Aging Services**

**Rationale:** The majority of senior services are provided at the dedicated senior centers located in Placerville, El Dorado Hills, and South Lake Tahoe. The senior population is continuing to increase at a rapid rate and expanded services are needed in all areas, especially South Lake Tahoe and outlying areas of the county. The Area Agency on Aging (AAA) strives to provide opportunities and services for seniors in all communities, as appropriate.

List Objective Number(s) ___ and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title IIIB Funded PD or C <sup>5</sup>	Update Status <sup>6</sup>
<p>3.1 The AAA and Commission on Aging (COA) will explore the feasibility of pursuing the expansion of the You Are Not Alone (YANA) Program, a free daily telephone reassurance program into the South Lake Tahoe (SLT) area. The SLT program would be in collaboration with the El Dorado County Sheriff's Team of Active Retirees (STAR) volunteers.</p> <p>Measurement: Number of clients enrolled in YANA from the South Lake Tahoe area</p> <p>-----</p> <p>There is currently one YANA client from the South Lake Tahoe area. This client is contacted by the STAR volunteers in Placerville. The start date for this objective has been revised.</p>	<p>7/1/17-6/30/20 7/1/19-6/30/20</p>		<p>New</p> <p>-----</p> <p>Revised</p>
<p>3.2 The AAA and COA will advocate with local transportation authorities to explore the feasibility of improving public transportation for older adults and will focus on expanding transportation services to rural and under-served communities as well as enhancing paratransit and route deviations services for disabled persons. A COA representative will regularly attend local transportation community meetings, public hearings and study groups.</p> <p>Measurement: Number of meetings, public hearings and study groups attended</p> <p>-----</p> <p>The AAA conducted a community transportation needs survey with Health &amp; Human Services Agency clients. This survey was part of the Agency's strategic plan. The survey results were used to create</p>	<p>7/1/16-6/30/20</p>		<p>New</p> <p>-----</p> <p>Continued</p>

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<p>a brochure to promote transportation services to the Agency's clients and community residents. In addition a web page was developed to increase awareness and promote various modes of transportation.</p> <p>The website can be accessed at <a href="http://www.edcgov.us/government/humanservices/transportation_Services.aspx">www.edcgov.us/government/humanservices/transportation_Services.aspx</a></p> <p>The COA Special Advocate attends multiple transportation related meetings per month. She has attended 50 meetings between July 1, 2016 and February 28, 2017. It is anticipated that she will attend approximately six meeting per month during the time period of March 1, 2017 through June 30, 2017. The focus of the COA Special Advocate is transportation for the aging population in general and includes topics such as resources for aging drivers, options for designing our roads for older road users (pedestrians, transit users, drivers, bicyclists), as well as issues such as pedestrian access to transit stops, information accessibility, signage etc. Information from these transportation meetings is shared at the COA meetings.</p> <hr/> <p>The objective has been revised to be more inclusive of all types of transportation. The COA Special Advocate continues to attend multiple transportation meetings per month.</p>			<hr/> <p>Revised and continued</p>
<p>3.3 Senior Day Care and COA will collaborate with community agencies to explore the feasibility of opening a Senior Day Care Center in the SLT area.</p> <p>Measurement: Forming of collaboratives and committees for possible development of a plan for a site</p>	7/1/19-6/30/20		New
<p>3.4 Health &amp; Human Services Agency (HHS), AAA, and COA will pursue collaboration with the City of SLT, SLT Senior Groups, and El Dorado County to explore the feasibility of improvements to the SLT Senior Center.</p> <p>Measurement: Improvements to the SLT Senior Center</p> <hr/> <p>Two updates were completed at the South Lake Tahoe Senior Center. The roof was repaired and five closed circuit cameras were installed at the entrance/exit doorways for security purposes. These cameras also operate as a night light allowing seniors to navigate the walkways to the Senior Center during the evening hours.</p> <hr/> <p>The City of South Lake Tahoe and the County of El Dorado have hired a consultant to evaluate the facilities located on the 56-Acre parcel which includes the South Lake Tahoe Senior Center. The report was made public at the end of March 2018.</p>	7/1/16-6/30/20		<p>New</p> <hr/> <p>Continued</p> <hr/> <p>Continued</p>
<p>3.5 Senior Health Education Program (SHEP) will continue to sponsor the Tai Chi Moving for Better Balance evidence-based class twice a week at the Placerville Senior Center. Another class will be added in FY 2018/2019 based on instructor's availability. Tai Chi Moving for Better Balance is a course on the NCOA list.</p> <p>Measurement: Number of Tai Chi Moving for Better Balance classes held. The number of contacts will be reported in the CARS system.</p> <hr/>	7/1/16-6/30/20		<p>New Revised</p> <hr/> <p>Continued</p>

<p>Tai Chi Moving for Better Balance is held twice per week at the Placerville Senior Center. An average of 6-8 students attend each one hour class. The instructor for this course also teaches another class through the Cameron Park Community Services District. This class has a required fee and does not qualify as a SHEP sponsored class.</p> <hr/> <p>Senior Health Education Program (SHEP) continues to sponsor the Tai Chi Moving for Better Balance evidence-based class twice a week at the Placerville Senior Center. Tai Chi Moving for Better Balance is a course on the NCOA list. On average, 17 students attend the classes per month. We are looking at adding another evidence based program (Arthritis Foundation Exercise Program) to SHEP for Fiscal Year 2018/2019.</p>			<hr/> <p>Revised and Continued</p>
<p>3.6 Family Caregiver Support Program (FCSP) will co-sponsor workshops with community organizations to provide educational information based on current needs of seniors.</p> <p>Measurement: Number of workshops held</p> <hr/> <p>On September 13, 2016 FCSP co-sponsored with the Alzheimer's Association a workshop entitled, "Know the 10 Signs". A total of 9 individuals attended the workshop.</p> <p>FCSP will again co-sponsor up to two workshops with the Alzheimer's Association during the Fiscal Year 2017/2018. It is expected that 8-10 individuals will attend.</p> <hr/> <p>FCSP co-sponsored 4 workshops with the Alzheimer's Association. The first workshop, "Know the 10 Signs" was held on July 25, 2017 in Greenwood. A total of 6 individuals attended the workshop. The second workshop, "Healthy Living for your Brain and Body" was held in South Lake Tahoe. A total of 12 individual attended. The third workshop, "The Basics: Memory Loss, Dementia and Alzheimer's Disease" was held in Placerville on January 23, 2018. A total of 22 individuals attended. The fourth workshop, entitled "Living with Alzheimer's Mid-Stage Caregiving" is planned for April 23, 2018 and will be held in South Lake Tahoe.</p>	7/1/16-6/30/20		<p>New</p> <hr/> <p>Continued</p> <hr/> <p>Continued</p>
<p>3.7 The AAA programs of Senior Legal, FCSP, Information &amp; Assistance (I&amp;A), SHEP will collaborate with COA and In-Home Supportive Services (IHSS) and Adult Protective Services (APS) to identify community needs in outlying areas of the County. Explore the feasibility of providing various senior services in the outlying areas to increase accessibility of services to the area residents.</p> <p>Measurement: Attendance when services are provided</p> <hr/> <p>The Supervisor for FCSP, I&amp;A and SHEP is working with the COA Transportation Committee to identify community needs in outlying areas of the County. I&amp;A is attending the quarterly EDAAP meetings to provide updates to APS/IHSS and local community organizations on available services.</p> <p>Senior Legal continues to collaborate with APS to identify community needs in outlying areas. APS makes referrals of seniors with potential civil legal issues to Senior Legal and also assists with making appointments and, in certain circumstances, bringing the</p>	7/1/17-6/30/20		<p>New</p> <hr/> <p>Continued</p>

<p>potential clients to the Senior Legal Services office for consultations/services. If transportation is not possible, Senior Legal can go to the home to meet with the seniors. This collaboration allows for seniors in outlying areas who may not have knowledge of or access to Senior Legal (due to transportation/mobility issues) the ability to receive services.</p>			
<p>3.8 COA will collaborate with IHSS, APS and community leaders to explore the feasibility of conducting an Age-Friendly Communities Evaluation. Identify the terms and requirements of an Age-Friendly Community Designation.</p> <p>Measurement: Written report and/or development of a checklist</p> <p>-----</p> <p>Research began in March 2017 and will continue.</p> <p>-----</p> <p>The COA explored the requirements of this designation. The requirements are extensive and the project will not move forward with the COA during this planning cycle.</p>	<p>1/1/17-6/30/18</p>		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Completed</p>

**Goal #**     4    

<b>Goal: Changing Needs of Seniors</b>			
<p><b>Rationale:</b> Seniors are living longer and prefer to “age in place”. The younger seniors, the Boomers, are more active, interested in maintaining healthy lifestyles, have different interests and needs than the older seniors. There is also a renewed interest in life-long learning and engagement in the community.</p>			
<b>List Objective Number(s) ___ and Objective(s)</b> <b>[Refer to CCR Article 3, Section 7300 (c)]</b>	<b>Projected Start and End Dates</b>	<b>Title IIIB Funded PD or C<sup>7</sup></b>	<b>Update Status<sup>8</sup></b>
<p>4.1 Commission on Aging (COA), in conjunction with the City of South Lake Tahoe (SLT) Parks and Recreation Department, will collaborate with Lake Tahoe Community College and Recreation Center to explore the feasibility of providing classes and activities for older adults.</p> <p>Measurement: Number of classes for older adults</p> <hr/> <p>The COA member responsible for this objective has resigned. This objective will be deleted.</p>	<p>7/1/17-6/30/20</p>		<p>New</p> <hr/> <p>Deleted</p>
<p>4.2 Area Agency on Aging (AAA) and COA will promote physical activity for seniors to improve health and reduce depression by exploring the feasibility of grants, senior fitness classes and events such as Senior Fitness Day.</p> <p>Measurement: Creation of Senior Fitness Classes and/or events</p> <hr/> <p>The start date of this objective has been revised.</p>	<p>7/1/17-6/30/18 7/1/19-6/30/20</p>		<p>New</p> <hr/> <p>Revised</p>

<sup>7</sup> Indicate if Program Development (PD) or Coordination (C) is the objective (cannot be both). If a PD objective is not completed in the timeline required and is continuing in the following year, any objective revision must state additional tasks.

<sup>8</sup> Use for the Area Plan Updates only to indicate if the objective is New, Continued, Revised, Completed, or Deleted.

<p>4.3 AAA and COA will promote aging in place services in El Dorado County and explore the feasibility of modification design and home improvements to accommodate mobility for aging in place. Pursue the possibility of expanding the Safe at Home program.</p> <p>Measurement: Number of applications received by Safe at Home and number of articles, presentations, outreach activities</p> <hr/> <p>The Safe-at-Home Program was not successful in PSA 29. A new program SAFE-D has been developed. Pending finalization of the program, the COA plans to begin advertising for the program and training volunteers during June 2018 and implementing the program in July 2018.</p>	7/1/17-6/30/18		<p>New</p> <hr/> <p>Continued</p>
<p>4.4 AAA, Senior Nutrition Program Dietitian, and COA will explore the feasibility of opportunities for innovative senior nutrition meal options and serving environments by visiting other Planning and Service Areas (PSAs) Nutrition Programs and other research activities.</p> <p>Measurement: Number of PSAs visited and summary of activities/ideas</p>	7/1/19-6/30/20		New
<p>4.5 Health &amp; Humans Services Agency (HHSA), Long Term Care Ombudsman Program (LTCOP), and COA will explore new collaborations/volunteer opportunities with community organizations to develop and increase participation in intergenerational programs for the purpose of engaging available time and talent of volunteers to various projects to support relevance and the need to give back to the community.</p> <p>Measurement: Identify current and potential opportunities for intergenerational programs</p>	7/1/19-6/30/20		New
<p>4.6 COA will collaborate with local community colleges, libraries, churches, and senior and community centers to host regular relevant presentations. Create life-long learning opportunities and form groups of seniors with similar interests.</p> <p>Measurement: Number of presentations</p> <hr/> <p>A COA Commissioner is actively involved with the Sierra Renaissance Society which presents monthly life-long learning courses for seniors. The courses are held at the local community college and also the Cameron Park Community Center. Topics have included: Food Safety, the Electric Grid Ecosystem Reconciliation, and Adventure Travel to Antarctica. An average of 65 seniors attended the presentations.</p> <hr/> <p>A COA Commissioner continues to be actively involved with the Sierra Renaissance Society which has grown to over 200 older adult members. This is a volunteer organization. The Renaissance Society holds its events on Fridays at the local community colleges, Cameron Park Community Center and American Legion club.</p>	7/1/16-6/30/20		<p>New</p> <hr/> <p>Continued</p> <hr/> <p>Continued</p>

<p>4.7 AAA and Senior Day Care (SDC) will explore the feasibility of promoting art shows of paintings/drawings created by SDC clients in order to highlight the SDC programs.</p> <p>Measurement: Number of Art Shows</p>	<p>7/1/19-6/30/20</p>		<p>New</p>
<p>4.8 COA, in conjunction with HHSA, AAA, In Home Supportive Services (IHSS), and Adult Protective Services (APS), will explore the establishment of a Commission on Aging Speakers Bureau.</p> <p>Measurement: Formation of a Speakers Bureau</p> <hr/> <p>The COA, in partnership with the AAA, has established a Speakers Bureau.</p>	<p>7/1/17-6/30/18</p>		<p>New</p> <hr/> <p>Completed</p>



**Goal # 5**

**Goal: Elder Abuse Prevention**

**Rationale:**

Protect vulnerable older adults from abuse, neglect and exploitation.

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

List Objective Number(s) ___ and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title IIIB Funded PD or C <sup>9</sup>	Update Status <sup>10</sup>
<p>5.1 Senior Legal Services will develop a program to disseminate information regarding fraud schemes targeting older adults. Monthly articles will be written for the local newspaper, the Senior Times Newsletter, and the County website. The intent is to educate older adults on the detection, prevention and reporting of popular scams, identify theft, and financial fraud.</p> <p>Measurement: Number of presentations and/or articles written</p> <p>-----</p> <p>Senior Legal Services writes monthly articles for the Senior Times Newsletter regarding general legal issues of interest to seniors. In addition, a feature column was added to the Senior Times Newsletter called "Scam of the Month"</p> <p>-----</p> <p>Senior Legal Services continues to write monthly articles for the Senior Times Newsletter regarding general legal issues of interest to seniors. Senior Legal Services also continues to write a feature column for the Senior Times Newsletter called "Scam of the Month". The Senior Times is available by mail and is posted on line.</p>	<p>7/1/16-6/30/20</p>		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Continued</p>

<sup>9</sup> Indicate if Program Development (PD) or Coordination (C) is the objective (cannot be both). If a PD objective is not completed in the timeline required and is continuing in the following year, any objective revision must state additional tasks.

<sup>10</sup> Use for the Area Plan Updates only to indicate if the objective is New, Continued, Revised, Completed, or Deleted.

<p>5.2 The Long Term Care Ombudsman Program (LTCOP) will provide 12 sessions of community education on topics such as the role of the ombudsman and residents' rights in order to enhance understanding of the program, create awareness of needs of residents of long-term care facilities, and aid in the recruitment of volunteers annually.</p> <p>Measurement: Number of training classes</p> <hr/> <p>The LTCOP will provide 6 sessions of training to LTCOP staff and facility staff on topics such as the role of the ombudsman and residents' rights in order to enhance understanding of the program, create awareness of needs of residents of long-term care facilities, an aid in the recruitment of volunteers annually.</p> <p>Continuing education training and staff development occurs bi-monthly during staff meetings to provide representatives with the knowledge, skills, and timely policy and procedural updates necessary to provide consistent quality advocacy services. The train-the-trainer approach has been broadly used for capacity building to train ombudsman representatives who deliver services to residents and provider staff in long-term care facilities. To date, the LTCOP has provided 7 sessions of training to LTCOP staff and facility staff.</p> <hr/> <p>The LTCOP has provided 11 sessions of training to LTCOP representatives to review applicable long-term care facility laws and regulations and how to utilize them in resident advocacy and 5 trainings for facility staff primarily on the role and responsibilities of the Ombudsman and Elder Abuse Mandated reporting.</p>	7/1/16-6/30/20		<p>New</p> <hr/> <p>Revised</p> <hr/> <p>Continued</p>
<p>5.3 The LTCOP will establish a baseline visitation schedule to visit LTC facilities no less than monthly based on an evaluation of licensing survey results, deficiencies and citations, the number of complaints called into the program office or crisis line, and observations of ombudsmen by 6/30/2017.</p> <p>Measurement: Development of visitation schedule</p> <hr/> <p>The LTCOP has established a baseline visitation schedule to visit skilled nursing facilities no less than semi-monthly based on an evaluation of licensing survey results, deficiencies and citations, the number of complaints called into the program office or crisis line, and observations of ombudsmen.</p> <p>A baseline visitation schedule to visit resident care facilities for the elderly no less than bi-monthly will be established by 6/30/2017.</p> <hr/> <p>A baseline visitation schedule to visit residential care facilities for the elderly was established on 4/1/2017. It is the expectation that each Skilled Nursing Facility (SNF) and Residential Care Facility for the Elderly (RCFE) in the PSA will have a documented comprehensive annual visit completed. It is also the expectation that SNFs will be visited semi-monthly and RCFEs will be visited at least bi-monthly or more frequently as needed for information and consultation for investigative activities. Complaint handling will be prioritized per the severity of the complaint.</p>	7/1/16-6/30/17		<p>New</p> <hr/> <p>Revised</p> <hr/> <p>Anticipate completion</p> <hr/> <p>Completed</p>

<p>5.4 The LTCOP will provide 70 consultations to LTC providers on elder abuse and resident rights issues based on the type of complaints investigated and problem areas identified by licensing agencies annually.</p> <p>Measurement: Number of consultations</p> <hr/> <p>To date, the LTCOP has provided 37 consultations to LTC providers on elder abuse and resident rights issues based on the types of complaints investigated.</p>	7/1/17-6/30/20		<p>New</p> <hr/> <p>Continued</p>
<p>5.5 The LTCOP staff and volunteers will make a total of 444 unduplicated visits to the skilled nursing facilities and residential care facilities for the elderly in order to provide a preventive presence which will minimize the development of potential problems annually.</p> <p>Measurement: Number of visits completed</p> <hr/> <p>During the time period July 2016 through February 2017, the LTCOP staff and volunteers have conducted a total of 394 unduplicated visits to the skilled nursing facilities and residential care facilities for the elderly to provide a preventive presence to minimize the development of potential problems. It is anticipated that the goal of 444 unduplicated visits with be met.</p> <hr/> <p>During the time period of March 2017 through February 2018, the LTCOP staff and volunteers conducted a total of 507 unduplicated visits to the skilled nursing facilities and residential care facilities for the elderly to provide a preventative presence to minimize the development of potential problems. The goal of 444 unduplicated visits has been met and exceeded.</p>	7/1/16-6/30/20		<p>New</p> <hr/> <p>Continued</p> <hr/> <p>Continued</p>
<p>5.6 Health &amp; Human Services Agency (HHSA), Area Agency on Aging (AAA), Information &amp; Assistance (I&amp;A), Senior Day Care (SDC), and Adult Protective Services (APS) will educate and collaborate with local entities (organizations/agencies) including those that provide home and community-based services to older adults and/or their caregivers to coordinate efforts to reduce elder abuse. Provide up to 5 training sessions on elder abuse reporting and prevention per year and distribute up to 200 copies per year of educational materials on elder abuse reporting and prevention.</p> <p>Measurement: Number of sessions and number of materials distributed</p> <hr/> <p>APS/IHSS is an integral partner in HHSA's EDAAP Grant and has provided Elder Abuse Training to various groups within the County. APS/IHSS has provided Elder Abuse Training to the Senior Peer Counseling staff. In conjunction with Marshall Medical, APS/IHSS provided Mandated Reporter Training and provided input into the Preventing Scams Workshop held in El Dorado Hills.</p>	7/1/17-6/30/20		<p>New</p> <hr/> <p>Continued</p>

**GOVERNING BOARD MEMBERSHIP  
2016-2020 Four-Year Area Plan Cycle**

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CCR Article 3, Section 7302(a)(11)

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**Total Number of Board Members: 5**

<b>Name and Title of Officers:</b>	<b>Office Term Expires:</b>
Michael Ranalli, Chair	January 2019
Sue Novasel, First Vice Chair	January 2019
Brian K. Veerkamp, Second Vice Chair	January 2019

<b>Names and Titles of All Members:</b>	<b>Board Term Expires:</b>
John Hidahl, Supervisor District I	January 2021
Shiva Frentzen, Supervisor District II	January 2021
Michael Ranalli, Supervisor District IV	January 2019
Brian K. Veerkamp, Supervisor District III	January 2021
Sue Novasel, Supervisor District V	January 2019

**ADVISORY COUNCIL MEMBERSHIP  
2012-2016 Four-Year Planning Cycle**

45 CFR, Section 1321.57  
CCR Article 3, Section 7302(a)(12)

Total Council Membership (include vacancies) 14  
Number of Council Members over age 60 11

<b>Race/Ethnic Composition</b>	<u>% of PSA's 60+Population*</u>	<u>% on Advisory Council</u>
White	<u>93.3%</u>	<u>100%</u>
Hispanic	<u>5.1%</u>	<u>0%</u>
Black	<u>0.6%</u>	<u>0%</u>
Asian/Pacific Islander	<u>2.7%</u>	<u>0%</u>
Native American/Alaskan Native	<u>0.6%</u>	<u>0%</u>
Other	<u>2.8%</u>	<u>0%</u>

*\*Note: Based on the 2014 American Community Survey*

**Name and Title of Officers:**

**Office Term Expires:**

Steven Shervey, Chair – City of Placerville Appointee	N/A
Roger Berger, Vice Chair – Supervisor Appointee – District III	1/2019

**Name and Title of other members:**

**Office Term Expires:**

Raelene Nunn, Supervisor Appointee – District 1	1/2021
Eileen Strangfeld, Supervisor Appointee – District II	1/2021
Vicki Ludwig, Supervisor Appointee – District IV	1/2019
Ron Zehren, Supervisor Appointee—District V	1/2019
Roberta Rimbault, Supervisors Appointee – Member-at-Large	1/2018
Lisbeth Powell, Community Representative	9/2019
James Wassner, Community Representative	9/2019
Doug Gradall, community Representative	4/2019
Raymond Wyatt, Community Representative	3/2019
Beth Southorn , Community Representative	5/2020
Vacant, Community Representative	
Vacant, City of South Lake Tahoe Appointee	

Indicate which member(s) represent each of the "Other Representation" categories listed below.

	Yes	No
Low Income Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disabled Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Supportive Services Provider Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Health Care Provider Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Family Caregiver Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local Elected Officials	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Individuals with Leadership Experience in Private and Voluntary Sectors	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Explain any "No" answer(s):

Six members are appointed by the County Board of Supervisors, two members are appointed by the two chartered cities within the county. The remaining six are appointed by the Commission.

Briefly describe the local governing board's process to appoint Advisory Council members:

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

**2016-2020 Four-Year Area Planning Cycle**

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This section must be completed and submitted with the Four-Year Area Plan.  
Any changes to this Section must be documented on this form and remitted with Area Plan Updates.<sup>1</sup>

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1. Specific to Legal Services, what is your AAA's Mission Statement or Purpose Statement? Statement must include Title IIIB requirements:

*To ensure the rights and entitlements of residents of El Dorado County, 60 years of age and older, by providing and securing legal assistance, regardless of income.*

2. Based on your local needs assessment, what percentage of Title IIIB funding is allocated to Legal Services?  
30%

3. Specific to Legal Services, has there been a change in your local needs in the past four years? If so, please identify the change (include whether the change affected the level of funding and the difference in funding levels in the past four years).

*As a result in the growing senior population within our PSA, we have seen an increase in the number of clients in low income categories and increase in the number of clients with issues related to reverse mortgages and consumer debt.*

4. Specific to Legal Services, does the AAA's contract/agreement with the Legal Services Provider(s) (LSPs) specify that the LSPs are expected to use the California Statewide Guidelines in the provision of OAA legal services?

*Not Applicable—AAA and LSP are both part of the El Dorado County Health & Human Services Agency (HHS). An agreement is not necessary. LSP is a program that is operated directly by the AAA and adheres to the California Statewide Guidelines in the provision of OAA legal services..*

5. Does the AAA collaborate with the Legal Services Provider(s) to jointly establish specific priorities issues for legal services? If so what are the top four (4) priority legal issues in your PSA?

*The LSP is a program operated and housed within the AAA. The LSP was involved in the creation of the Area Plan Goals and Objectives and several questions on the Needs Assessment were directly related to the LSP. The LSP meets monthly and collaborates with the other supervisors of the AAA programs. Outreach presentations are often held at the local senior centers.*

6. Specific to Legal Services, does the AAA collaborate with the Legal Services Provider(s) to jointly identify the target population? If so, what is the targeted senior population in your PSA **AND** what mechanism is used for reaching the target population? Discussion:

*The AAA includes the LSP in the development of various surveys and provides information regarding available LSP services to clients of other AAA programs. The LSP is a part of the AAA and brochures contain information on all programs. Referrals, as appropriate, are made within the many AAA programs including the LSP.*

7. Specific to Legal Services, what is the targeted senior population and mechanism for reaching targeted groups in your PSA? Discussion:

*Our target population is low-income and/or low-competency seniors who cannot afford private legal services and/or who would be easily taken advantage of in the private marketplace due to diminished capacity. Other targeted populations include low income minority individuals and caregivers, Mechanisms for reaching these populations include pamphlets, and public announcements, articles in newsprint, public seminars and workshops, county website, flyers posted in public spaced, and referrals through other public and private programs and agencies.*

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<sup>1</sup> For Information related to Legal Services, contact Chisorom Okwuosa at 916 419-7500 or [chisorom.okwuosa@aging.ca.gov](mailto:chisorom.okwuosa@aging.ca.gov)

8. How many legal assistance service providers are in your PSA? Complete table below.

Fiscal Year	# of Legal Assistance Services Providers
2016-2017	1
2017-2018	1
2018-2019	
2019-2020	

9. Does your PSA have a hotline for legal services?

No-however, Senior Legal Services also provides phone appointments.

10. What methods of outreach are Legal Services providers using? Discuss:

See #7 above.

11. What geographic regions are covered by each provider? Complete table below.

Fiscal Year	Name of Provider	Geographic Region covered
2016-2017	a. Senior Legal Services b. c.	a. All of El Dorado County b. c.
2017-2018	a. Senior Legal Services b. c.	a. All of El Dorado County b. c.
2018-2019	a. b. c.	a. b. c.
2019-2020	a. b. c.	a. b. c.

12. Discuss how older adults access Legal Services in your PSA:

Seniors can access legal services in a variety of ways through the Senior Legal Services program:

- a. Call and make appointment: Appointments can be at the program office in the Placerville Senior Center, or at one of several outlying facilities from El Dorado Hills to South Lake Tahoe. Appointments are also arranged in senior's homes, hospitals and care homes.
- b. Legal services available by phone via phone appointment.
- c. Free workshops and seminars featuring attorneys and located around the county.
- d. Self-help pamphlets and handouts available for clients.

13. Identify the major types of legal issues that are handled by the Title IIIB legal provider(s) in your PSA. Discuss (please include new trends of legal problems in your area):

Financial fraud and abuse, restraining orders, landlord and tenant issues, consumer law, debt, foreclosures, planning for incapacity, Medi-Cal, Medicare, Social Security and SSI, real property and wills and trusts.



14. In the past four years, has there been a change in the types of legal issues handled by the Title III B legal provider(s) in your PSA? Discuss:

*See #3 Above*

15. What are the barriers to accessing legal assistance in your PSA? Include proposed strategies for overcoming such barriers. Discuss:

*Major barriers include:*

a. transportation - *El Dorado is a very large and rural county that extends from the Sierra foothills to South Lake Tahoe. Weather and transportation is a problem. Public transportation is limited. Attorneys currently travel to South Lake Tahoe and El Dorado Hills, homes, hospitals, and care facilities.*

*Strategies to overcome this barrier include expanding and promoting our phone appointments, and increasing the locations where attorneys travel to provide services—areas such as Pollock Pines, Georgetown, and Fairplay.*

b. language - *El Dorado County has a limited but growing ESL population that infrequently access legal services for a variety of reasons.*

*Strategies - We have interpreters available, and are currently working with LAAC (Legal Aid Association of California) to expand our written materials to offer information in a variety of languages. We are also planning on printing our brochure in Spanish and distributing it throughout the county.*

c. underserved communities -

1. LGBT community.

*Strategies - We have already increased outreach by preparing and posting legal information of particular interest to the LGBT population. We are training our staff to increase their sensitivity regarding gender-neutral language and are discussing ways to make the office environment more welcoming to cultural diversity.*

2. Residents of skilled nursing facilities, residential care facilities, mobile home parks—they all have special rights and protections under the law.

*Strategies - Create information brochures summarizing rights and referring to Senior Legal Services and Ombudsman programs for assistance and advocacy.*

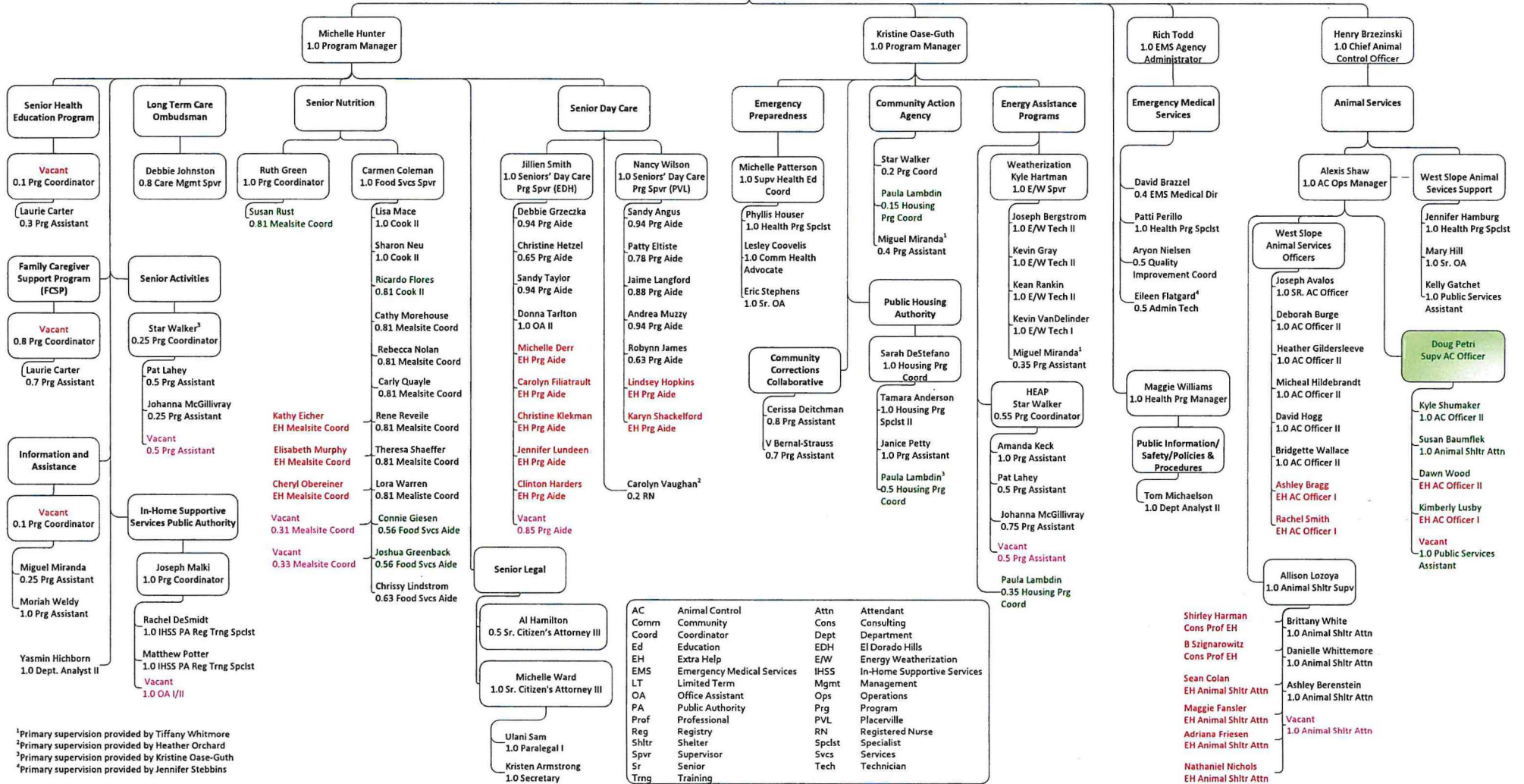
16. What other organizations or groups does your legal service provider coordinate services with? Discuss:

*Being a county program, we have access to and work closely with many other county agencies: Adult Protective Services, Public Guardian, Long Term Care Ombudsmen, Family Caregiver Support Program, Information and Assistance, housing, law enforcement, county supervisors, mental health, MSSP, HICAP, IHSS, Senior Health Education program, Senior Nutrition program.*

# Health & Human Services Agency Community Services Division

Animal Services, Community Services,  
EMS, Public Information, Senior Programs

12/29/2017



<sup>1</sup>Primary supervision provided by Tiffany Whitmore  
<sup>2</sup>Primary supervision provided by Heather Orchard  
<sup>3</sup>Primary supervision provided by Kristine Oase-Guth  
<sup>4</sup>Primary supervision provided by Jennifer Stebbins