



Aging – Empowering New Horizons



Area Agency on Aging

Area Plan Update for 2019-2020

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

AREA PLAN UPDATE (APU) CHECKLIST

PSA 29

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

Use for APUs only

AP Guidance Section	APU Components (To be attached to the APU)	Check if Included	
	➤ <i>Update/Submit A) through I) ANNUALLY:</i>		
n/a	A) Transmittal Letter- (requires <u>hard copy</u> with original ink signatures or official signature stamp- no photocopies)	<input checked="" type="checkbox"/>	
n/a	B) APU- (submit entire APU electronically only)	<input checked="" type="checkbox"/>	
2, 3, or 4	C) Estimate- of the number of lower income minority older individuals in the PSA for the coming year	<input checked="" type="checkbox"/>	
7	D) Public Hearings- that will be conducted	<input checked="" type="checkbox"/>	
n/a	E) Annual Budget	<input type="checkbox"/>	
9	F) Title IIIB/VIIA Long-Term Care Ombudsman Objectives	<input checked="" type="checkbox"/>	
9	G) Title VIIA Elder Abuse Prevention Objectives	<input checked="" type="checkbox"/>	
10	H) Service Unit Plan (SUP) Objectives and LTC Ombudsman Program Outcomes	<input checked="" type="checkbox"/>	
18	I) Legal Assistance	<input checked="" type="checkbox"/>	
	➤ <i>Update/Submit the following only if there has been a CHANGE or the section was not included in the 2016-2020 Area Plan:</i>	Mark Changed/Not Changed (C or N/C)	
		C	N/C
5	Minimum Percentage/Adequate Proportion	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Needs Assessment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	AP Narrative Objectives:		
9	• System-Building and Administration	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title IIIB-Funded Programs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title IIIB-Transportation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title IIIB-Funded Program Development/Coordination (PD or C)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title IIIC-1	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title IIIC-2	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title IIID	<input type="checkbox"/>	<input checked="" type="checkbox"/>
20	• Title IIIE-Family Caregiver Support Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title V-SCSEP Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• HICAP Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12	Disaster Preparedness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14	Notice of Intent-to Provide Direct Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15	Request for Approval-to Provide Direct Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Governing Board	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17	Advisory Council	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21	Organizational Chart(s)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

ANNUAL UPDATE FISCAL YEAR 2019-2020

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

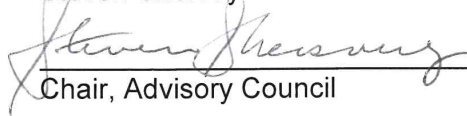
This Area Plan Update to the 2016-2020 Area Plan is hereby submitted to the California Department of Aging for approval. The Governing Board and the Advisory Council have each had the opportunity to participate in the planning process and to review and comment on the Area Plan. The Governing Board, Advisory 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. Sue Novasel

Chair, Governing Board

Date

2. Steven Shervey



Chair, Advisory Council

4/18/19

Date

3. Richard Todd



Director, Area Agency on Aging

4-22-19

Date

FISCAL YEAR 2019-2020 AREA PLAN UPDATE

The El Dorado County Area Agency on Aging (AAA), Planning and Service Area (PSA) 29, developed the 2019-2020 Area Plan Update, the third and final annual implementation update 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 2019-2020 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 third and final fiscal year of the 2016-2020 planning cycle.

El Dorado County, like many other rural counties, continues to attract residents 60 years and older. Lower housing prices attract many residents from the Bay Area and Southern California. Many existing residents are choosing to age in place. El Dorado County ranks 15th in the State of California based on the percentage of individuals 60+ years when compared to the general population. The ratio of 60+ individuals within the overall population of El Dorado County is 29.9%. This is higher than the State of California, which is 21.1%. Table 1 below lists the top 20 California counties.

Table 1 County Rankings Based on 60+ Population Percentage				
Rank	County	Population 60+	Total Population	Percent
1	Sierra	1,280	2,885	44.4%
2	Plumas	7,551	18,724	40.3%
3	Trinity	5,139	13,037	39.4%
4	Mariposa	6,811	17,658	38.6%
5	Calaveras	17,243	45,057	38.3%
6	Nevada	35,472	98,838	35.9%
7	Tuolumne	19,317	53,899	35.8%
8	Amador	13,314	37,306	35.7%
9	Modoc	3,188	9,017	35.4%
10	Siskiyou	15,148	43,530	34.8%
11	Alpine	397	1,203	33.0%
12	Inyo	5,960	18,195	32.8%
13	Lake	19,845	64,095	31.0%
14	Marin	79,357	260,814	30.4%
15	El Dorado	55,406	185,015	29.9%

Rank	County	Population 60+	Total Population	Percent
16	Mendocino	25,835	87,497	29.5%
17	San Luis Obispo	80,561	280,119	28.8%
18	Placer	104,700	374,985	27.9%
19	Sonoma	139,599	500,943	27.9%
20	Shasta	49,766	178,919	27.8%

Source: 2018 California Department of Aging (CDA) Population Demographic Projections by County and PSA for Intrastate Funding Formula (IFF)

Continuing to use 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, but at a slower pace than in prior years. The increase from 2016 to 2017 was 4.12% and 2.81% from 2017 to 2018. The overall increase from 2016 to 2018 was 7.04%. The Table 2 below details the changes in the demographics for PSA 29.

Table 2 Demographics	2016	2017	2018	Change from 2016 to 2018
Population 60+	51,761	53,891	55,406	7.04%
Non-Minority 60+	45,749	47,519	48,876	6.84%
Minority 60+	6,012	6,372	6,530	8.62%
Low Income 60+	2,935	3,425	4,260	45.14%
Medi-Cal Eligible 60+	3,890	4,164	4,364	40.41%
Geographic Isolation 60+	16,600	16,600	16,600	---
SSI/SSP* 65+	674	728	769	14.09%
Population 75+	13,877	14,480	16,003	15.32%
Lives Alone 60+	7,305	7,895	8,525	16.70%
Non-English Speaking	220	285	415	88.64%

*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 45.14% 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 14.09%. 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. Based on the 2019 Federal Poverty Guidelines, a two-person family would become eligible for Medi-Cal if their annual income is \$23,336 or less and other program requirements are met.

Table 2 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 2 highlights the increase in minorities and also an increase in non-English speaking seniors. Since 2016, El Dorado County has become more diverse. The minority senior population has increased 8.62% and the non-English speaking senior population has increased 88.64%. 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.” Examples of this are in the 75+ population which increased 15.32%, as well as seniors living alone which increased 16.70% from 2016 to 2018.

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 were revised to include the new questions. The AAA data base provider is continuing to update their system to ensure the questions will be available for use by all AAA programs. The response by seniors to these questions has been mixed.

SIGNIFICANT ACCOMPLISHMENTS FISCAL YEAR 2019-2020

Significant accomplishments were achieved by the El Dorado County AAA during the third 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 Meals Served by Senior Nutrition Services

The Senior Nutrition program continues its steady growth providing additional congregate and home delivered meals. During Fiscal Year 2016-2017, there were 61,142 meals served at the Senior Nutrition Dining Sites. During Fiscal Year 2017-2018, that number jumped to 62,673 served. Based upon the first two quarters of Fiscal Year 2018-2019, it is projected that 65,756 meals will be served. This reflects a 4.92% increase over the previous fiscal year and a 7.55% increase from Fiscal Year 2016-2017.

Home delivered meals served 109,429 meals in FY 2016-2017, 114,763 meals in FY 2017/2018 and is projected to serve 120,600 in FY 2018-2019. The projected number of home delivered meals is a 10.21% increase in a two-year time span.

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.

Inclement Weather Response

El Dorado County received a series of inclement storms during January and February of 2019. These storms included high winds, heavy rains, fallen trees, power outages, and significant snow at lower elevations. Anticipating a Monday, February 4, 2019, county closure and resulting central kitchen closure, AAA staff began contacting home delivered meal clients and volunteer drivers in the afternoon on Friday, February 1, 2019. Staff contacted over 300 West Slope home delivered meal clients and their volunteer home delivered meal drivers to inform them of the pending storm and, in the event of low snow levels, the central kitchen in Placerville would be closed. If this occurred, volunteer drivers would not be delivering meals on Monday, February 4th, and possibly Tuesday, February 5th. Home delivered meal clients were asked if they had sufficient food to last them several days. If they did not have transportation to the grocery store, it was recommended that they call family members to bring them food. Based on the responses received, clients were triaged for immediate assistance.

Storm related power outages in the remote areas of the county, such as Pioneer Park, were frequent. The meals could not be prepped and served at this congregate meal site, however, as the power was out, seniors living in these areas could also not prepare

their own meals. The Nutrition program pre-packaged hot meals at the central kitchen, brought the meals to site, and distributed the meals from the truck to waiting congregate meal diners and home delivered meal drivers. This “out-of-the-box” thinking demonstrates the can-do attitude of our dedicated staff to ensure our services are provided to those in need.

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 2018-2019.

COA Retreat

The COA held its second annual retreat on November 8, 2018. This retreat was attended by a majority of the COA Commissioners and focused on developing the COA priorities and direction. New committees have been created to focus on the priorities established during this retreat.

Completion of a New Monitoring Process for Senior Services

In the Spring of 2017, 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. This new system was implemented and further streamlined during the Spring 2018 monitoring cycle. A comprehensive report was compiled and presented to the COA and the AAA. A new chair for this committee has been appointed by the COA and monitoring will begin Spring 2019.

Continued Development of the Outreach Team

The COA Outreach Team has expanded its efforts in the community. The Outreach Team meets regularly at the Placerville Senior Center and often includes the AAA Director, the AAA Planner, and Information and Assistance. The EDAAP Program Coordinator also frequently attends the meetings.

The Outreach Team has developed a Speakers Bureau to provide a consistent message through information and relevant referrals in the community. The team has participated in multiple community events including the El Dorado County Fair and the Health and Safety Fair held in Somerset. A new banner was created for use at community events.

The Outreach Team selected a new Senior-of-the-Year award and held the first annual reception to honor the Senior-of-the-Year nominees. Families, nominators, El Dorado County Board of Supervisors, county staff, and other guests were included in this reception. This was very successful and well received. Another reception is planned for the 2019 award.

SAFE-D

Many existing homes have barriers for adults who wish to age in-place. Recognizing this need, a COA Commissioner took the lead and created Safety Accommodations For Elders and the Disabled, otherwise known as SAFE-D. This is a non-profit agency that provides free, in home, fall prevention items for low income (less than \$26,000 year) older adults and/or disabled county residents with mobility limitations. SAFE-D is staffed by volunteers who provide and install grab bars, shower seats, handheld shower heads, non-slip mats, smoke/carbon monoxide detectors, one or two step handrails and minor step repairs, toilet risers, and bed risers.

California Commission on Aging

El Dorado County hosted the California Commission on Aging on August 1, 2018. The AAA arranged for meeting room accommodations and provided meeting logistics, including guided tours through the Placerville Senior Center and the Placerville Senior Day Services facility, aka "The Club". The topics presented were:

- El Dorado County: A Unique Service Delivery Model for AAA Programs and Senior/Older Adult Programs.
- Senior Peer Counseling in El Dorado County
- An Introduction to the Family Caregiver Institute at UC Davis, School of Nursing
- Elder and Dependent Adult Abuse Project (EDAAP) in El Dorado County

The El Dorado County Commission on Aging (EDC COA) coordinated a welcome table at the Cary House to greet the California Commission on Aging members upon their arrival in Placerville and hosted a reception at the Cary House for commissioners, community agencies, county representatives, County Board of Supervisors and City of Placerville. This was followed by a dinner at the Smith Flat House.

Senior/Older Adult Day Services – "The Clubs" Giving Back to the Community

The members of "The Club at Placerville" and "The Club at Gilmore", formally known as Senior/Older Adult Day Services, continue to give back to their community. The members are motivated towards volunteering to better the greater community rather than seeing themselves as the one being in need. In addition to being artists and having their art featured and sold at a fundraiser, the members of both Clubs are involved in handi-crafts. They garden, knit, sew, bake, and create woodworking projects that are donated to various non-profits within the County. The Member's Council vote and select the agencies. They have supported sponsoring of animal adoptions at the animal shelters, purchasing Christmas gifts for needy children, and partnerships with Snowline Hospital Thrift Store to restore wooden items. The Club members are also making cards for veterans and active service members thanking them for their service.

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.

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. However, the 2017 grant was not awarded to El Dorado County. The County has re-applied for the grant.

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 were 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. In South Lake Tahoe, 33 volunteers processed 680 tax returns for 1,050 clients and handled more than 300 inquiries. In Placerville, 11 volunteers electronically filed 936 federal and 934 California returns plus 32 paper returns and helped 900 people who needed tax information.

Scam Workshop

Scammers continue to prey on seniors and other adults. 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 on December 7, 2018 at the Placerville 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. An additional workshop to be held in El Dorado Hills is in the planning stages.

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 2019-2020 Area Plan Update was April 2019. One public hearing was held during this period:

April 18, 2019
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	4/18/19	Cameron Park Community Center	25	No	No

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.

FY 2018 - 2019 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.

FY 2019 - 2020 Public Hearing

No comments or issues were raised at the Public Hearing.

7. Note any changes to the Area Plan which were a result of input by attendees.

FY 2018 - 2019 Public Hearing

The COA Special Advocates will be added to the COA Accomplishments.

FY 2019 - 2020 Public Hearing

None

Goal # 1

Goal: Outreach			
Rationale: The Area Agency on Aging (AAA) offers many services within the Planning Service Area (PSA) that can be of benefit to many seniors. In order to maximize the awareness and usage of programs, effective outreach is necessary. This will enhance the ability of older adults to make decisions regarding appropriate and available services.			
List Objective Number(s) ___ and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title IIIB Funded PD or C¹	Update Status²
<p>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.</p> <p>Measurement: Number of distribution locations</p> <p>-----</p> <p>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 www.edcgov.us/Government/HumanServices/Senior_Services/Senior_Times_Newsletter.aspx</p> <p>The COA has assigned this objective to their Outreach Committee for Fiscal Year 2017/2018.</p> <p>-----</p> <p>This objective was not completed in Fiscal Year 2017/2018 and will be moved to Fiscal Year 2019/2020</p> <p>-----</p> <p>The COA Outreach Team received permission from the Medical Centers and has distributed the Senior Times Newsletters to the physician’s office on the West Slope of the County. Brochures will be distributed to the South Lake Tahoe area during late spring and early summer.</p>	<p>7/1/16-6/30/20</p> <p>-----</p> <p>7/1/17-6/30/20</p> <p>-----</p> <p>7/1/19-6/30/20</p>		<p>New</p> <p>-----</p> <p>Revised</p> <p>-----</p> <p>Revised</p> <p>-----</p> <p>Completed</p>

¹ 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.

² 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> <hr/> <p><i>The LTCOP publishes monthly articles in the Senior Times Newsletter to enhance awareness of long-term care resident advocacy services, resident rights, and other long-term care issues. To date, five articles have been published.</i></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> <hr/> <p>Completed</p>
<p>1.3 Information and Assistance (I&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&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&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&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&A will be teaming up with the COA Outreach Committee in hopes of reaching additional contacts and community based organizations.</p> <hr/> <p>I&A has attended 75 events/presentations and provided information to 1,788 people. Additional events and presentations will be attended during May and June 2019. These events were held at various locations such as congregate meal sites, Marshall Medical, community luncheon, county fair, etc.</p>	<p>7/1/16-6/30/20</p>		<p>New</p> <hr/> <p>Continued</p> <hr/> <p>Continued</p> <hr/> <p>Completed</p>

<p>1.4 I&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&A staff in FY 2017/2018, implement in FY 2018/2019.</p> <p>Measurement: Completion of internal resource guide</p> <p>-----</p> <p>Due to staffing changes, this objective was not completed and is deleted.</p>	7/1/18-6/30/19		<p>New</p> <p>-----</p> <p>Deleted</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> <p>-----</p> <p>This objective has not been completed and is deleted.</p>	7/1/18-6/30/20		<p>New</p> <p>-----</p> <p>Deleted</p>
<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> <p>-----</p> <p>The COA Outreach Committee has worked with community agencies to sponsor special events such as the Senior-of-the-Year and the California Commission on Aging meeting.</p>	7/1/18-6/30/20		<p>New</p> <p>-----</p> <p>Completed</p>
<p>1.7 The Health & Human Services Agency (HHS) 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> <p>-----</p> <p>HHS has re-branded the two Senior Day Care Centers. They have been renamed "The Club at Placerville" and "The Club at Gilmore" with a tag line of El Dorado County Older Adult Day Services Compassion, Care and Choice since 1989. The new name has been well received by the members of The Clubs.</p>	7/1/19-6/30/20		<p>New</p> <p>-----</p> <p>Completed</p>
<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> <p>-----</p> <p>The AAA did not participate in a health fair to provide these services during Fiscal Year 2019/2020. This objective is deleted.</p>	7/1/19-6/30/20		<p>New</p> <p>-----</p> <p>Deleted</p>

<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> <p>-----</p> <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> <p>-----</p> <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>	<p>7/1/16-6/30/20</p>		<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> <p>-----</p> <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> <p>-----</p> <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>-----</p> <p>The COA Meal Site Liaisons have visited and are interacting with and receiving feedback from the congregate diners.</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>-----</p> <p>Completed</p>

<p>1.11 HHS, 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> <p>-----</p> <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> <p>-----</p> <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>-----</p> <p>The COA conducted an average of 37 outreach campaigns per month. The outreach activities were attended by an average of 15 individuals per activity. Outreach activities included El Dorado County Showcase Mixer, meetings with county supervisors, community board and group meetings, etc.</p>	<p>7/1/16-6/30/20</p>		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Completed</p>
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Goal: 2

Goal: Education and Training			
<p>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.</p>			
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 C³	Update Status⁴
<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</p>	<p>7/1/16-6/30/20</p>		<p>New</p> <p>-----</p> <p>Revised</p> <p>-----</p> <p>Continued</p>

³ 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.

⁴ Use for the Area Plan Updates only to indicate if the objective is New, Continued, Revised, Completed, or Deleted.

<p>in El Dorado County targeted specifically to the annual enrollment 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>-----</p> <p>In Fiscal Year 2018/2019, HICAP has provided six public presentations in El Dorado County targeted to the annual enrollment period that included information on the Low Income Support Program. A total of 95 individuals attended the presentations. In addition, by the end of the fiscal year, HICAP will have provided one-on-one counseling, including reviewing eligibility for the Low Income Support Program, to 520 people</p>			<p>-----</p> <p>Completed</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>-----</p> <p>A new SLT COA Commissioner was not appointed. This objective is deleted.</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>-----</p> <p>Deleted</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 Title III-D Highest Tier Evidence-Based Health Promotion/Disease Prevention Programs. One of the Evidence-Based Programs on the National Council of Aging (NCOA) list, 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. The number of contacts will be reported in the CARS system.</p> <p>-----</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>-----</p> <p>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.</p> <p>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.</p> <p>-----</p> <p>Powerful Tools for Caregivers was conducted August 24-September 28, 2018 at the Cameron Park Community District Offices (a new location for PTC). A total of 8 caregivers completed the August-September program. A second PTC session started on March 7 and will be finished on April 11, 2019. Nine caregivers signed up for this session, however, one of the caregivers missed the first class making him unable to participate in this session.</p> <p>Due to inclement weather, the supervisor has been unable to meet with the representative from Barton Home Care in South Lake Tahoe. It is expected that they will be able to meet this Spring and to determine if it is viable to co-teach PTC in South Lake Tahoe for Fiscal Year 2019/2020.</p>	<p>7/1/16-6/30/20</p>		<p>New Revised</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Completed</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> <p>-----</p> <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> <p>-----</p> <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>-----</p> <p>FCSP continued to provide and facilitate monthly support groups in Greenwood. During the time of July 2018 through March 2019, 14 unduplicated individuals attended the support groups. It is anticipated that 16 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 2018 through March 2019, 14 unduplicated individuals attended the support groups. It is anticipated that 16 unduplicated individuals will attend the support groups held March 2018 through June 2019.</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 2018 through February 2019, 17 unduplicated individuals attended the support groups. It is</p>	<p>7/1/16-6/30/20</p>		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Completed</p>
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<p>anticipated that 19 unduplicated individuals will attend the support groups held March 2018 through June 2019.</p>			
<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> <hr/> <p>FCSP conducted a three-week mini-series in Greenwood from July 24, 2018 through August 7th, 2018. There were 26 attendees. FCSP conducted a five-week series in South Lake Tahoe from October 8, 2018 to November 5, 2018. There were 36 attendees.</p> <p>FCSP conducted a three-week mini-series in Placerville from January 15, 2019 through January 29, 2019. There were 80 attendees. FCSP added a three-week mini-series in Cameron Park (new site) from February 13, 2019 through February 27, 2019. There were 86 attendees.</p> <p>FCSP will conduct a six-week series in South Lake Tahoe from April 15, 2019 through May 20, 2019 and 50 attendees are expected.</p>	<p>7/1/16-6/30/20</p>		<p>New</p> <hr/> <p>Continued</p> <hr/> <p>Continued</p> <hr/> <p>Completed</p>

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 C⁵	Update Status⁶
<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>-----</p> <p>There are currently no YANA participants living in the South Lake Tahoe area. The program actively recruits for YANA participants throughout the community and continues to focus in the rural areas of the community</p>	<p>7/1/17-6/30/20 7/1/19-6/30/20</p>		<p>New</p> <p>-----</p> <p>Revised</p> <p>-----</p> <p>Completed</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>7/1/16-6/30/20</p>		<p>New</p>

⁵ 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.

⁶ Use for the Area Plan Updates only to indicate if the objective is New, Continued, Revised, Completed, or Deleted.

<p>----- The AAA conducted a community transportation needs survey with Health & Human Services Agency clients. This survey was part of the Agency's strategic plan. The survey results were used to create 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 www.edcgov.us/government/humanservices/transportation_Services.aspx</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> <p>----- On 4/5/18, an El Dorado County Transit Center Study Stakeholder Advisory Committee Meeting was attended by a COA Commissioner, a COA Special Advocate, and AAA staff.</p> <p>On 2/20/19, an El Dorado County Transportation Commission Short Range/Long Range Transit Plan Study was attended by AAA staff and COA Special Advocate.</p>			<p>----- Continued</p> <hr/> <p>Revised and continued</p> <p>----- Completed</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> <p>----- Due to staffing vacancies, this objective was not completed and is deleted.</p>	7/1/19-6/30/20		<p>New</p> <p>----- Deleted</p>
<p>3.4 Health & Human Services Agency (HHSA), 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> <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>	7/1/16-6/30/20		<p>New</p> <p>----- Continued</p> <p>-----</p>

<p>-----</p> <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> <p>-----</p> <p>The City of South Lake Tahoe received a \$100,000 donation for Tahoe Senior Center improvements. The City of South Lake Tahoe is developing a list of project for completion.</p>			<p>Continued</p> <p>-----</p> <p>Completed</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> <p>-----</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> <p>-----</p> <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> <p>-----</p> <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. From July 2, 2018 through January 23, 2019, an average of 11 students have attended this class.</p> <p>SHEP will add another evidence-based program (Arthritis Foundation Exercise Program - AFEP) starting August 20, 2019 through October 8, 2-19 on Tuesday and Friday mornings at the Placerville Senior Center. The classes will be taught by trained AFEP instructors (staff at first and then volunteers).</p>	<p>7/1/16-6/30/20</p>		<p>New Revised</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Revised and Continued</p> <p>-----</p> <p>Completed</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> <hr/> <p>FCSP co-sponsored 4 workshops/6 classes with the Alzheimer's Association. The first workshop, "Effective Communication Strategies" was held on July 24, 2018 in Greenwood. A total of 11 individuals attended the workshop. The second workshop, "Living with Alzheimer's Mid-Stage Caregiving" was held in South Lake Tahoe. A total of 5 individuals attended. The third workshop, "Understanding and Responding to Dementia Related Behaviors" was held in Placerville on January 22, 2019. A total of 28 individuals attended. The fourth workshop was a three part series entitled "Living with Alzheimer's Mid-Stage Caregiving" in Cameron Park (new location) on February 13, 20 & 27, 2019. A total of 31 individuals attended the workshop.</p> <p>FCSP & Alzheimer's Association will be conducting a 7th class, "Healthy Habits for you Brain and Body" in South Lake Tahoe on April 29, 2019 and 12 attendees are expected</p>	<p>7/1/16-6/30/20</p>		<p>New</p> <hr/> <p>Continued</p> <hr/> <p>Continued</p> <hr/> <p>Completed</p>
<p>3.7 The AAA programs of Senior Legal, FCSP, Information & Assistance (I&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&A and SHEP is working with the COA Transportation Committee to identify community needs in outlying areas of the County. I&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</p>	<p>7/1/17-6/30/20</p>		<p>New</p> <hr/> <p>Continued</p>

<p>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 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>-----</p> <p>Senior Legal continues to collaborate with APS to identify community needs in outlying areas. APS continues to make referrals to Senior Legal Services as appropriate.</p> <p>I&A and EDAAP collaborate bi-weekly with the intention of avoiding redundancy, improve efficiencies and ensure consistent messaging that address service needs through outreach and education to the outlying areas of the County. I & A is also an integral part of the Older Adult Collaboration Team (Older Adult Services, Adult Protective Services and Public Health) which meets monthly. In addition, I&A makes referrals to older adults with potential APS/IHSS needs while providing needed supportive services and resources. Lastly, I&A conducts outreach at IHSS Public Authority & Home Delivered Meals orientations on available Older Adult County services so that they are familiar with the services that are needed for this especially vulnerable older adult population.</p> <p>The Supervisor for FCSP, I&A, and SHEP continues to work with the El Dorado County Transportation Commission to identify and advocate for transportation needs in the County.</p>			<p>-----</p> <p>Completed</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

Goal: Changing Needs of Seniors			
Rationale: 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.			
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 C⁷	Update Status⁸
<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> <p><u>The COA member responsible for this objective has resigned. This objective will be deleted.</u></p>	7/1/17-6/30/20		<p>New</p> <hr/> <p>Deleted</p>

⁷ 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.

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

<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> <p>-----</p> <p>The start date of this objective has been revised.</p> <p>-----</p> <p>The El Dorado County Senior Activities program currently offers a daily Senior Fitness class and five (5) Active Aging Classes in Placerville and Diamond Springs.</p> <p>The agency applied and received a grant to enhance and support the Placerville Senior Center Activities Program. A portion of the grant was used to purchase yoga mats, a sound system for the Exercise Room and miscellaneous fitness equipment items. These items are enjoyed by the multiple fitness, dance and strength based fitness classes at the Placerville Senior Center. The grant also supported the ongoing success of The Movie of the Month event at the Placerville Senior Center. Movie of the Month gives seniors the opportunity to socialize with peers and access entertainment that will enhance their emotional and physical state and motivate seniors to look at life in different perspectives by engaging physical and mental capacity.</p> <p>In February 2019, the Senior Fitness Class offered a workshop on The Importance of Good Muscle Fitness in Older Adults, focusing on the importance of an active lifestyle in older adults</p>	<p>7/1/17-6/30/18 7/1/19-6/30/20</p>		<p>New</p> <p>-----</p> <p>Revised</p> <p>-----</p> <p>Completed</p>
<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> <p>-----</p> <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> <p>-----</p> <p>SAFE-D has obtained a 501c.3 designation in June of 2018. SAFE-D began operation in December 2018 with two volunteer installers and has completed 24 installations including 5 for disabled individuals. SAFE-D is hoping to bring on 3 more installers to reach its goal of 8 installations per month (96 total per year).</p> <p>SAFE-D was recently awarded a grant and will be participating in the 2019 Gift Giving Guide published by the El Dorado Community Foundation. The COA Commissioner involved with SAFE-D continues community outreach to highlight the service to seniors and the disabled within the community.</p>	<p>7/1/17-6/30/18</p>		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Completed</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> <hr/> <p>The AAA did not pursue this objective and it is deleted.</p>	<p>7/1/19-6/30/20</p>		<p>New</p> <hr/> <p>Deleted</p>
<p>4.5 Health & 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> <hr style="border-top: 1px dashed black;"/> <p><i>Intergenerational activities are important to both the development of youth and the quality of life of those residing in LTC facilities. The collaborate effort to identify existing and potential intergenerational programs is planned for Fiscal Year 2019 - 2020. The LTCOP has coordinated efforts with a small group of local high school students, Sunshine for Senior Citizens, as part of a community effort to bring downloaded, personalized music to residents living in long-term care facilities.</i></p>	<p>7/1/19-6/30/20</p>		<p>New</p> <hr style="border-top: 1px dashed black;"/> <p>Completed</p>

<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> <hr/> <p>The Sierra Renaissance Society continues to provide monthly presentations on a variety of subjects such as the environment, local history, grand parenting children with ADHS, fire-wise landscaping, etc. Workshops are being developed and attracting solid attendance. Membership in the Renaissance Society has grown to over 250 individuals. The COA Commissioner continues to be actively involved.</p>	7/1/16-6/30/20		<p>New</p> <hr/> <p>Continued</p> <hr/> <p>Continued</p> <hr/> <p>Completed</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> <hr/> <p>Senior Day Care (SDC) was asked by the Friends of Seniors to provide 30 paintings to a fundraising event. The paintings were completed by members of the Placerville SDC location and included a personal story from the each artist about their painting. SDC has agreed to provide 5 paintings to the 2019 event.</p>	7/1/19-6/30/20		<p>New</p> <hr/> <p>Completed</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>	7/1/17-6/30/18		<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 C⁹	Update Status¹⁰
<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>-----</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. Senior Legal Services partners with APS and the District Attorney's Victim's Advocate as part of the EDAAP grant to go out into the community and provide information and presentations regarding scams and financial elder abuse.</p>	7/1/16-6/30/20		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Completed</p>

⁹ 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.

¹⁰ 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>	<p>7/1/16-6/30/20</p>		<p>New</p>
<p>-----</p> <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>-----</p> <p>Revised</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>			
<p>-----</p> <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>			<p>-----</p> <p>Continued</p>
<p>-----</p> <p>To date, the LTCOP has provided 5 sessions of training to LTCOP representatives to review applicable long-term care facility laws and regulations and 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>			<p>-----</p> <p>Completed</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> <p>-----</p> <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> <p>-----</p> <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>	<p>7/1/16-6/30/17</p>		<p>New</p> <p>-----</p> <p>Revised</p> <p>Anticipate completion</p> <p>-----</p> <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> <p>-----</p> <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> <p>-----</p> <p>To date, the LTCOP has provided 49 consultations to LTC providers on elder abuse and resident rights issues based on the types of complaints investigated.</p>	<p>7/1/17-6/30/20</p>		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Completed</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> <p>-----</p> <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 will be met.</p> <p>-----</p> <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> <p>-----</p> <p>To date, the LTCOP staff and volunteers have conducted a total of 278 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.</p>	<p>7/1/16-6/30/20</p>		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Completed</p>
<p>5.6 Health & Human Services Agency (HHS), Area Agency on Aging (AAA), Information & Assistance (I&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> <p>-----</p> <p>APS/IHSS is an integral partner in HHS'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> <p>-----</p> <p>Senior Day Care (SDC) received informational packets from APS/IHSS and distributed them at outreach events. These packets were also available at the SDC locations. Approximately 100 packets were distributed. SDC has also collaborated with publicizing the Adult Abuse and Scam Workshops and included APS/IHSS staff in community education programs.</p> <p>-----</p> <p>APS/Senior Legal and DA's office have made joint presentations at assisted living facilities, the El Dorado Hills Senior Center, the Local Bankers Group, and the STARS Volunteers program. Several more presentations are planned through the end of the fiscal year.</p>	<p>7/1/17-6/30/20</p>		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Completed</p>

Section 10: Service Unit Plan (SUP) Objectives Guidelines

SECTION 10 - SERVICE UNIT PLAN (SUP) OBJECTIVES

PSA 29

TITLE III/VIIA SERVICE UNIT PLAN OBJECTIVES CCR Article 3, Section 7300(d)

The Service Unit Plan (SUP) uses the National Aging Program Information System (NAPIS) Categories and units of service. They are defined in the [NAPIS State Program Report \(SPR\)](#)

For services not defined in NAPIS, refer to the [Service Categories and Data Dictionary and the National Ombudsman Reporting System \(NORS\) Instructions](#).

Report the units of service to be provided with **ALL funding sources**. Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles IIIB, IIIC-1, IIIC-2, IIID, and VIIA.

1. Personal Care (In-Home) *Not Applicable* **Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017			
2017-2018			
2018-2019			
2019-2020			

2. Homemaker (In-Home) *Not Applicable* **Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017			
2017-2018			
2018-2019			
2019-2020			

3. Chore (In-Home) *Not Applicable* **Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017			
2017-2018			
2018-2019			
2019-2020			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	115,000	1	1.9
2017-2018	110,000	1	1.9
2018-2019	110,000	1	1.9
2019-2020	115,000	1	1.9

5. Adult Day/ Health Care (In-Home) *Not Applicable***Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017			
2017-2018			
2018-2019			
2019-2020			

6. Case Management (Access) *Not Applicable***Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017			
2017-2018			
2018-2019			
2019-2020			

7. Assisted Transportation (Access)**Unit of Service = 1 one-way trip**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	7	3	
2017-2018	6	3	
2018-2019	6	3	
2019-2020	6	3	

8. Congregate Meals**Unit of Service = 1 meal**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	50,000	1	1.10
2017-2018	55,000	1	1.10
2018-2019	60,000	1	1.10
2019-2020	63,000	1	1.10

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017			
2017-2018			
2018-2019			
2019-2020			

10. Transportation (Access)**Unit of Service = 1 one-way trip**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	10	1, 3	
2017-2018	9	1, 3	
2018-2019	8	1, 3	
2019-2020	8	1, 3	

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	6,000	3, 5	5.1
2017-2018	6,000	3, 5	5.1
2018-2019	6,000	3, 5	5.1
2019-2020	6,000	3, 5	5.1

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	6,000	2	
2017-2018	5,500	2	
2018-2019	5,500	2	
2019-2020	5,500	2	

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	9,000	1	1.4
2017-2018	8,250	1	1.4
2018-2019	8,250	1	1.4
2019-2020	8,500	1	1.4

14. Outreach (Access)**Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	300	1	1.3
2017-2018	300	1	1.3
2018-2019	300	1	1.3
2019-2020	292	1	1,3

15. NAPIS Service Category – “Other” Title III Services

- Each **Title IIIB** “Other” service must be an approved NAPIS Program 15 service listed on the “Schedule of Supportive Services (III B)” page of the Area Plan Budget (CDA 122) and the CDA Service Categories and Data Dictionary.
- Identify **Title IIIB** services to be funded that were not reported in NAPIS categories 1–14 and 16. (Identify the specific activity under the Other Supportive Service Category on the “Units of Service” line when applicable.)

Title IIIB, Other Priority and Non-Priority Supportive Services

For all Title IIIB “Other” Supportive Services, use the appropriate Service Category name and Unit of Service (Unit Measure) listed in the CDA Service Categories and Data Dictionary.

- Other **Priority Supportive Services include:** Alzheimer’s Day Care, Comprehensive Assessment, Health, Mental Health, Public Information, Residential Repairs/Modifications, Respite Care, Telephone Reassurance, and Visiting
- Other **Non-Priority Supportive Services include:** Cash/Material Aid, Community Education, Disaster Preparedness Materials, Emergency Preparedness, Employment, Housing, Interpretation/Translation, Mobility Management, Peer Counseling, Personal Affairs Assistance, Personal/Home Security, Registry, Senior Center Activities, and Senior Center Staffing

All “Other” services must be listed separately. Duplicate the table below as needed.

Other Supportive Service Category Telephone Reassurance **Unit of Service =1 Contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	14,000	3	3.1
2017-2018	13,500	3	3.1
2018-2019	13,000	3	3.1
2019-2020	13,000	3	3.1

Other Supportive Service Category Public Information **Unit of Service =1 Activity**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	N/A	N/A	N/A
2017-2018	N/A	N/A	N/A
2018-2019	N/A	N/A	N/A
2019-2020	8	1	1.3

16. Title IIID/ Disease Prevention and Health Promotion

Instructions for Title IIID Disease Prevention and Health Promotion: Enter the proposed units of service and the Program Goal and Objective number(s) that provides a narrative description of the program and explains how the service activity meets the criteria for evidence-based programs described in PM 15-10.

Unit of Service = 1 contact

Service Activities: Health Promotions - Powerful Tools for Caregivers, Tai Chi Moving for Better Balance

Title IIID/ Disease Prevention and Health Promotion: Enter required program goal and objective numbers in the Title III D Service Plan Objective Table below:

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2016-2017	650	2, 3	2.3, 3.5
2017-2018	700	2, 3	2.3, 3.5
2018-2019	700	2, 3	2.3, 3.5
2019-2020	700	2, 3	2.3, 3.5

TITLE IIIB and Title VIIA:**LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES****2016–2020 Four-Year Planning Cycle**

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

Each year during the four-year cycle, analysts from the Office of the State Long-Term Care Ombudsman (OSLTCO) will forward baseline numbers to the AAA from the prior fiscal year National Ombudsman Reporting System (NORS) data as entered into the Statewide Ombudsman Program database by the local LTC Ombudsman Program and reported by the OSTLCO in the State Annual Report to the Administration on Aging (AoA).

The AAA will establish targets each year in consultation with the local LTC Ombudsman Program Coordinator. Use the yearly baseline data as the benchmark for determining yearly targets. Refer to your local LTC Ombudsman Program's last three years of AoA data for historical trends. Targets should be reasonable and attainable based on current program resources.

Complete all Measures and Targets for Outcomes 1-3.

Outcome 1. The problems and concerns of long-term care residents are solved through complaint resolution and other services of the Ombudsman Program. [OAA Section 712(a)(3),(5)]

Measures and Targets:**A. Complaint Resolution Rate (AoA Report, Part I.E, Actions on Complaints)**

The average California complaint resolution rate for FY 2013-2014 was 73%.

1. FY 2014-2015 Baseline Resolution Rate:

Number of complaints resolved 79 + Number of partially resolved complaints 5 divided by the Total Number of Complaints Received 146 = Baseline Resolution Rate 58%

FY 2016-17 Target Resolution Rate 75%

2. FY 2015-2016 Baseline Resolution Rate:

Number of complaints resolved 53 + Number of partially resolved complaints 4 divided by the Total Number of Complaints Received 68 = Baseline Resolution Rate 83.8%

FY 2017-18 Target Resolution Rate 85%

3. FY 2016-2017 Baseline Resolution Rate:

Number of complaints resolved 116 + Number of partially resolved complaints 20 divided by the Total Number of Complaints Received 155 = Baseline Resolution Rate 88%

FY 2018-19 Target Resolution Rate 85%

<p>4. FY 2017-2018 Baseline Resolution Rate: Number of complaints resolved 91 + Number of partially resolved complaints3 divided by the Total Number of Complaints Received 117 = Baseline Resolution Rate 80.3% FY 2019-20 Target Resolution Rate 80%</p>
<p>Program Goals and Objective Numbers: 5.3, 5.5</p>

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

<p>1. FY 2014-2015 Baseline: number of Resident Council meetings attended 9 FY 2016-2017 Target: 9</p>
<p>2. FY 2015-2016 Baseline: number of Resident Council meetings attended 22 FY 2017-2018 Target: 20</p>
<p>3. FY 2016-2017 Baseline: number of Resident Council meetings attended 40 FY 2018-2019 Target: 30</p>
<p>4. FY 2017-2018 Baseline: number of Resident Council meetings attended 39 FY 2019-2020 Target: 30</p>
<p>Program Goals and Objective Numbers: 5.2</p>

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

<p>1. FY 2014-2015 Baseline number of Family Council meetings attended 0 FY 2016-2017 Target: 0</p>
<p>2. FY 2015-2016 Baseline number of Family Council meetings attended 1 FY 2017-2018 Target: 0</p>
<p>3. FY 2016-2017 Baseline number of Family Council meetings attended 0 FY 2018-2019 Target: 0</p>
<p>4. FY 2017-2018 Baseline number of Family Council meetings attended 0 FY 2019-2020 Target: 0</p>
<p>Program Goals and Objective Numbers: 5.2</p>

D. Consultation to Facilities (AoA Report, Part III.D.4) Count of instances of ombudsman representatives' interactions with facility staff for the purpose of providing general information and assistance unrelated to a complaint. Consultation may be accomplished by telephone, letter, email, fax, or in person.

<p>1. FY 2014-2015 Baseline: number of consultations 58 FY 2016-2017 Target: 70</p>
<p>2. FY 2015-2016 Baseline: number of consultations 125 FY 2017-2018 Target: 70</p>
<p>3. FY 2016-2017 Baseline: number of consultations 143 FY 2018-2019 Target: 70</p>
<p>4. FY 2017-2018 Baseline: number of consultations 174 FY 2019-2020 Target: 80</p>
<p>Program Goals and Objective Numbers: 5.3</p>

E. Information and Consultation to Individuals (AoA Report, Part III.D.5) Count of instances of ombudsman representatives' interactions with residents, family members, friends, and others in the community for the purpose of providing general information and assistance unrelated to a complaint. Consultation may be accomplished by: telephone, letter, email, fax, or in person.

1. FY 2014-2015 Baseline: number of consultations <u>223</u> FY 2016-2017 Target: <u>250</u>
2. FY 2015-2016 Baseline: number of consultations <u>537</u> FY 2017-2018 Target: <u>250</u>
3. FY 2016-2017 Baseline: number of consultations <u>509</u> FY 2018-2019 Target: <u>300</u>
4. FY 2017-2018 Baseline: number of consultations <u>581</u> FY 2019-2020 Target: <u>350</u>
Program Goals and Objective Numbers: <u>5.2, 5.3, 5.5</u>

F. Community Education (AoA Report, Part III.D.10) LTC Ombudsman Program participation in public events planned to provide information or instruction to community members about the LTC Ombudsman Program or LTC issues. The number of sessions refers to the number of events, not the number of participants.

1. FY 2014-2015 Baseline: number of sessions <u>8</u> FY 2016-2017 Target: <u>12</u>
2. FY 2015-2016 Baseline: number of sessions <u>7</u> FY 2017-2018 Target: <u>4</u>
3. FY 2016-2017 Baseline: number of sessions <u>5</u> FY 2018-2019 Target: <u>4</u>
4. FY 2017-2018 Baseline: number of sessions <u>5</u> FY 2019-2020 Target: <u>4</u>
Program Goals and Objective Numbers: <u>1.2, 5.2</u>

G. Systems Advocacy

In the box below, in narrative format, provide at least one new priority systemic advocacy effort the local LTC Ombudsman Program will engage in during the fiscal year. If the systemic advocacy effort is a multi-year initiative, provide a systemic advocacy objective that explains progress made in the initiative during the prior fiscal year and identifies specific steps to be taken during the upcoming fiscal year. A new effort or a statement of progress made and goals for the upcoming year must be entered each year of the four-year cycle.

Systems Advocacy can include efforts to improve conditions in one LTC facility or can be county-wide, State-wide, or even national in scope. (Examples: Work with LTC facilities to promote person-centered care and reduce the use of anti-psychotics, work with law enforcement entities to improve response and investigation of abuse complaints, collaboration with other agencies to improve LTC residents' quality of care and quality of life, participation in disaster preparedness planning, participation in legislative advocacy efforts related to LTC issues, etc.

Enter information in the box below.

Systemic Advocacy Effort(s) for the current fiscal year 2016/2017

The Long Term Care Ombudsman Program (LTCOP) staff will meet with representatives of the regional state licensing agency on a semi-annual basis to discuss individual complaints, observations, outcomes of regulatory investigations and inspections, state and federal regulations, and other issues of interest. These meetings will help define the roles of each entity, improve communication, and enhance collaborative efforts. The LTCOP staff will review their complaint data to share identified trends and concerns.

Systemic Advocacy Effort(s) for the current fiscal year 2017/2018

LTCO representatives will engage in enhanced legislative advocacy efforts in a variety of ways including, but not limited to, sharing information about pending legislation or regulations that impact residents; encouraging consumer participation in the legislation process; providing testimony on behalf of residents before the legislature; and meeting with individual legislators. The LTCOP Supervisor will forward e-mail alerts and, at request of the Office of the State Long-Term Care Ombudsman or the California Long-Term Care Ombudsman Association, author local program-specific letters of support, concern, or opposition for volunteers to utilize as template responses to submit to their local legislators.

Systemic Advocacy Effort(s) for the current fiscal year 2018/2019

Complaints about involuntary transfer and discharge are a common complaint category received. Of the complaints that involve transfer/discharge, the majority involve the provider refusing to readmit the resident following hospitalization or otherwise violating resident rights by refusing to provide appropriate timely notice and due process for the transfer or discharge.

To begin to address this problem, the LTCOP will develop in-depth training for hospital discharge planners on resident rights related to transfer/discharge in nursing homes. The training will be adapted for assisted living facilities. Collaborating with hospital systems and provider organizations across the county, the LTCOP will work to educate discharge planning professionals and facility staff on how to manage these situations and advocate for the client's rights.

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

Measures and Targets:

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

Percentage of nursing facilities within the PSA that were visited by an ombudsman representative at least once each quarter **not** in response to a complaint. The percentage is determined by dividing the number of nursing facilities in the PSA that were visited at least once each quarter not in response to a complaint by the total number of nursing facilities in the PSA. NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this measure, no nursing facility can be counted more than once.

1. FY 2014-2015 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint 5 divided by the total number of Nursing Facilities 5 = Baseline **100%**
FY 2016-2017 Target: **100%**

2. FY 2015-2016 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint 5 divided by the total number of Nursing Facilities 5 = Baseline 100%

FY 2017-2018 Target: 100%

3. FY 2016-2017 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint 4 divided by the total number of Nursing Facilities 5 = Baseline 80%

FY 2018-2019 Target: 80%

4. FY 2017-2018 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint 4 divided by the total number of Nursing Facilities 5 = Baseline 80%

FY 2019-2020 Target: 80%

Program Goals and Objective Numbers: 5.3, 5.5

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

Percentage of RCFEs within the PSA that were visited by an ombudsman representative at least once each quarter during the fiscal year **not** in response to a complaint. The percentage is determined by dividing the number of RCFEs in the PSA that were visited at least once each quarter not in response to a complaint by the total number of RCFEs in the PSA.

NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this measure, no RCFE can be counted more than once.

1. FY 2014-2015 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 29 divided by the total number of RCFEs 33 = Baseline 88%
FY 2016-2017 Target: 94%

2. FY 2015-2016 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 29 divided by the total number of RCFEs 34 = Baseline 85.3%
FY 2017-2018 Target: 91%

3. FY 2016-2017 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 31 divided by the total number of RCFEs 33 = Baseline 94%
FY 2018-2019 Target: 91%

4. FY 2017-2018 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 31 divided by the total number of RCFEs 34 = Baseline 91.2%
FY 2019-2020 Target: 91%

Program Goals and Objective Numbers: 5.3, 5.5

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

This number may only include staff time legitimately charged to the LTC Ombudsman Program. Time spent working for or in other programs may not be included in this number. For example, in a local LTC Ombudsman Program that considers full-time employment to be 40 hour per week, the FTE for a staff member who works in the Ombudsman Program 20 hours a week should be 0.5, even if the staff member works an additional 20 hours in another program.

1. FY 2014-2015 Baseline: <u>.40</u> FTEs FY 2016-2017 Target: <u>.80</u> FTEs
2. FY 2015-2016 Baseline: <u>.80</u> FTEs FY 2017-2018 Target: <u>.80</u> FTEs
3. FY 2016-2017 Baseline: <u>.40</u> FTEs FY 2018-2019 Target: <u>.80</u> FTEs
4. FY 2017-2018 Baseline: <u>.80</u> FTEs FY 2019-2020 Target: <u>.80</u> FTEs
Program Goals and Objective Numbers: <u>Goal 3 and 5</u>

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

1. FY 2014-2015 Baseline: Number of certified LTC Ombudsman volunteers <u>7</u> FY 2016-2017 Projected Number of certified LTC Ombudsman volunteers <u>12</u>
2. FY 2015-2016 Baseline: Number of certified LTC Ombudsman volunteers <u>12</u> FY 2017-2018 Projected Number of certified LTC Ombudsman volunteers <u>12</u>
3. FY 2016-2017 Baseline: Number of certified LTC Ombudsman volunteers <u>10</u> FY 2018-2019 Projected Number of certified LTC Ombudsman volunteers <u>12</u>
4. FY 2017-2018 Baseline: Number of certified LTC Ombudsman volunteers <u>8</u> FY 2019-2020 Projected Number of certified LTC Ombudsman volunteers <u>10</u>
Program Goals and Objective Numbers: <u>Goal 3 and 5</u>

Outcome 3. Ombudsman representatives accurately and consistently report data about their complaints and other program activities in a timely manner. [OAA Section 712(c)]

Measures and Targets:

In the box below, in narrative format, describe one or more specific efforts your program will undertake in the upcoming year to increase the accuracy, consistency, and timeliness of your National Ombudsman Resource System (NORS) data reporting.

Some examples could include:

- Having Ombudsman Program staff and volunteers regularly attend NORS Consistency Training provided by the OSLTCO
- Hiring additional staff to enter data
- Updating computer equipment to make data entry easier
- Initiating a case review process to ensure case entry is completed in a timely manner

The LTCOP will address data input procedures by conducting an evaluation of the overall work flow to determine standard processes and actions for managing complaints and grievances. Certified ombudsman volunteer representatives will be recruited and trained to assist in timely data entry of their investigative activities.

TITLE VIIA ELDER ABUSE PREVENTION
SERVICE UNIT PLAN OBJECTIVES

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

Units of Service categories include public education sessions, training sessions for professionals, training sessions for caregivers served by a Title III E Family Caregiver Support Program, educational materials distributed, and hours of activity spent developing a coordinated system which addresses elder abuse prevention, investigation, and prosecution.

When developing targets for each fiscal year, refer to data reported on the Elder Abuse Prevention Quarterly Activity Reports. Set realistic goals based upon the prior year's numbers and the resources available. Activities reported for the Title VII Elder Abuse Prevention Program must be distinct from activities reported for the LTC Ombudsman Program. No activity can be reported for both programs.

AAAs must provide one or more of the service categories below.

NOTE: The number of sessions refers to the number of presentations and not the number of attendees

- **Public Education Sessions** –Indicate the total number of projected education sessions for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Training Sessions for Professionals** –Indicate the total number of projected training sessions for professionals (service providers, nurses, social workers) on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Training Sessions for Caregivers Served by Title III E** –Indicate the total number of projected training sessions for unpaid family caregivers who are receiving services under Title III E of the Older Americans Act (OAA) on the identification, prevention, and treatment of elder abuse, neglect, and exploitation. **OAA 302(3) 'Family caregiver' means an adult family member, or another individual, who is an informal provider of in-home and community care to an older individual or to an individual with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction.**
- **Hours Spent Developing a Coordinated System to Respond to Elder Abuse** –Indicate the number of hours to be spent developing a coordinated system to respond to elder abuse. This category includes time spent coordinating services provided by the AAA or its contracted service provider with services provided by Adult Protective Services, local law enforcement agencies, legal services providers, and other agencies involved in the protection of elder and dependent adults from abuse, neglect, and exploitation.
- **Educational Materials Distributed** –Indicate the type and number of educational materials to be distributed to the general public, professionals, and caregivers (this may include materials that have been developed by others) to help in the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Number of Individuals Served** –Indicate the total number of individuals expected to be reached by any of the above activities of this program.

TITLE VIIA ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES

The agency receiving Title VIIA Elder Abuse Prevention funding is: **AAA**

Fiscal Year	Total # of Public Education Sessions
2016-2017	20
2017-2018	20
2018-2019	20
2019-2020	20

Fiscal Year	Total # of Training Sessions for Professionals
2016-2017	
2017-2018	
2018-2019	
2019-2020	

Fiscal Year	Total # of Training Sessions for Caregivers served by Title III E
2016-2017	
2017-2018	
2018-2019	
2019-2020	

Fiscal Year	Total # of Hours Spent Developing a Coordinated System
2016-2017	60
2017-2018	60
2018-2019	60
2019-2020	60

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2016-2017		
2017-2018		
2018-2019		
Fiscal Year	Total # of Copies of Educational	Description of Educational Materials

	Materials to be Distributed	
2019-2020		

Fiscal Year	Total Number of Individuals Served
2016-2017	600
2017-2018	600
2018-2019	600
2019-2020	600

TITLE IIIE SERVICE UNIT PLAN OBJECTIVES**CCR Article 3, Section 7300(d)****2012–2016 Four-Year Planning Period**

This Service Unit Plan (SUP) uses the five broad federally-mandated service categories defined in PM 11-11. Refer to the CDA Service Categories and Data Dictionary Revisions Effective July 1, 2011 for eligible activities and service unit measures. Specify proposed audience size or units of service for ALL budgeted funds.

Direct and/or Contracted IIIE Services

CATEGORIES	1	2	3
Family Caregiver Services Caring for Elderly	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Objective #(s)
Information Services	# of activities and Total est. audience for above		
2016-2017	# of activities: 10 Total est. audience for above: 150	1	
2017-2018	# of activities: 10 Total est. audience for above: 150	1	
2018-2019	# of activities: 10 Total est. audience for above: 150	1	
2019-2020	# of activities: 10 Total est. audience for above: 150	1	
Access Assistance	Total contacts		
2016-2017	3,000	1, 2	
2017-2018	2,750	1, 2	
2018-2019	2,500	1, 2	
2019-2020	2,500	1, 2	

Access Assistance	Total contacts		
Support Services	Total hours		
2016-2017	1,000	3	
2017-2018	1,000	3	
2018-2019	1,000	3	
2019-2020	1,000	3	
Respite Care	Total hours		
2016-2017	1,500	3	
2017-2018	1,400	3	
2018-2019	1,400	3	
2019-2020	1,400	3	
Supplemental Services	Total occurrences		
2016-2017	4	3	
2017-2018	4	3	
2018-2019	4	3	
2019-2020	4	3	

Direct and/or Contracted IIIE Services—*Not Applicable*

Grandparent Services Caring for Children	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Objective #(s)
Information Services	# of activities and Total est. audience for above		
2016-2017	# of activities: Total est. audience for above:		
2017-2018	# of activities: Total est. audience for above:		
2018-2019	# of activities: Total est. audience for above:		
2019-2020	# of activities: Total est. audience for above:		

Grandparent Services Caring for Children	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Objective #(s)
Access Assistance	Total contacts		
2016-2017			
2017-2018			
2018-2019			
2019-2020			
Support Services	Total hours		
2016-2017			
2017-2018			
2018-2019			
2019-2020			
Respite Care	Total hours		
2016-2017			
2017-2018			
2018-2019			
2019-2020			
Supplemental Services	Total occurrences		
2016-2017			
2017-2018			
2018-2019			
2019-2020			

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

List all SCSEP monitor sites (contract or direct) where the AAA provides SCSEP enrollment services within the PSA (Do not list host agencies)

Enrollment Location/Name (AAA office, One Stop, Agency, etc.): <i>Not Applicable – PSA 29 is a host agency.</i>	
Street Address:	
Name and title of all SCSEP paid project staff members (Do not list participant or participant staff names):	
Number of paid staff	Number of participant staff
How many participants are served at this site?	

Enrollment Location/Name (AAA office, One Stop, Agency, etc.):	
Street Address:	
Name and title of all SCSEP paid project staff members (Do not list participant or participant staff names):	
Number of paid staff	Number of participant staff
How many participants are served at this site?	

Enrollment Location/Name (AAA office, One Stop, Agency, etc.):	
Street Address:	
Name and title of all SCSEP paid project staff members (Do not list participant or participant staff names):	
Number of paid staff	Number of participant staff
How many participants are served at this site?	

¹ If not providing a Title V program, then enter PSA number followed by "Not providing".

**HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)
SERVICE UNIT PLAN
CCR Article 3, Section 7300(d)**

MULTIPLE PSA HICAPs: If you are a part of a multiple-PSA HICAP where two or more AAAs enter into an agreement with one “Managing AAA,” to deliver HICAP services on their behalf to eligible persons in their AAA, then each AAA must enter State and federal performance target numbers in each AAA’s respective SUP. Please do this in cooperation with the Managing AAA. The Managing AAA is responsible for providing HICAP services in the covered PSAs in a way that is agreed upon and equitable among the participating parties.

HICAP PAID LEGAL SERVICES: Complete Section 3 if your Master Contract contains a provision for using HICAP funds to provide HICAP Legal Services.

STATE & FEDERAL PERFORMANCE TARGETS: In FY 2014, the State Health Insurance Assistance Program (SHIP) was transferred from the Centers for Medicare & Medicaid Services (CMS) to the Administration for Community Living (ACL). ACL has continued CMS’ policy requiring all SHIPs to meet established performance measures. Based on ACL guidelines and to assist AAAs in completing the Service Unit Plan, CDA provides State (1.1 and 1.2), and federal (2.1 through 2.7) performance measures (PM) annually. To download these measures and view definitions, visit <https://www.aging.ca.gov/ProgramsProviders/AAA/Planning/>

Section 1. State Performance Measures

Fiscal Year (FY)	PM 1.1 Clients Counseled (Estimated)	Goal Numbers
2016-2017	614	2
2017-2018	614	2
2018-2019	N/A	2
2019-2020	N/A	2

Fiscal Year (FY)	PM 1.2 Public and Media Events (PAM) (Estimated)	Goal Numbers
2016-2017	15	2
2017-2018	15	2
2018-2019	N/A	2
2019-2020	N/A	2

Section 2: Federal Performance Measures

Fiscal Year (FY)	PM 2.1 Total Client Contacts (Estimated)	Goal Numbers
2016-2017	1,616	2
2017-2018	1,616	2
2018-2019	N/A	2
2019-2020	N/A	2

Fiscal Year (FY)	PM 2.2 Persons Reached at PAM Events (Estimated)	Goal Numbers
2016-2017	1,364	2
2017-2018	1,364	2
2018-2019	N/A	2
2019-2020	N/A	2

Fiscal Year (FY)	PM 2.3 Contacts with Medicare Beneficiaries Due to Disability (Estimated)	Goal Numbers
2016-2017	190	2
2017-2018	190	2
2018-2019	N/A	2
2019-2020	N/A	2

Fiscal Year (FY)	PM 2.4 Low-income Medicare Beneficiary Contacts (Estimated)	Goal Numbers
2016-2017	656	2
2017-2018	656	2
2018-2019	N/A	2
2019-2020	N/A	2

Fiscal Year (FY)	PM 2.5 Contacts with One or More Qualifying Enrollment Topics (Estimated)	Goal Numbers
2016-2017	1,377	2
2017-2018	1,377	2
2018-2019	N/A	2
2019-2020	N/A	2

Fiscal Year (FY)	PM 2.6 Total Part D Enrollment/Assistance Contacts (Estimated)	Goal Numbers
2016-2017	742	2
2017-2018	742	2
2018-2019	N/A	2
2019-2020	N/A	2

Fiscal Year (FY)	PM 2.7 Total Counseling Hours (Estimated)	Goal Numbers
2016-2017	817	2
2017-2018	817	2
2018-2019	N/A	2
2019-2020	N/A	2

Section 3: HICAP Legal Services Units of Service (if applicable) ²

Fiscal Year (FY)	3.1 Estimated Number of Clients Represented Per FY (Unit of Service)	Goal Numbers
2016-2017	6	2
2017-2018	6	2
2018-2019	6	2
2019-2020	6	2

² Requires a contract for using HICAP funds to pay for HICAP Legal Services.

Fiscal Year (FY)	3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)	Goal Numbers
2016-2017	10	2
2017-2018	10	2
2018-2019	10	2
2019-2020	10	2

Fiscal Year (FY)	3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)	Goal Numbers
2016-2017	12	2
2017-2018	12	2
2018-2019	12	2
2019-2020	12	2

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

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

Total Number of Board Members: 5

Name and Title of Officers:

Office Term Expires:

Name and Title of Officers:	Office Term Expires:
Sue Novasel, Chair	January 2023
Brian K. Veerkamp, First Vice Chair	January 2021
John Hidahl, Second Vice Chair	January 2021

Names and Titles of All Members:

Board Term Expires:

Names and Titles of All Members:	Board Term Expires:
John Hidahl, Supervisor District I	January 2021
Shiva Frentzen, Supervisor District II	January 2021
Lori Parlin, Supervisor District IV	January 2023
Brian K. Veerkamp, Supervisor District III	January 2021
Sue Novasel, Supervisor District V	January 2023

**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 12

Race/Ethnic Composition	<u>% of PSA's 60+Population*</u>	<u>% on Advisory Council</u>
White	<u>92.9%</u>	<u>91.7%</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>8.3%</u>
Native American/Alaskan Native	<u>0.5%</u>	<u>0%</u>
Other	<u>3.2%</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	1/2021

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
Lisbeth Powell, Supervisor Appointee – District IV	1/2023
Ron Zehren, Supervisor Appointee—District V	1/2023
Roberta Rimbault, Supervisors Appointee – Member-at-Large	1/2021
Tita Bladen, Community Representative	8/2021
James Wassner, Community Representative	9/2022
Doug Gradall, Community Representative	4/2021
Raymond Wyatt, Community Representative	3/2023
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, the County’s website and Facebook page, and the Commission on Aging website. Interested parties are asked to complete an application and are interviewed by the Commission on Aging’s 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.

Section 18 - Legal Assistance 29

PSA

2016-2020 Four-Year Area Planning Cycle

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.¹

Please note: *El Dorado County, PSA 29's Senior Legal Services is provided as a direct service from the AAA and the staffing and service levels are planned to be the same as Fiscal Year 2017/2018.*

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

¹ For Information related to Legal Services, contact Chisorom Okwuosa at 916 419-7500 or chisorom.okwuosa@aging.ca.gov

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.

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	1
2019-2020	1

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. Senior Legal Services b. c.	a. All of El Dorado County b. c.
2019-2020	a. Senior Legal Services b. c.	a. All of El Dorado County 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 IIIB 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.

Training: Senior Legal Services staff will be attending the webinars presented by SAGE.

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.

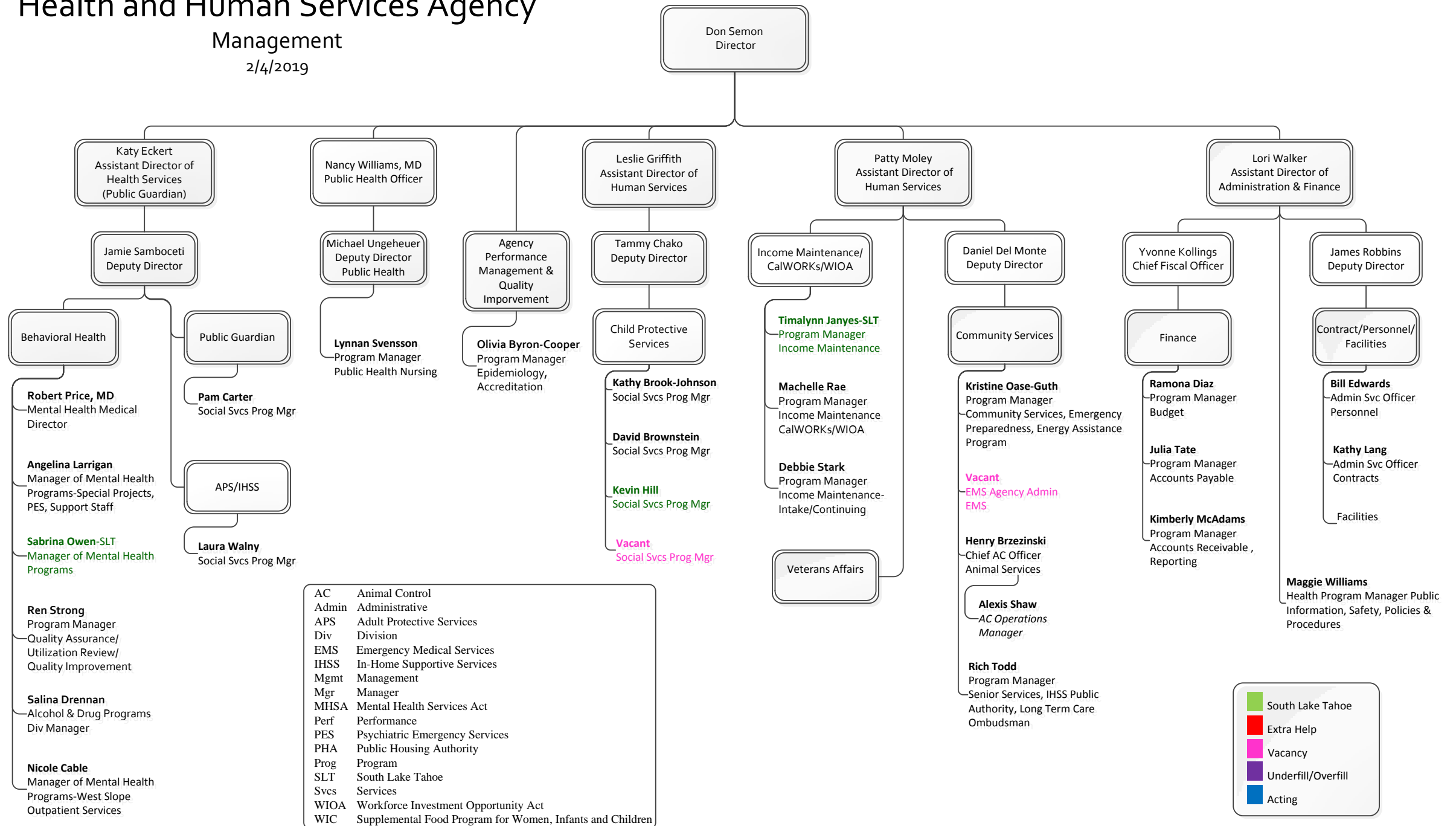
16. What other organizations or groups does your legal service provider coordinate services with?
Discuss:

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 and Human Services Agency

Management

2/4/2019



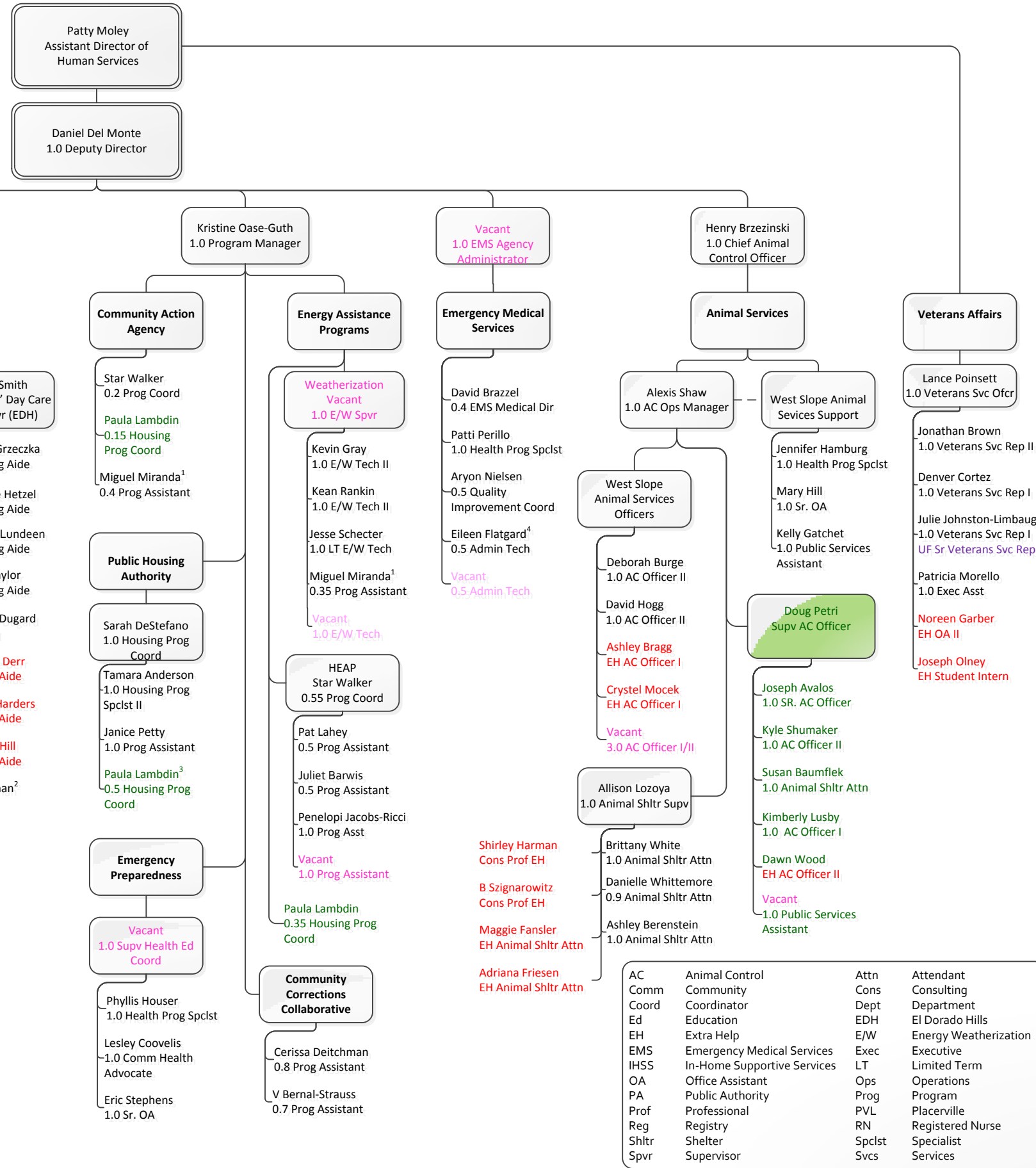
AC	Animal Control
Admin	Administrative
APS	Adult Protective Services
Div	Division
EMS	Emergency Medical Services
IHSS	In-Home Supportive Services
Mgmt	Management
Mgr	Manager
MHSA	Mental Health Services Act
Perf	Performance
PES	Psychiatric Emergency Services
PHA	Public Housing Authority
Prog	Program
SLT	South Lake Tahoe
Svcs	Services
WIOA	Workforce Investment Opportunity Act
WIC	Supplemental Food Program for Women, Infants and Children

Green	South Lake Tahoe
Red	Extra Help
Pink	Vacancy
Purple	Underfill/Overfill
Blue	Acting

Health & Human Services Agency Community Services Division

Animal Services, Community Services,
EMS, Public Information, Older Adult Services Programs

1/24/2019



¹Primary supervision provided by Jenifer Cullen
²Primary supervision provided by Heather Orchard
³Primary supervision provided by Kristine Oase-Guth
⁴Primary supervision provided by Ramona Diaz
⁵Primary supervision provided by Laura Walny

■	South Lake Tahoe
■	Extra Help
■	Vacancy
■	Underfill/Overfill
■	Acting

AC	Animal Control	Attn	Attendant
Comm	Community	Cons	Consulting
Coord	Coordinator	Dept	Department
Ed	Education	EDH	El Dorado Hills
EH	Extra Help	E/W	Energy Weatherization
EMS	Emergency Medical Services	Exec	Executive
IHSS	In-Home Supportive Services	LT	Limited Term
OA	Office Assistant	Ops	Operations
PA	Public Authority	Prog	Program
Prof	Professional	PVL	Placerville
Reg	Registry	RN	Registered Nurse
Shltr	Shelter	Spclst	Specialist
Spvr	Supervisor	Svcs	Services