

# Safety Net of Senior Services

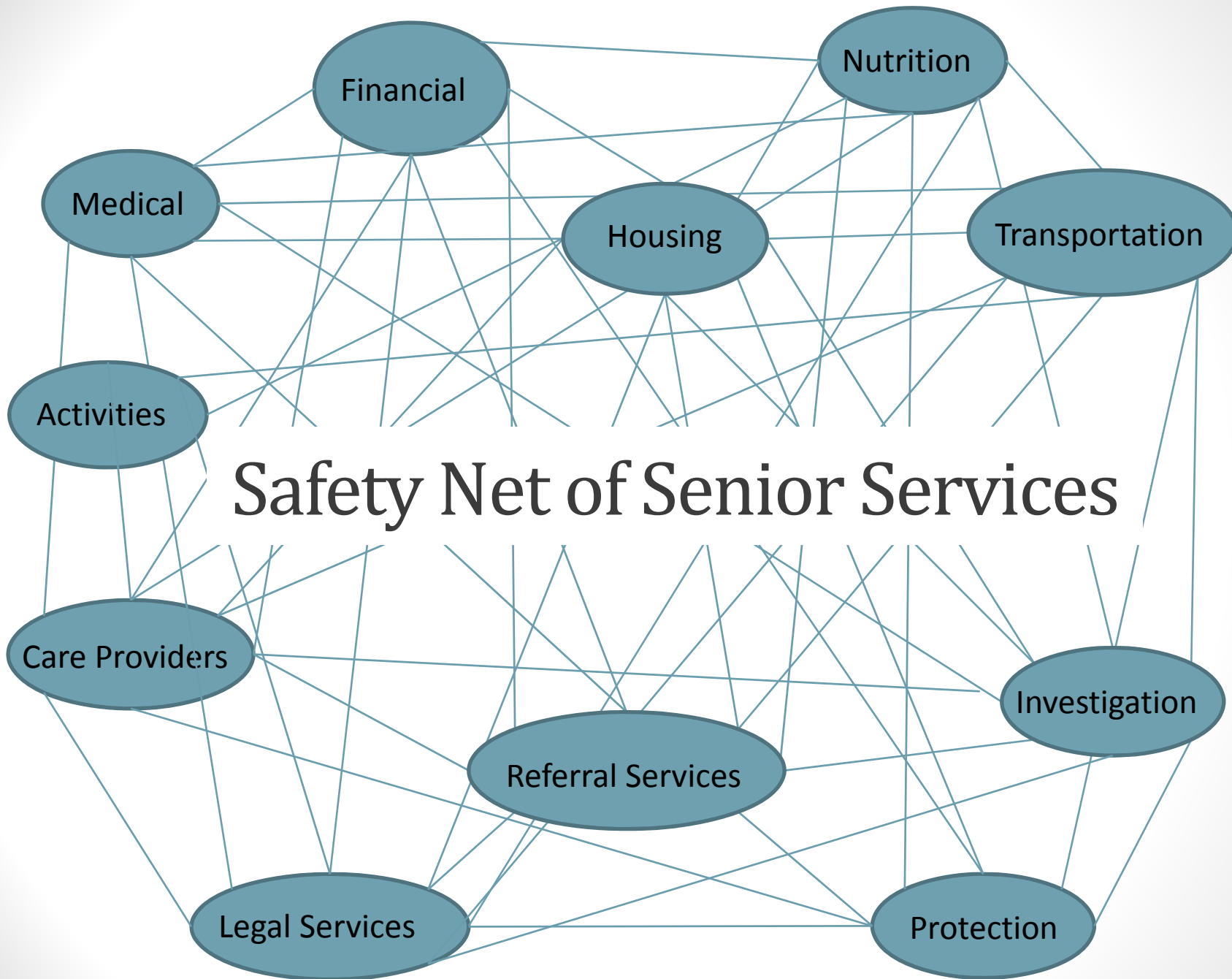
County of El Dorado  
Health and Human Services Agency



# Community Services Division

## Senior Services

- The **Community Services** Division within the Health and Human Services Agency (HHSA) provides a wide array of services for the **health and well-being of seniors** of all income levels throughout the community.
- These services combined have created a **safety net** for the elderly that has resulted in **fast and coordinated responses** to meet the needs of seniors in crisis.



# Safety Net of Senior Services

# Benefit of Senior Services

## Health, Safety, and Independence

- Promotes independence
- Protection of person and estate
- Prevent/delay institutionalization
- Support for caregivers
- Limits number of conservatorships

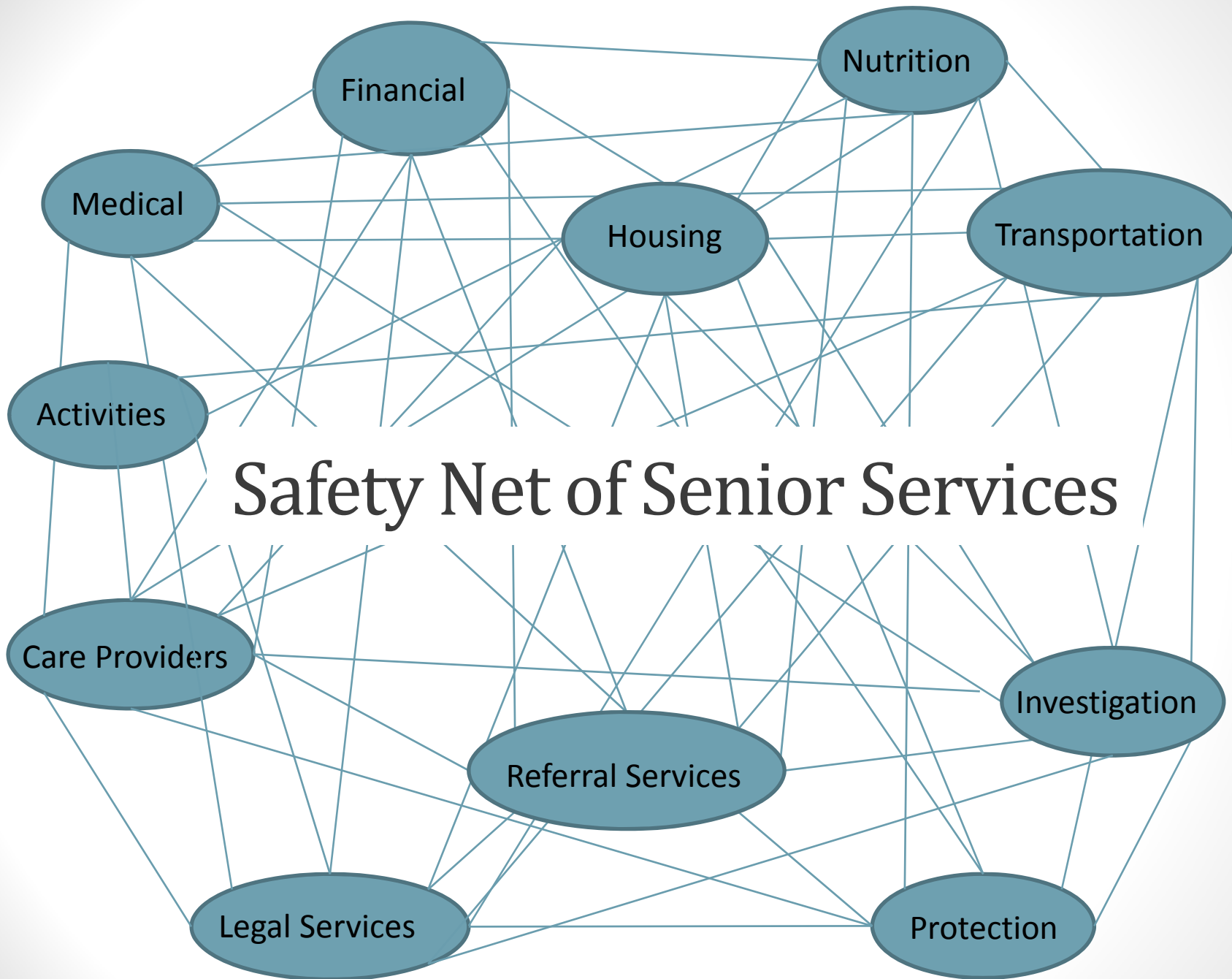


# Who We Serve



# Seniors in El Dorado County

- California (CA) State Plan on Aging predicts an **83% increase by 2030 in the total 60+ population** for El Dorado County (EDC).
- CA State Plan of Aging shows that between **12.3% to 14.6% of EDC's population is 65+.**
- Adult Protective Services (APS) reports that **1 out of every 20 seniors are victims of elder abuse.**





Medical

# Safety Net of Senior Services



# MEDICAL



- **Medi-Cal Eligibility**
  - Health insurance for low-income residents
- **Mental Health Services**
  - Outpatient and inpatient adult mental health services
- **Peer Counseling**
  - Senior peers that counsel fellow seniors using a self-help approach
- **Health Insurance Counseling and Advocacy Program (HICAP)**
  - Counseling and education for Medicare beneficiaries

Medical

# Safety Net of Senior Services

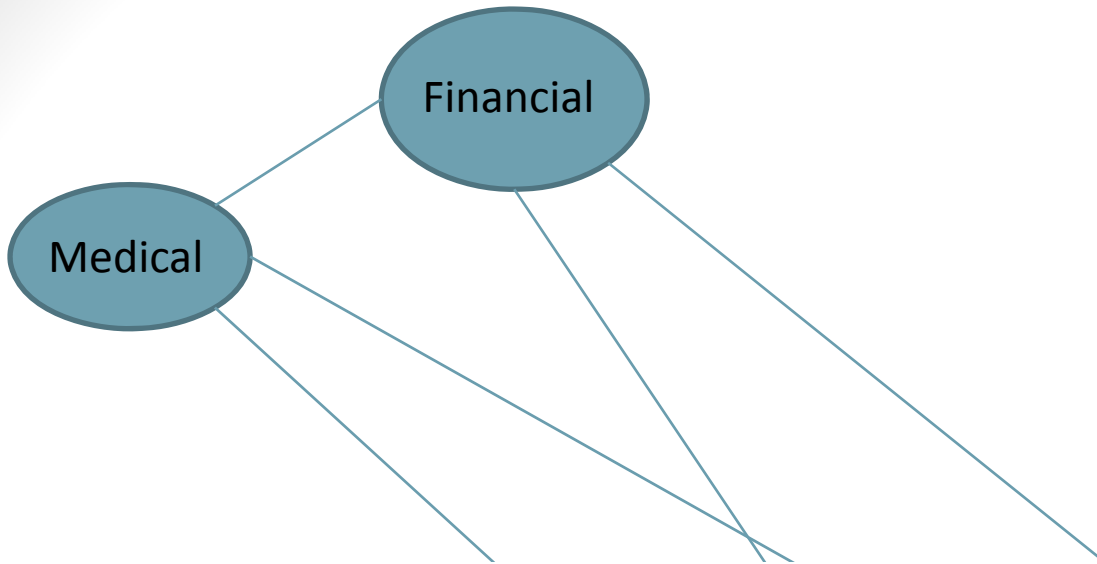
Investigation

Protection

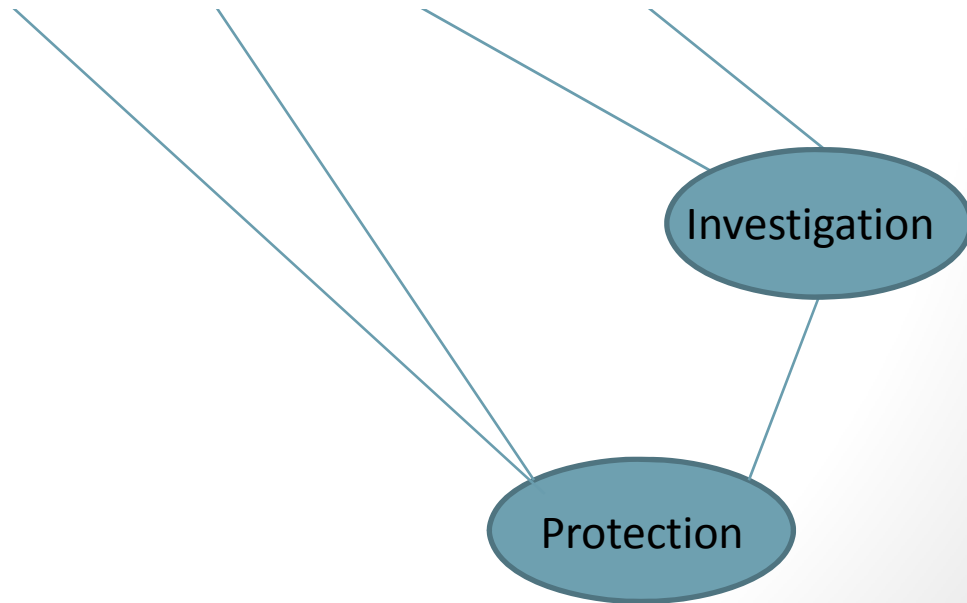
# INVESTIGATION/PROTECTION

- **Adult Protective Services**
  - Investigation on suspected abuse of seniors and dependent adults
- **Public Guardian**
  - Conservatorship of persons who are functionally unable to provide for their own needs, are unable to manage their own financial resources or are subject to fraud or undue influence
- **Long-Term Care Ombudsman**
  - Advocacy for residents in Long-Term Care facilities





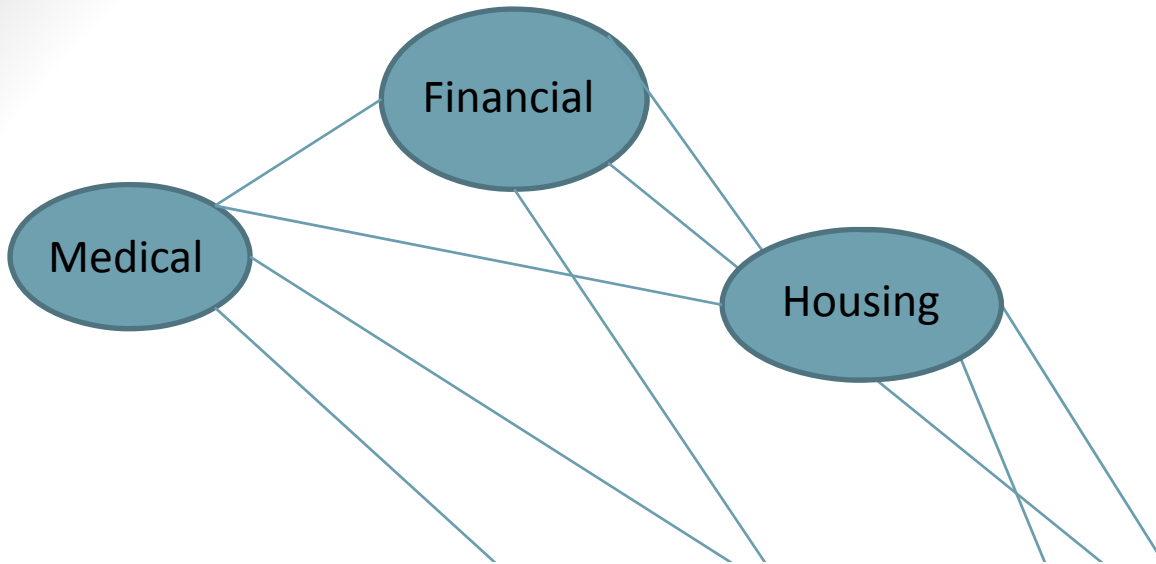
# Safety Net of Senior Services



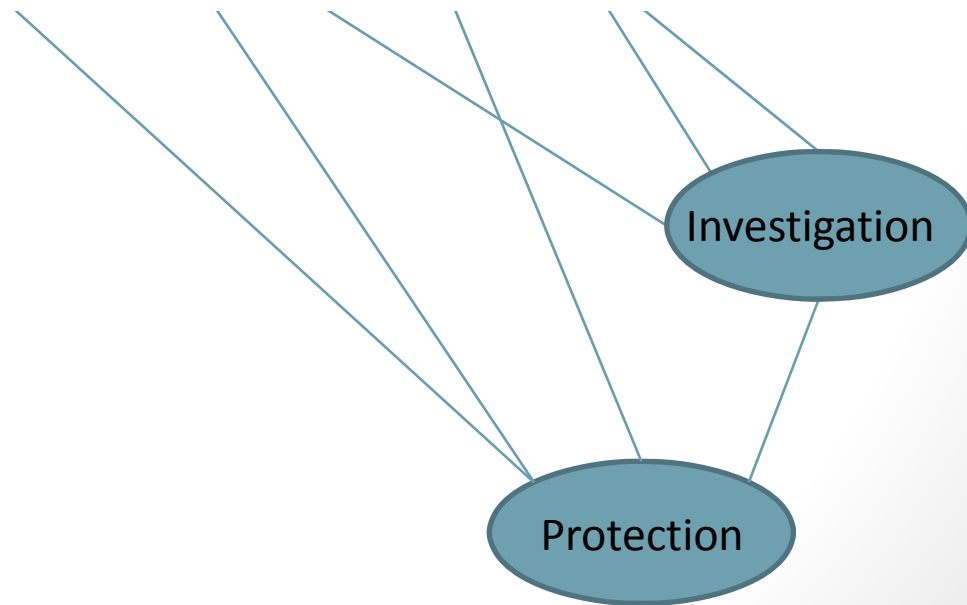
# FINANCIAL

- **AARP Tax Assistance**
  - Tax assistance to older adults that are low to moderate income taxpayers
- **Public Guardian**
  - Representative Payee, voluntary money management





# Safety Net of Senior Services

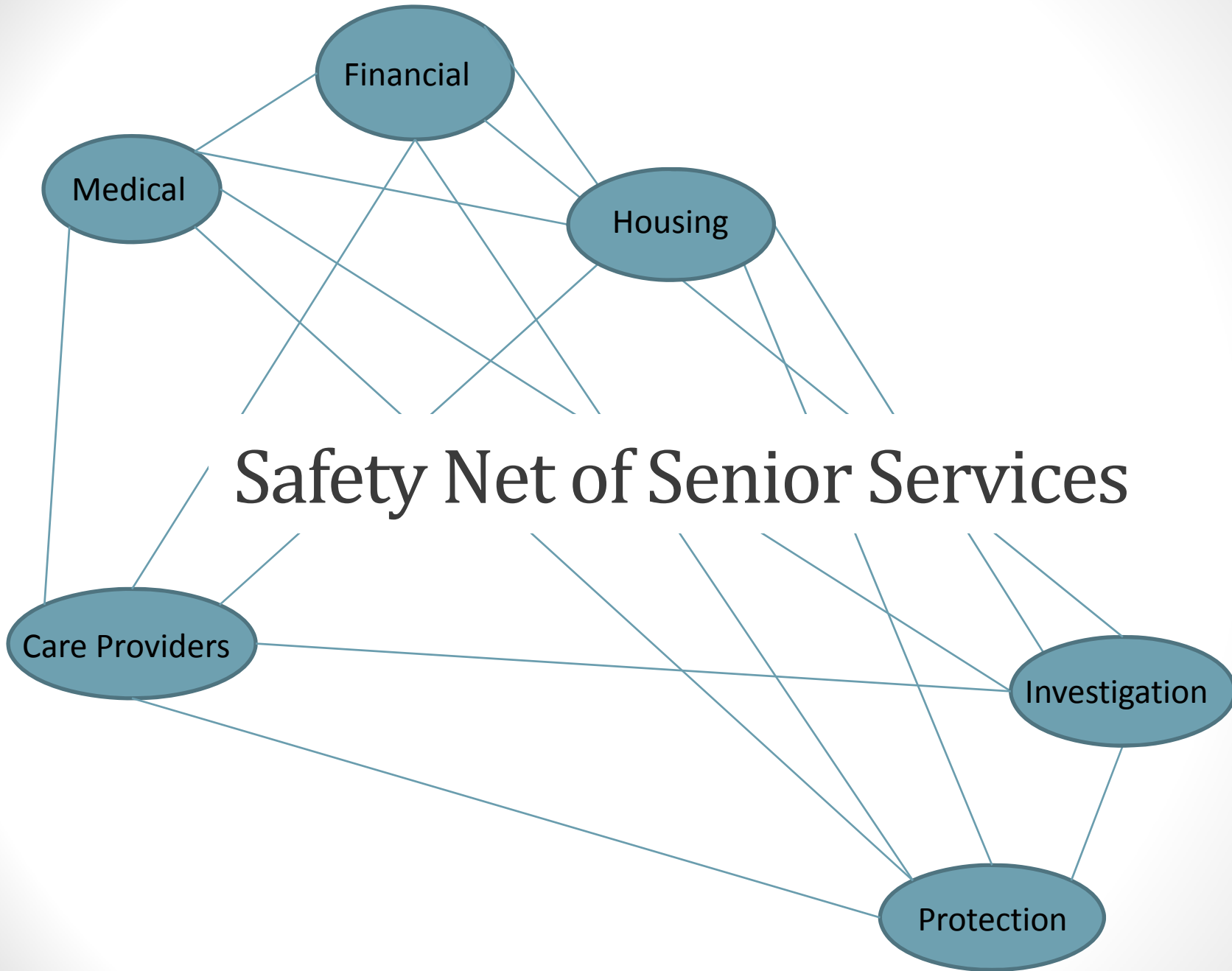


# HOUSING

- **Public Housing Authority (PHA)**
  - Senior preference for PHA assistance
- **Low-Income Home Energy Assistance Program (LIHEAP)**
  - Financial assistance for heating and cooling
- **Weatherization**
  - Energy/cost saving home improvements







# CARE PROVIDERS

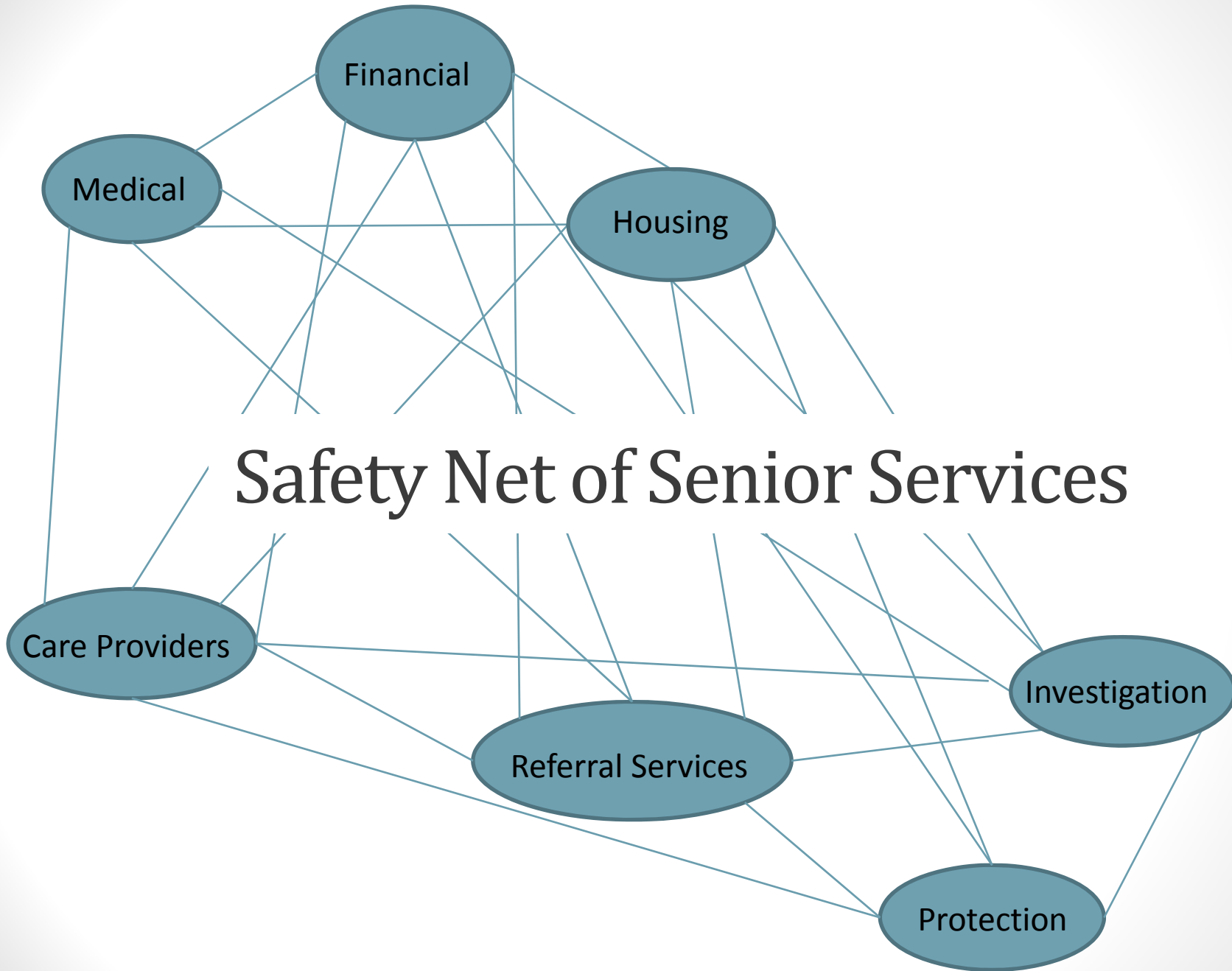
- **In-Home Supportive Services (IHSS) Program**
  - Payment for in-home care services
- **IHSS Public Authority**
  - Employer of record for IHSS care providers



# CARE PROVIDERS Cont.

- **Family Caregiver Support Program (FCSP)**
  - Support for caregivers of older adults
  
- **Senior Day Care Services**
  - Therapeutic day program for dependent adults





# REFERRAL SERVICES/CARE COORDINATION SERVICES

- **Information and Assistance**

- Links to programs and resources

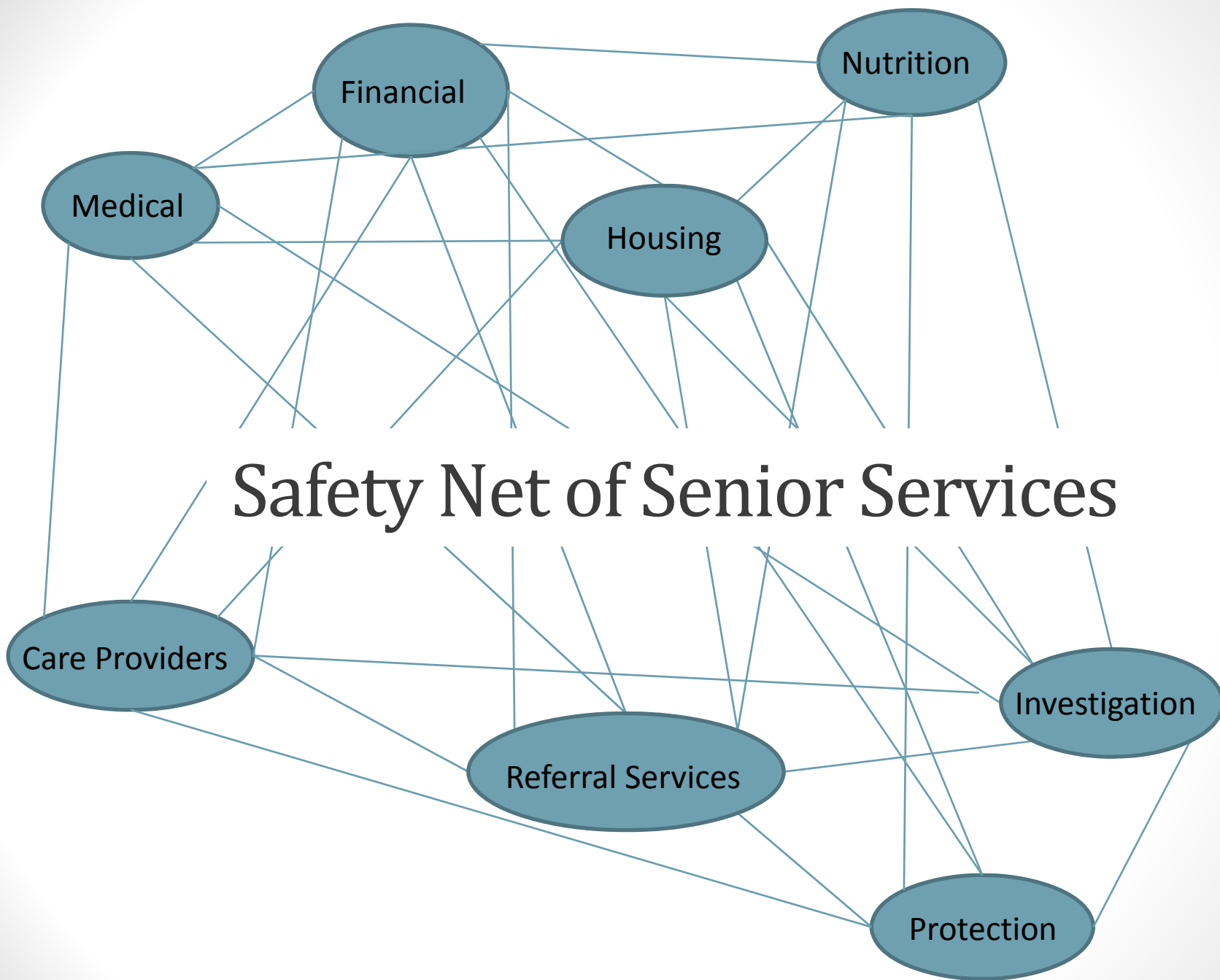


- **Senior Community Service Employment Program**

- Work-based training

- **Multipurpose Senior Services Program (MSSP)**

- Intensive in-home care services for the low-income frail elderly



# Safety Net of Senior Services

# NUTRITION/HEALTH

## Senior Nutrition

- Home-delivered meals
  - Home delivered meal service provides a nutritious meal to those who are more homebound due to physical or mental limitations
- Congregate meal sites throughout the County
  - Congregate dining provides meals in a group setting to encourage socialization and recreation

## Nutrition Assistance

- CalFresh
  - CalFresh, formally known as the Food Stamp Program, provides an electronic benefit to qualified households that can be used to buy food

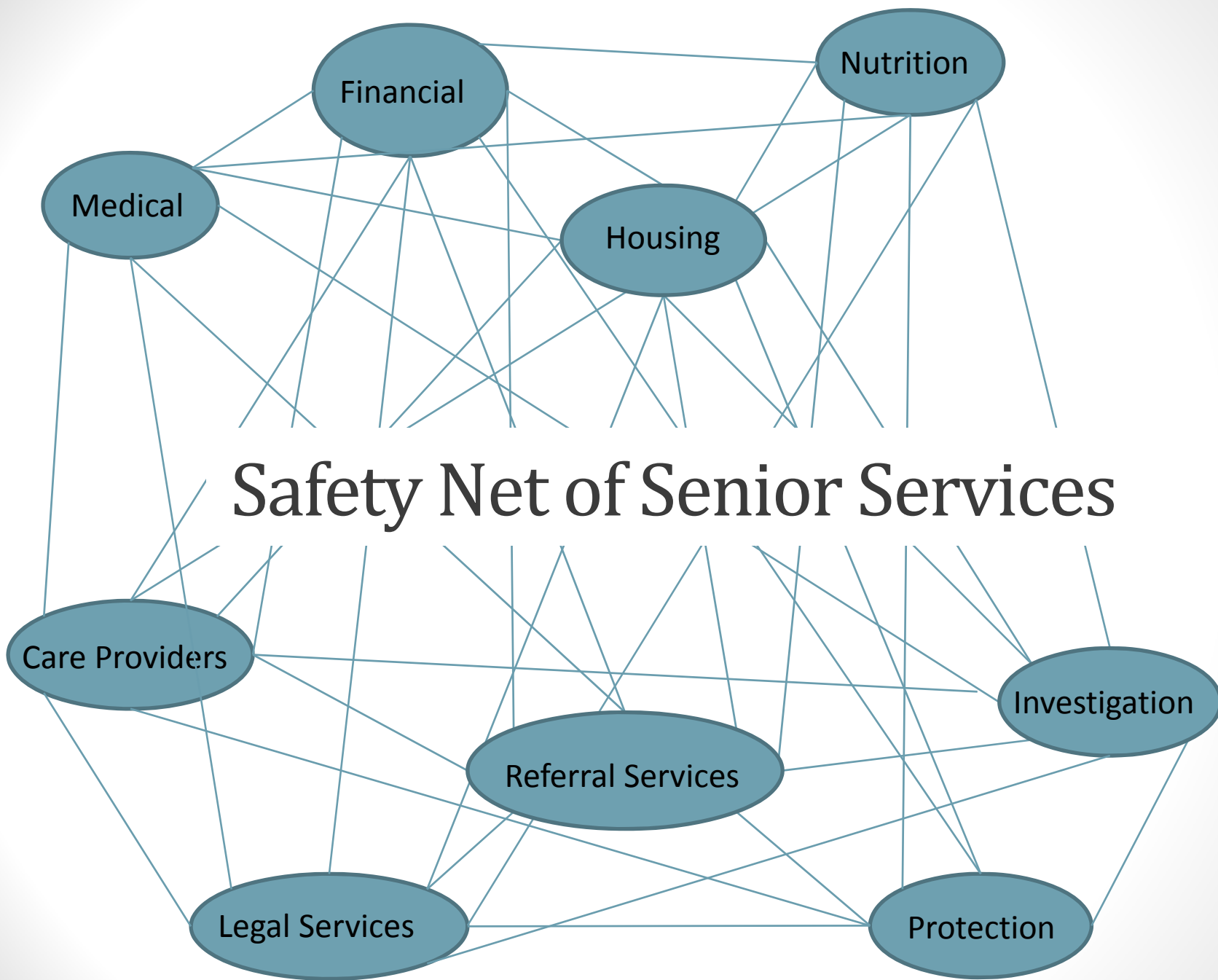




# NUTRITION/HEALTH Cont.

- Farmers' Market Vouchers
  - Means tested program that provides for low-income seniors to receive vouchers for purchase of fruits and vegetables at local farmers' markets
- Senior Health Education Program (SHEP)
  - Focuses on disease prevention and health promotion for older adults aged 60+



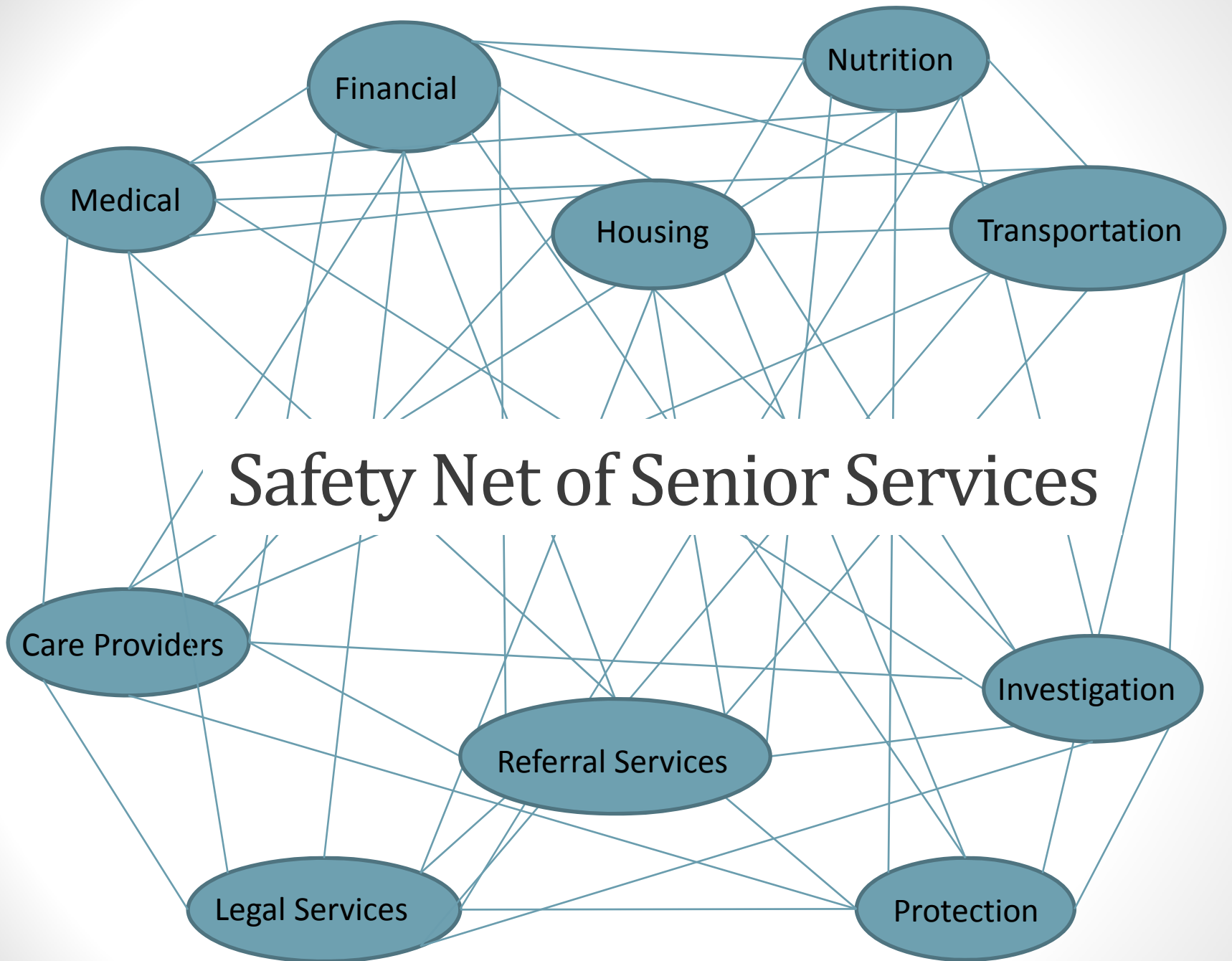


# Safety Net of Senior Services

# LEGAL

- Senior Legal Services
- Fighting Elder Fraud and Financial Abuse
  - Public Benefits and Pensions
  - Planning for Incapacity and Death
  - Consumer Issues
  - Health Care
  - Real Property/Landlord Tenant
  - Community Education
  - Resources and Referrals



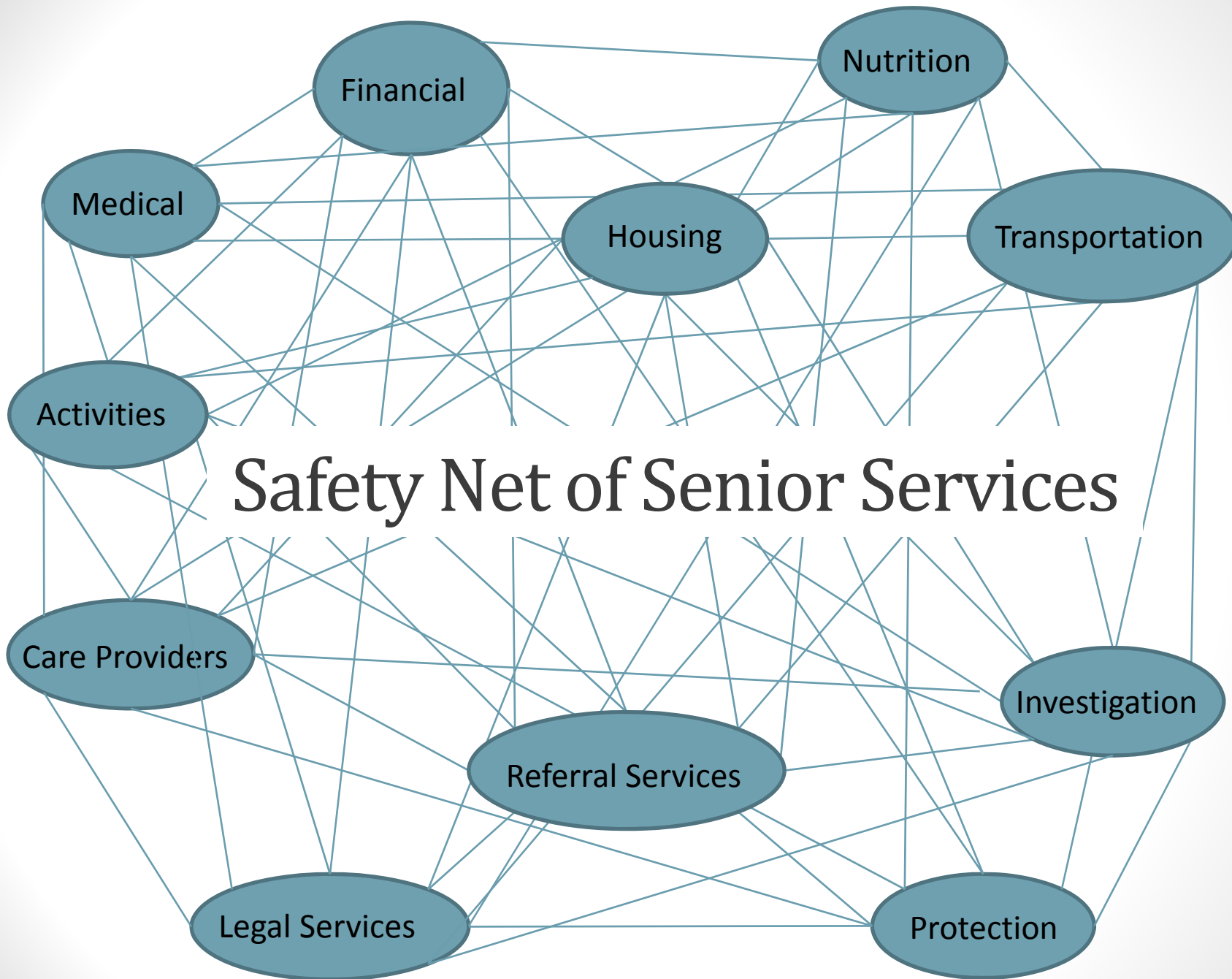


# Safety Net of Senior Services

# TRANSPORTATION

- **Senior Shuttle**
  - Provides door-to-door transportation on the West Slope
- **Transen Program**
  - Transportation services to senior citizens in the South Lake Tahoe area





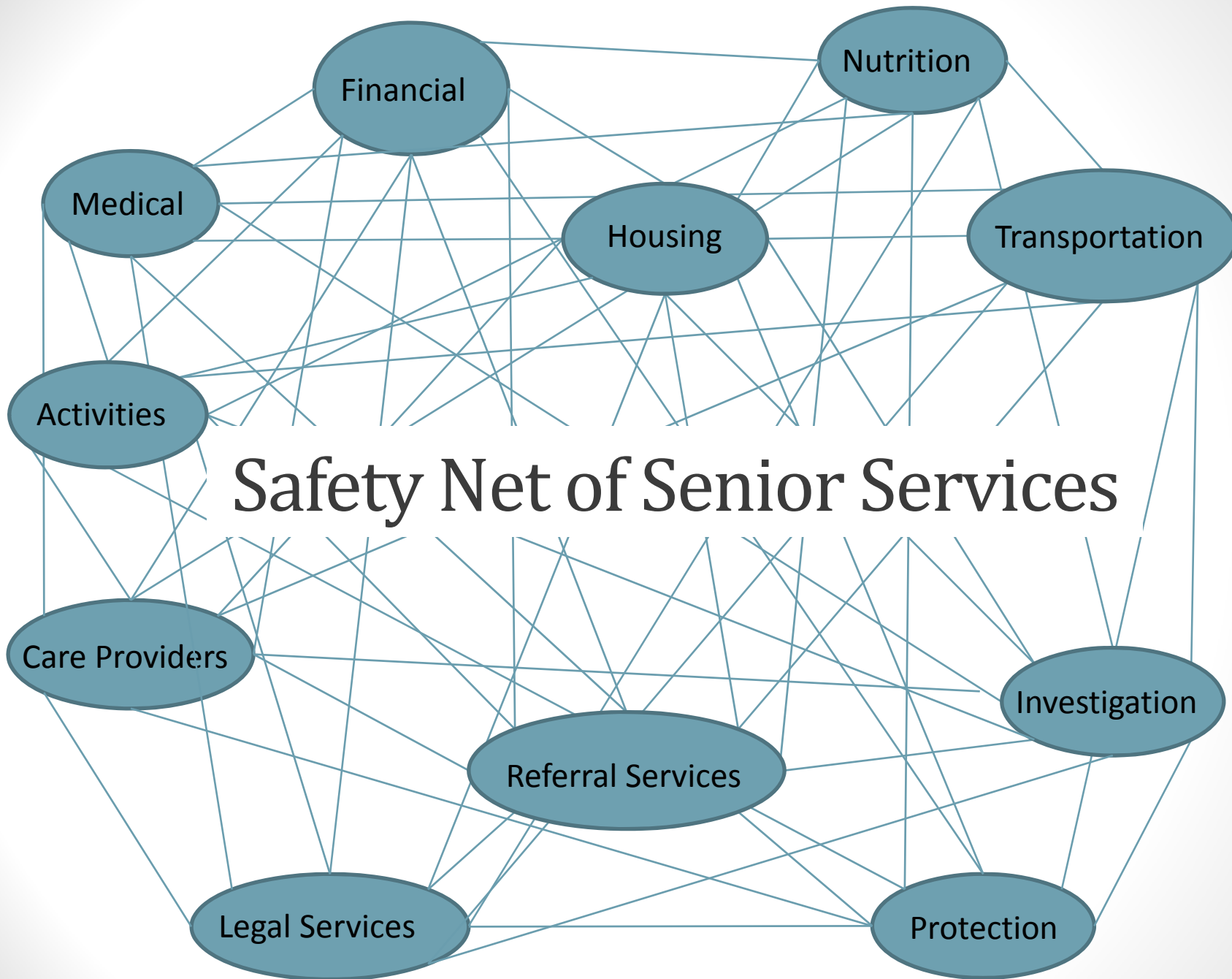
# Safety Net of Senior Services

# Activities/Programs

- **Activities and Trips**
  - Daily activities and trips through the Senior Centers
- **Volunteer Program**
  - EDC residents helping in Senior Services
- **You Are Not Alone Telephone Reassurance Program (YANA)**
  - Daily calls to seniors to ensure their well-being







# Area Agency on Aging

- The Area Agency on Aging (AAA) Office is designated by the Board of Supervisors (BOS) to carry out the daily functions and activities required under the Older Americans Act and the Older Californians Act and is part of the HHSA.
- The AAA serves as a leader in the community and makes it possible for older adults, disabled adults, and caregivers to access an array of services.
- The AAA is charged with the development and enhancement of comprehensive and community-based systems of care within the local planning and service area (PSA).

# Commission on Aging

- The Commission on Aging is an advisory Committee to the EDC BOS.
- The Commission on Aging works closely with the Director of the AAA, which is part of Senior Programs at HHSA, on community interests and issues faced by seniors in EDC.
- The Commission is instrumental in making services accessible to all seniors and promoting services that help seniors to remain in their homes and prevent elder abuse.

# How Many Seniors Use Services?

## Fiscal Year 2013/14

- Total Unduplicated Clients: 4,415 (includes only nutrition, legal, information and assistance, YANA, Senior Day Care, and FCSP)
- Total Investigation/Protection Cases Opened: 1,029 (includes Long-Term Care Ombudsman and APS)

SMALL INVESTMENT, LARGE IMPACT  
A SAFETY NET FOR SENIORS

# Coordination of Services

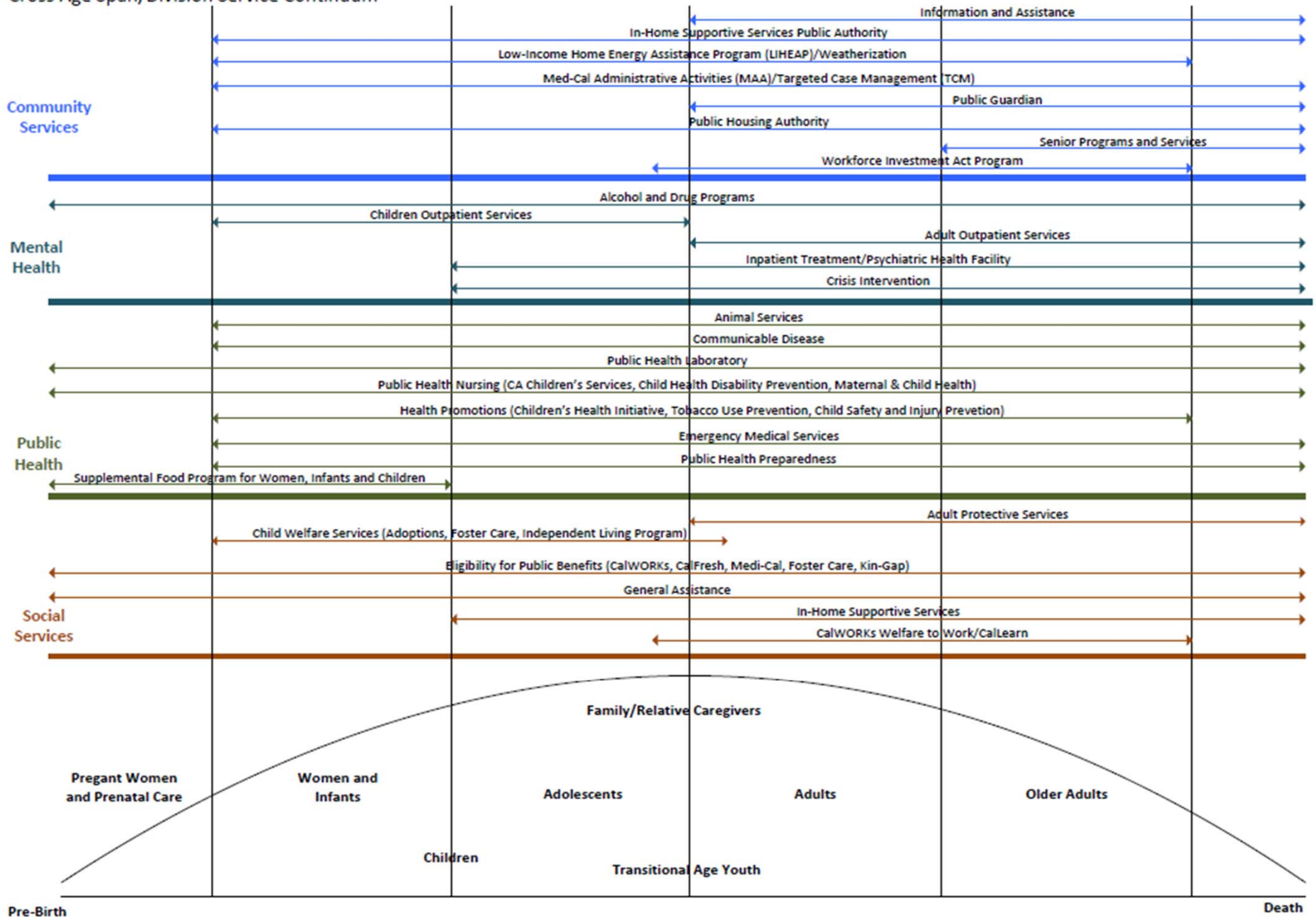
Senior Services are a part of the Community Services Division and much larger Health and Human Services Agency.

Mental Health Services	24-hour Crisis Services and Hotline Adult Services Alcohol and Drug Program Children's Services Mental Health Services Act (MHSA) Programs Patient Rights Advocate Psychiatric Health Facility (PHF)
Public Health	Animal Services Children's Health Initiative (CHI) and Child Passenger Safety and Injury Prevention Program (CPSIPP) Communicable Disease and Prevention Control Emergency Medical Services Agency Epidemiology Laboratory Medical Marijuana Program Public Health Nursing Public Health Preparedness Tobacco Use Prevention Program (TUPP) Vital Statistics Women, Infants and Children (WIC)

# Coordination of Services

<p>Community Services</p>	<p>Family Caregiver Support Program            Health Insurance Counseling and Advocacy Program (HICAP)            Home Energy Assistance Program (HEAP)            Home Weatherization Program            In-Home Supportive Services (IHSS) Public Authority            Long-Term Care Ombudsman            Multipurpose Senior Service Program (MSSP)            Public Guardian and Assembly Bill 109            Public Housing Authority            Senior Day Care            Senior Legal Services            Senior Nutrition Services            Senior Services            Workforce Investment Act</p>
<p>Social Services</p>	<p>Adoption Assistance Payment Program            Adoption Services            Adult Protective Services            Assembly Bill 12            Child Protective Services Intake/Emergency Response            Dependency (Court Unit)            Foster Care            In-Home Support Services            CalFresh            California Work Opportunity and Responsibility to Kids (CalWORKs), General Assistance, Cal-Learn and Foster Care            Medi-Cal and County Medical Services Program (CMSP)</p>

**El Dorado County  
Health and Human Services Agency  
Cross Age Span/Division Service Continuum**





# Cross Program Collaboration

- Working under the same county umbrella, senior programs and services cross-report and communicate with each other, resulting in fast, coordinated responses meeting specific needs of the elderly.
  - Communication and referrals between providers
  - Continuum of care
  - Rapid response
  - Local control
  - Transparency and accountability
  - Employees and volunteers with expertise, training, and long-term commitment
  - Program and fiscal integrity

# Coordination of Services

- Through an integrated HHSA, programs coordinate to ensure services are provided seamlessly and effectively



# Coordination of Services

Coordination = Safety

Multiple eyes on the vulnerable older adults result in a stronger safety net for seniors in EDC

# Coordination of Services

Senior Services improve lives of seniors as they move through a continuum of services.



# Coordination of Services

## Volunteers, the heart of Senior Services

- Over 400 volunteers serve Senior Services Programs including:
  - Senior Nutrition
  - HICAP
  - Senior Day Care
  - Senior Activities
  - Long-Term Care Ombudsman
  - Senior Peer Counseling
  - You Are Not Alone Telephone Reassurance Program
  - AARP Tax Assistance

## Our Volunteers Speak



# Our Clients Speak

Dear Senior Legal Services:

The purpose of this letter is to both thank and compliment the Senior Legal Services program, most specifically staff attorney, Diana Steele.

My husband and I are indebted to Ms. Steele for all her excellent support, knowledge of the law, and protective directives. We feel confident that our family is secure and our earthly affairs and last wishes are now in good order. We believe that her consideration and conscientious understanding of this legal process will protect our son as well as our grandson's birthright.

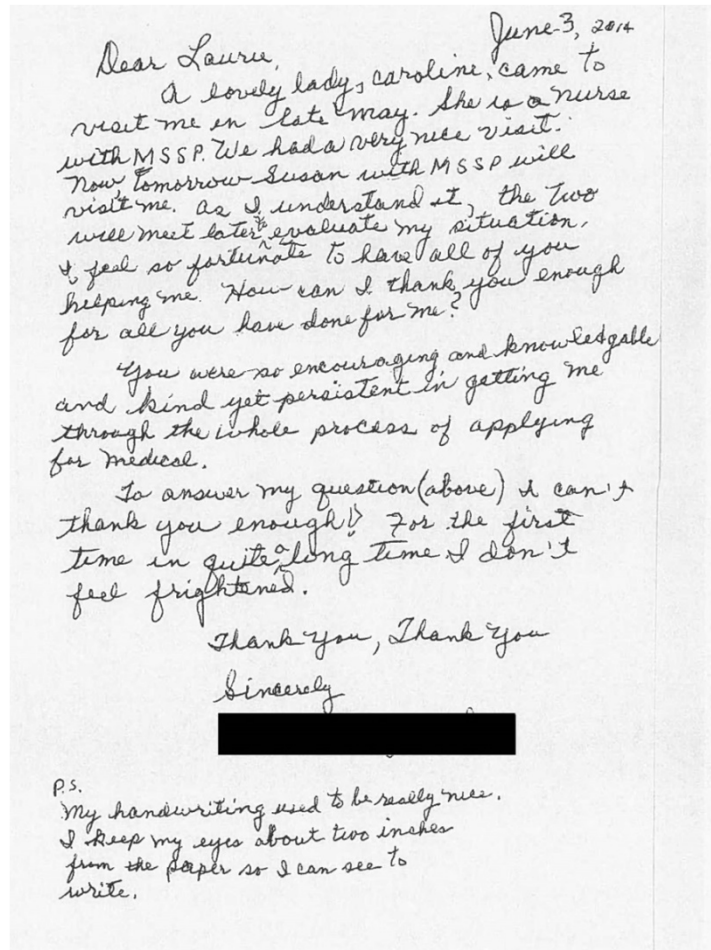
The service that El Dorado County provides their senior residents is so very important and we are grateful to have benefited.

Sincerely,





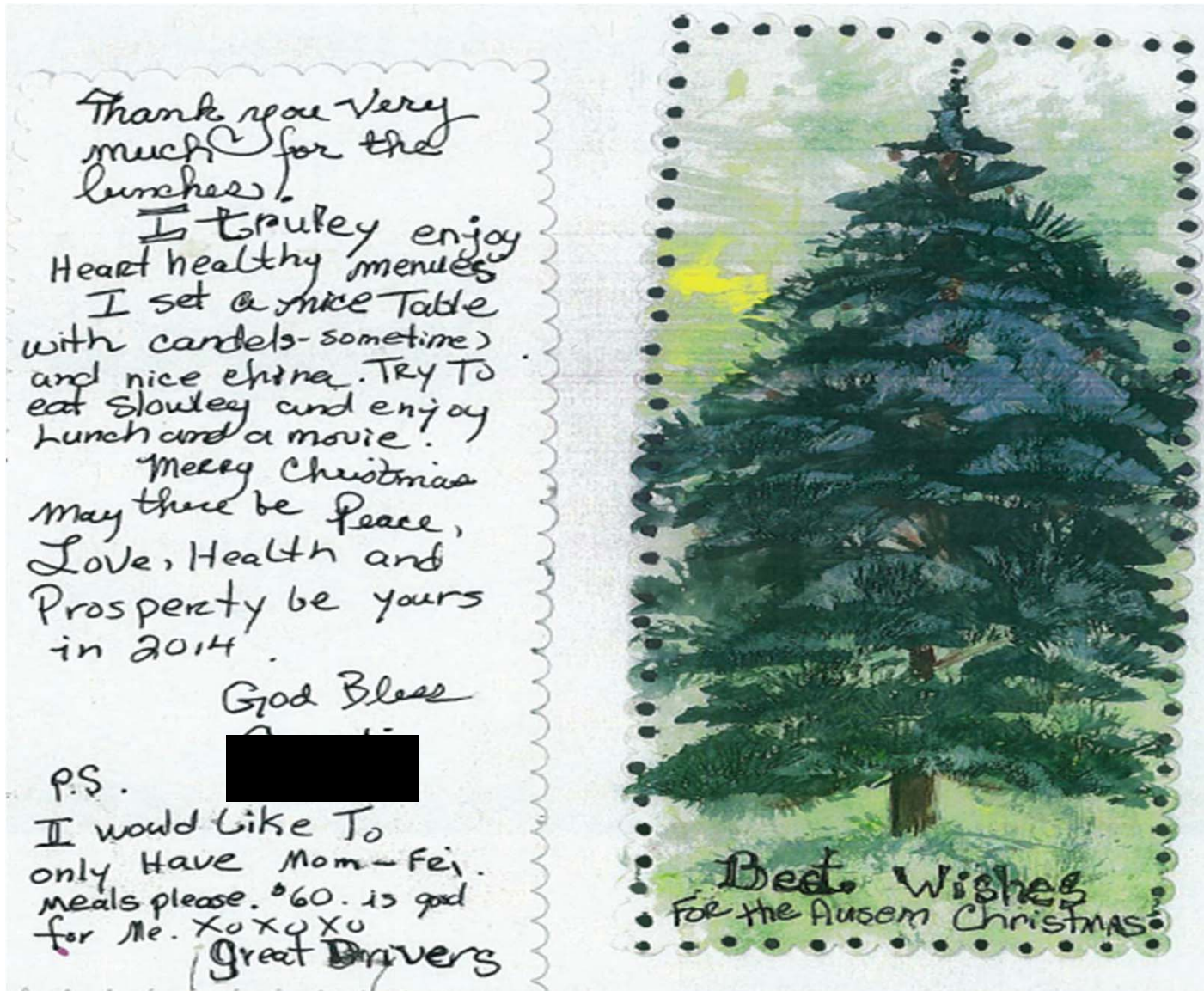
# Our Clients Speak



- Dear Laurie,
- A lovely lady, Caroline, came to visit me in late May. She is a nurse with MSSP. We had a very nice visit. Now tomorrow Susan with MSSP will visit me. As I understand it, the two will meet later to evaluate my situation. I feel so fortunate to have all of you helping me. How can I thank you enough for all you have done for me?
- You were so encouraging and knowledgeable and kind yet persistent in getting me through whole whole process of applying for Medi-Cal.
- To answer my question (above) I can't thank you enough! For the first time in quite a long time I don't feel frightened.
  - Thank You, Thank You,
  - Sincerely,
  - P.S. My handwriting used to be really nice. I keep my eyes about two inches from the paper so I can see to write.



# Our Clients Speak



Thanks to El Dorado County's Senior Services,  
many more seniors can stay safe , healthy,  
and independent.

