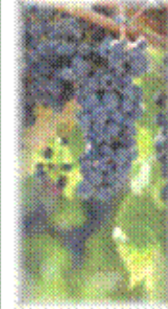




Area Plan Annual Update Fiscal Year 2010-2011 El Dorado County Area Agency on Aging

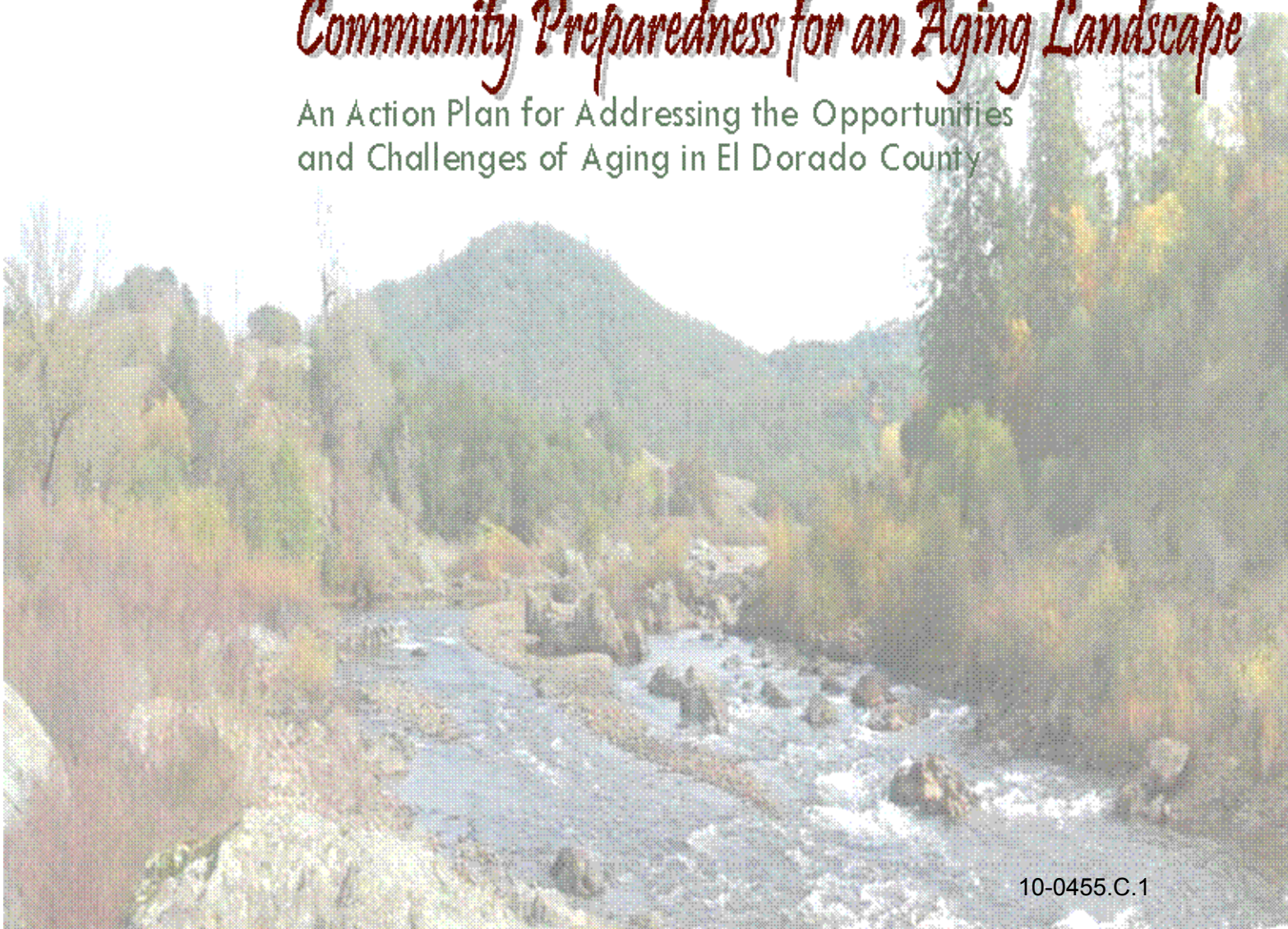


Apple Hill



Community Preparedness for an Aging Landscape

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



ANNUAL UPDATE FY 2010-2011

AAA Name: El Dorado County

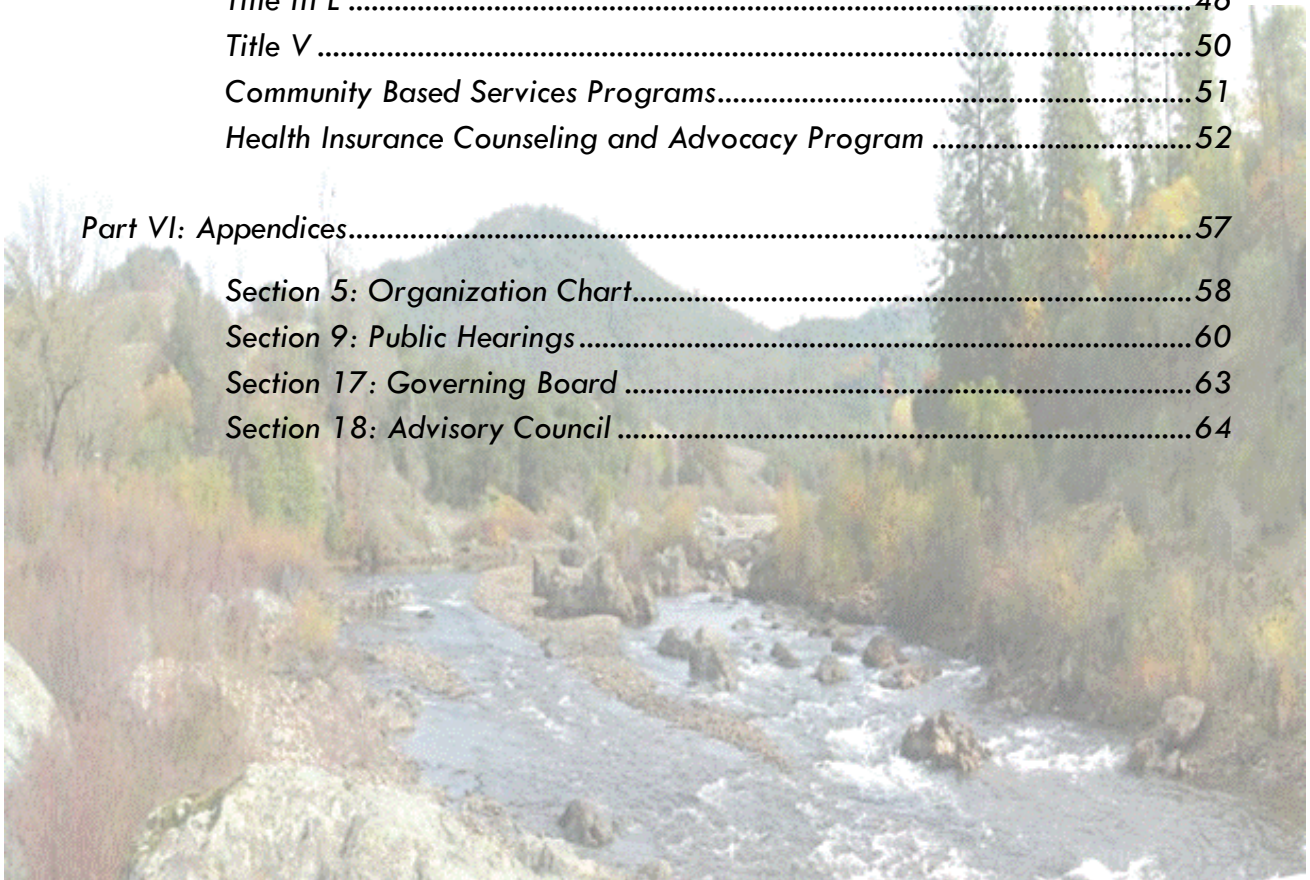
PSA Number: 29

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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 1 of each Fiscal Year (FY).

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2010-2011 AREA PLAN UPDATE (APU) CHECKLIST

Section	Three-Year Area Plan Update Components	Annual Update
REQUIRED		
	Original APU	X
	Transmittal Letter with authorized signatures or official stamp: <i>To be submitted by May 31, 2010</i>	X
	All APU documents are on single-sided paper, if submitted hard copy	X
5	Organization Chart	X
9	Public Hearings	X
REQUIRED only if changed or not previously included in the Area Plan		
2	Description of the Planning and Service Area (PSA)	<input type="checkbox"/>
3	Description of the Area Agency on Aging (AAA)	<input type="checkbox"/>
6	Planning Process	<input type="checkbox"/>
7	Needs Assessment must be conducted at least once during the Area Plan cycle	<input type="checkbox"/>
10	Identification of Priorities	<input type="checkbox"/>
11	Goals and Objectives: (May be updated at any time and need not conform to a twelve month time frame)	
	[^] Title III B Funded Program Development (PD) Objectives	<input type="checkbox"/>
	[^] Title III B Funded Coordination (C) Objectives	<input type="checkbox"/>
	System-Building and Administrative Goals & Objectives	<input type="checkbox"/>
	Title III B/VIIA Long-Term Care Ombudsman Objectives	<input type="checkbox"/>
	Title VII B Elder Abuse Prevention Objectives	<input type="checkbox"/>
12	* Service Unit Plan (SUP) Objectives	X
13	Focal Points	<input type="checkbox"/>
14	Priority Services	<input type="checkbox"/>
15	Notice of Intent to Provide Direct Services	<input type="checkbox"/>
16	Request for Approval to Provide Direct Services	<input type="checkbox"/>
17	Governing Board	X
18	Advisory Council	X
19	Legal Assistance	<input type="checkbox"/>
21	Title III E Family Caregiver Support Program	<input type="checkbox"/>

[^] Required if PD and/or C are funded with Title III B

* AAAs will not submit SUP objectives for the 2010-11 APU for Community-Based Service Programs: Alzheimer's Day Care Resource Centers, Linkages, Senior Companion, Brown Bag, and Respite Purchase of Service

TRANSMITTAL LETTER

2010-2011 Annual Area Plan Update

AAA Name: El Dorado County

PSA Number: 29

This Annual Area Plan Update serves as the AAA work plan detailing the progress made toward specified goals during the period of July 1, 2009 through June 30, 2010. It provides a performance report for the community and the California Department of Aging. Review of goal objectives will be conducted during each annual Area Plan Update process. As development and implementation of organizational activities evolve, revisions will be made as necessary in response to the ever-changing landscape of our community and the persons we serve.

We, the undersigned, recognize the responsibility within each community to establish systems in order to address the care needs of older individuals and their families and caregivers in this Planning and Service Area. By signing below, we confirm that we have had the opportunity to participate in the planning process and to review and comment on this 2010-2011 Annual Area Plan Update.

1. Norma Santiago

Chair, Governing Board

Date

2. Vicki Ludwig-Divittorio

Chair, Advisory Council

Date

3. Janet Walker-Conroy

Director, Area Agency on Aging

Date



El Dorado County Board of Supervisors

John Knight	District 1
Ray Nutting	District 2
James R. (Jack) Sweeney	District 3
Ron Briggs	District 4
Norma Santiago	District 5



El Dorado County Commission on Aging

Marlene Back	Barbara Plexico
Sharon Balch	Susan Rayburn
John Collins	Russell Salazar
Connie Eaton	Norman Smith
Horace Holmes, D.P.A.	Suibhan Stevens
Kathi Lishman	Jane Thomas
Vicki Ludwig-Divittorio	

EXECUTIVE SUMMARY

The El Dorado County Area Agency on Aging (AAA) has developed the 2010-2011 Annual Area Plan Update, the first annual implementation plan to the approved Area Plan for the one-time-only three-year 2009-2012 planning cycle, for submittal to the California Department of Aging (CDA) as required by the federal Older Americans Act and in accordance with direction from CDA. The 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 initial fiscal year of the current planning cycle.

The 2009-2012 Area Plan charts the course that the Area Agency on Aging will follow over the next three years as we continue to make El Dorado County a desirable place in which to live and age with dignity. The Plan highlights critical issues that address identified needs of older residents in the County, particularly those regarding quality of life and access to health and social services needed to remain at home. The Area Plan was developed with a focus on improving the efficiency and effectiveness of the planning and delivery of a continuum of aging services. The eight goals and seventy-three objectives of the three-year Plan, with accompanying outcomes and evaluation measures, address the following priority areas of need: aging in place; caring for the caregiver; preparing for the Boomers; focus on hidden populations; safety and well-being; elder abuse prevention; awareness of services; and improving quality and capacity of care.

The surge in the growth in the aging population in El Dorado County continually affects the planning and service delivery system, bringing about real and emergent challenges for the aging services network in our County. A progress report on the status of objectives set for the first year reveals that challenging economic times has inhibited our ability to implement many proposed activities. Although program cuts and consolidation of administrative staff responsibilities have been unavoidable, diligent efforts persist to ensure the least impact on our most frail and vulnerable older adults in the next fiscal year. While demographic and economic variables created significant challenges in program implementation, considerable progress has been made in this initial year of the planning cycle year in supporting and honoring our older residents in El Dorado County. As development and implementation of organizational activities evolve, revisions will be made as necessary in response to the changing landscape of our community and the older adults we serve.

THREE-YEAR GOALS AND OBJECTIVES

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

Goal 1 - Aging in Place *Assist older adults in accessing needed services that will promote and sustain their health, independence and self-reliance.* Objectives completed during the current year, Fiscal Year 2009-2010, included the following AAA activities:

- Provided educational opportunities relative to medication management, chronic disease prevention, and legal issues of interest;
- Hosted a community event for “brown bag check-ups” with local pharmacists;
- Launched Senior LawLine, a legal phone consultation service;
- Became a host agency for the American Association of Retired Persons’ Senior Community Services Employment Program;
- Expanded the Placerville Senior Computer Center services;
- Promoted strength training and fall prevention through the provision of weekly exercise classes; and
- Participated in local public hearings and meetings to advocate for the transportation needs of older adults.

Goal 2 - Caring for the Caregiver *Support, supplement and enhance the role of informal, unpaid caregivers who provide home care assistance to individuals who are-incapacitated to some degree and in need of help to remain at home.* The following Family Caregiver Support Program activities were completed during the initial planning cycle:

- Developed a six-week educational series of workshops on strategies to cope with caregiver burden;
- Conducted community outreach to the medical community and service organizations; and
- Provided comprehensive assessments, respite, trainings, and support groups to informal caregivers.

Goal 3 - Preparing for the Boomers *Focus on the impending needs of the growing older adult and emerging target populations, with particular emphasis on the growing needs of the boomers.* Objectives anticipated to be completed within the current fiscal year include:

- Assessing boomers’ knowledge of and need for services via on-line survey; and
- Gathering baseline data on consumer satisfaction at the three community focal points to determine service preferences.

Goal 4 - Focus on Hidden Populations *Plan for the long-term care needs of underserved target populations, including low-income minorities, isolated residents of remote areas of the County, persons with dementia, and lesbian, gay, bisexual or transgender persons.* Completed objectives included:

- Provided cognitive impairment screenings and support to at-risk individuals; and
- Provided telephone reassurance services to isolated older adults.

Hosting an Alzheimer’s conference for family and professionals to enhance dementia care management is expected to be completed this fiscal year.

Goal 5 - Safety and Well-Being *Optimize safety and well-being of older adults in El Dorado County by enhancing the provision of critically-needed goods and services. The following objectives are anticipated to be completed this current year:*

- Promoting the supplemental nutrition assistance program; and
- Providing education about universal design, property tax relief, and sheltering in place.

Goal 6 - Elder Abuse Prevention *Promote elder rights by providing information and resources for individuals to protect themselves against elder abuse, neglect, and exploitation. The range of elder abuse protection efforts that have been or will be achieved this fiscal year include:*

- Training 15 additional Long-Term Care Ombudsman volunteers to provide advocacy for facility residents;
- Arranging for the provision of mandated reporter training for AAA program staff and volunteers; and
- Conducting quarterly Senior Legal Services presentations.

Goal 7 - Awareness of Services *Increase awareness of services to improve access and choice of community resources and enhance the ability of older adults to advocate for benefits and needed support services on their own behalf. Strategies included:*

- Educated consumers about the nutritional, educational, recreational, and employment opportunities available in the community;
- Provided more targeted information and assistance outreach to hospital discharge planners, veterans' representatives and related personnel; and
- Worked with five community agencies to create direct links to the Department of Human Services' website.

Goal 8 - Improving Quality and Capacity of Care *Promote effective, efficient and responsive delivery of aging services by enhancing the quality and capacity of Older Americans Act-funded in-home and community-based services. Activities to be completed this current year include:*

- Soliciting Information and Assistance program consumer satisfaction; and
- Reviewing unmet needs data to assist in the determination of program and funding priorities.

PART I

SIGNIFICANT ACCOMPLISHMENTS FOR FISCAL YEAR 2009-2010

Significant changes and accomplishments have been achieved by the El Dorado County AAA during the initial year of the 2009-2012 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 based on information obtained from older adults, their caregivers, and informed community members and service providers. These accomplishments include:

Senior Day Care's 20th Anniversary Open House Celebration. The members and staff of the Senior Day Care Center hosted an Open House on 9/23/09 to celebrate the National Adult Day Services Week and their 20th Anniversary in the provision of an adult day program and Alzheimer's Day Care Resource Center. More than one hundred people participated in this day of celebration honoring the specialized dementia care, assistance with personal care, respite services, individual and group classes, support groups, and opportunities for socialization and companionship that Senior Day Care Services provides. The County Board of Supervisors adopted a proclamation designating September 20-26, 2009 as "Adult Day Services Week" in the County of El Dorado, recognizing the 20th anniversary of the El Dorado County Senior Day Care Center.

American Recovery and Reinvestment Act Funding. The Department of Human Services received various funding through the American Recovery and Reinvestment Act (ARRA) of 2009. ARRA funds were received from the California Department of Aging for use in the Senior Nutrition Program. The Nutrition Economic Stimulus monies were used to offset the cost of food and provided 17,429 congregate meals and 18,784 home-delivered meals.

Community Services Block Grant (CSBG) ARRA funds were received from the California Department of Community Services and Development. CSBG ARRA funds have been utilized to continue and expand the El Dorado County Information and Assistance (I&A) Program to assist seniors, disabled and low-income individuals by evaluating their unique needs, helping them make informed decisions about appropriate community support, and providing linkage to specific programs and services. CSBG ARRA funds have allowed for development of the I&A Care Coordination and Monitoring (CCM) Program, which provides needs assessment, eligibility determination for appropriate community-based programs, service arrangement, and more extensive care coordination that exceeds standard I&A follow-up. These services address filling the gap resulting from the elimination of the State-funded Linkages Program effective October 1, 2009.

CSBG ARRA funds will be used to offset salaries, facility lease, and direct meal preparation and service costs in the Senior Nutrition Program. Two congregate meal sites at risk of being closed July 1, 2010 due to loss of local over-match

funding will be maintained with CSBG ARRA funds through September 30, 2010, at which time alternative options will be explored to maintain services.

AARP Foundation Senior Community Service Employment Program (SCSEP). A contractual agreement was entered into with AARP to participate as a Host Agency in the SCSEP to allow for the provision of comprehensive training, skill building, and support to enhance marketability in a competitive job market. Four older adults have received employment assistance and have been placed within the Department of Human Services. The Senior Day Care Center, Public Housing Authority, Child Protective Services, and Public Guardian Office are all benefiting from services rendered by individuals supported by this program.

COA Website Development. The Commission on Aging's website has been updated to better serve the older adult population and to highlight programs and services available in El Dorado County. The site includes a roster of Commission on Aging members; a current schedule of meetings, meeting agendas and minutes; local and state news; financial information; a calendar of events; and links to programs for older adults in El Dorado County. The Commission on Aging's website receives approximately 235 visits a month.

PART II

BUDGET PROSPECTUS AND IMPLICATIONS

The Current Economic Environment and its Impact on Older Americans Act Programs

The El Dorado County Area Agency on Aging experienced significant funding reductions during Fiscal Years 2008-09 and 2009-10 and anticipates continued fiscal challenges in FY 2010-11. California is faced with closing a \$19.9 billion gap between revenues and projected State expenditures for the upcoming year. Given current significant budgetary concerns at the federal, state, and local levels, our focus will be on maintaining current service levels to the extent possible. Should additional budget cuts become unavoidable, adjustments will be made, if feasible, to retain the minimum staffing levels necessary to maintain core services to ensure the least impact on our most frail and vulnerable older adults and client outcomes.

While legislation and designations remain in place to allow for reinstatement of program activities when funding is again available, reductions to State-funded Community Based Services Programs (CBSP) at the close of the 2005-2009 planning cycle have had a significant impact on the current three-year 2009-2012 Area Plan. With the elimination of CBSP funding effective 9-30-09, the Senior Day Care/Alzheimer's' Day Care Resource Center (ADCRC) experienced staffing reductions to minimum levels, and the Linkages Care Management Program was discontinued in El Dorado County on 10-1-09. Programs dependent on local

overmatch, including Senior Nutrition, Information & Assistance, Long-Term Care Ombudsman, Family Caregiver Support Program, and Senior Legal Services/Elder Protection Unit, have experienced staffing reductions. The Shingle Springs Nutrition meal site was closed as a result of reductions in County General Fund overmatch. These programs are at potential risk of further reductions in staffing and service levels due to ongoing local fiscal challenges combined with increased costs of doing business.

The County may have to consider additional budget reductions, which could potentially further impact staffing and aging services. Community Services Division staff have been and may continue to be reassigned to funded programs and/or allocated among several different programs to maximize the utilization of available funding resources. Department of Human Services successfully applied for and was awarded American Recovery and Reinvestment Act (ARRA) Funds to augment Nutrition Services and help transition Linkages clients to available resources in the Community through a short-term Care Coordination and Monitoring Program component of Information & Assistance. The Department terminated several facility leases and consolidated staff to better utilize current County-owned space, saving revenues and protecting jobs. The Department has also successfully transferred employees at risk of reduction in force to ARRA, federally-funded or unfilled County positions. The number of staff assigned and budgeted to Aging Programs has been reduced by approximately 6.0 FTE positions since the commencement of the 2009-10 fiscal year.

The proposed 2010-11 AAA budget is projected to remain at approximately the same level as the current year, assuming County General Fund support to offset a projected \$75,000 shortfall, and will continue to reflect the AAA's traditional and continuing commitment to those home-and-community-based services that remain at the core of our mission, including Congregate and Home-Delivered Meals, Senior Day Care Services, Multipurpose Senior Services Program (MSSP), Family Caregiver Support Program and Information and Assistance. These programs provide safety net services vital to supporting seniors and functionally impaired adults to maintain independence, dignity, and control over where and how they live.

The El Dorado County Board of Supervisors continues to support programs for older adults and provide limited financial assistance beyond required match as well as policy direction to the AAA. The Commission on Aging continues to work closely with the AAA to provide input relative to development of policy and funding recommendations to the Board on behalf of the County's growing older adult population.

PART III

NEEDS ASSESSMENT ACTIVITIES

The identification of priorities is an ongoing process that is formally discussed and reviewed in relationship to the annual update of the Area Plan. Each year the AAA staff and COA members review and evaluate the Area Plan objectives. Objectives are modified, deleted or added based on the progress report and the determination as to feasibility and current community needs. The yearly update is used as the focus for the annual planning process. The goal of this process is to ensure that the AAA maintains ongoing planning development and, more importantly, a close connection to the issues and needs affecting older adults and adults with disabilities in El Dorado County.

In order to plan and develop a comprehensive and coordinated service delivery system for the increasing number of older adults and those rapidly approaching the age of retirement in El Dorado County, systematic assessments of their needs must be conducted by identifying deficiencies and gaps in senior services and by outlining solutions to meet these needs and bridge the gaps. For need identification, information will be gathered over the next fiscal year on targeted populations residing in the County utilizing a variety of methodologies including traditional postal mail surveys, internet-based surveys, roundtable discussions, interviews, and the analysis of program data indicating current service utilization.

The objectives of the impending assessments are to identify the issues of aging, articulate the needs of older adults in our community, the problems confronting them, and possible solutions to those problems, determine suggestions for service delivery, and provide useful and timely information for development of the AAA's desired outcomes. Various programs will design assessment and analysis methodologies to determine scope of needs.

Identification of Unmet Needs. The community needs assessment activities for the upcoming year are guided by the primary goal of estimating the unmet needs for older adult services in El Dorado County. The Information and Assistance (I&A) program will analyze program data to determine gaps in services and prepare biannual unmet needs reports to advise the Commission on Aging and assist in the determination of program and funding priorities. Issues of most concern in the aging community, including accessibility to needed services and affordable housing, will also be assessed. Changing and emerging needs of the aging population require ongoing learning for all AAA staff, who, to be of most assistance to those served, will be surveyed to determine training needs in an effort to build the full range of competencies essential to effectively serve older adults and family caregivers.

Measuring Client Satisfaction. Determination of consumers' perception of awareness of services, ease of access, and quality of service delivery will be priority for the upcoming fiscal year. Client satisfaction will be assessed at three community focal points utilizing the AAA's active client base to gather baseline

expectation and perception data as well as service preferences. The Information and Assistance program will measure referral outcomes and gaps in services.

Targeted Populations. While services offered to the targeted groups are not proportionate to the 60-plus population in the County, it is the priority of the AAA to provide services to the special populations outlined in the OAA. AAA staff will establish affiliations with stakeholder groups representing the interests of target populations to develop resource links and enhance knowledge and skills for working with these often hidden, underserved older adults.

The needs assessment activities planned for the upcoming year include conducting roundtable discussions, focus groups, and interviews with community-based organizations and individuals of at-risk populations to gain additional perspective on the unique issues facing the sub-populations of older adults for whom little hard data are available locally including Latinos; LGBT (lesbian, gay, bisexual, and transgender); boomers; informal, working caregivers; individuals with Alzheimer's disease or related disorders; and persons with very complex needs requiring intensive care management. Identification of targeted populations who are underserved and are in need of resources, services, and programs will be accomplished through the analysis of Older Americans Act-funded program data indicating current service utilization.

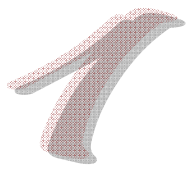
Encouraging Latino older adults in the community to access services continues to be a challenge for the AAA, thus two objectives address the need to enhance awareness and expand services to this minority group by conducting more intensive outreach and needs identification. Two objectives also address the need to expand services to the LGBT older individual. On-line surveys will be conducted to obtain input from Boomers and informal, working caregivers.

Current information systems will be evaluated to determine appropriate modifications to intake forms, assessments, and survey instruments to improve identification of cultural and linguistic-specific client data.

PART IV

PROGRESS ON THREE-YEAR PLAN GOALS AND OBJECTIVES—FIRST YEAR

This section provides an account of progress made toward specified goals and objectives during the current year, Fiscal Year 2009-2010, including any modifications necessary for the upcoming second year of the planning cycle. Our commitment to addressing these goals continues in our effort to develop and administer the Area Plan for a comprehensive and coordinated system of services and to serve as the advocate and focal point for older persons in our community.



Aging in Place



Assist older adults in accessing needed services that will promote and sustain their health, independence, and self-reliance.

Objectives

- 1.1 The Senior Health Education Program (SHEP) will collaborate with the In-Home Supportive Services (IHSS) Advisory Committee, the Family Caregiver Support Program (FCSP), and Senior Day Care Services to host a community health fair in Placerville with the dual purpose of conducting health screenings and performing outreach about the services available to older adults and adults with disabilities by 12/31/09. It is anticipated that more than 500 individuals and 40 governmental and non-profit organizations will attend.

Status: Revised and activities continued into the next planning cycle, FY 10-11. Budget constraints have delayed implementation of the community health fair. Due to the uncertainty of the State budget, funds could not be committed to host a community health fair. The projected completion date has been revised to 6/30/11.

- 1.2 To assist in the prevention of inappropriate medication management and potential adverse effects, SHEP will educate older adults and provide materials and tools that will help them manage their medication through the following activities:

- 1.2.1 SHEP will schedule a "brown-bag check-up" with a local pharmacist(s) in conjunction with a community health fair in Placerville by 12/31/09. Older adults can bring their current medications, over-the-counter products, and supplements in a "brown-bag" so a pharmacist can provide a pharmaceutical review of the medications and their use for any potential problems. The number of "brown-bag check-ups" performed will measure the outcome.

Status: Completed. The event was held on 10/20/09 at Eskaton Lincoln Manor, a local senior residential community. Three hospital pharmacists and a pharmacist technician provided assistance to more than 20 older adults who received a thorough overview of their prescription and over-the-counter medications.

1.2.2 To focus on safe and effective medication management, SHEP will distribute 250 pill organizers annually to older adults at community events and health fairs from 7/1/09-6/30/12.

Status: Timely completion anticipated and activities will be ongoing. To date, SHEP has distributed more than 100 pill organizers to older adults at community events and health fairs.

1.5 The AAA will designate one key staff person specializing in the health insurance needs of low-income older adults as the main source of information on Medi-Cal by 6/30/10. This designated staff will serve as the contact point on Medi-Cal-related information, improve understanding and access to public benefits, and enhance the continuity of care. The AAA will explore the possibility of housing the Medi-Cal representative in the Placerville Senior Center at least once a week.

Status: Timely completion anticipated. A primary liaison has been designated who will train staff and receive inquiries related to Medi-Cal services for older adults. It was determined that it was not feasible to house the individual in the Placerville Senior Center at this time due to space limitations and efficiency concerns.

1.6 To support improved health behavior, health status, and health service utilization related to the management of chronic disease in the older adult population, SHEP will seek collaboration with Eskaton Senior Services to sponsor two six-week courses annually taught by trained lay leaders on topics related to chronic disease prevention and management from 7/1/09-6/30/12. The pre and post measure will determine effectiveness of education as demonstrated by increased appropriate health behaviors, improved health status, decreased health care utilization, and increased sense of self-confidence.

Status: Revised and considered complete. Due to limited staffing resources, one course will be sponsored on chronic disease prevention and management by 6/30/10. The Information and Assistance program, in collaboration with Eskaton Senior Services and Partners in Care, will assume responsibility to conduct one six-week chronic illness management class in April-June 2010 at the El Dorado Hills Senior Center.

1.7 To promote strength training and fall prevention for seniors in the community, the El Dorado County Active Aging Program, sponsored by SHEP, will continue to provide five exercise classes from 7/1/09-6/30/12. Outcome will be measured by number of hours of exercise provided.

Status: Completed and activities will be ongoing. There are currently six weekly exercise classes provided by the SHEP program, with 50 active participants. A seventh class will start April 2010 at the El Dorado Hills Senior Center.

- 1.8 The Senior Day Care Supervisor and Area Agency on Aging (AAA) Director will explore the feasibility of opening a second Senior Day Care Center/Alzheimer's Day Care Resource Center (ADCRC) site in the far western part of the county to decrease the distance individuals currently have to travel to attend the Senior Day Care Center located in Placerville by 6/30/10.

Status: Timely completion anticipated. The AAA, in collaboration with the COA, is currently conducting an on-line community survey to assess the sustainability and need for enhanced Senior Day Care Services.

- 1.9 To realize a Senior Day Care Center in the Tahoe Basin, the Senior Day Care Program Supervisor will provide technical assistance to the El Dorado Community Foundation in their efforts to assist in the planning and initial funding support for a South Lake Tahoe Adult Day Care Center by 6/30/10.

Status: Completed. The Senior Day Care Program Supervisor continues to provide technical assistance to the El Dorado Community Foundation as needed. Currently, the organization is in the process of obtaining 501(c)(3) tax-exempt status to pursue this endeavor.

- 1.10 To encourage utilization of Senior Legal Services' phone consultation services, Senior Legal staff will provide outreach regarding this availability utilizing public service announcements, the Senior Times Newsletter, and an updated program brochure by 6/30/10.

Status: Completed. The legal phone consultation service, "Senior LawLine," has been launched and marketing materials will be produced in the upcoming months. Appointments by phone have increased for older adults who have accessibility restrictions to the senior center. The client base is expected to increase by ten percent in the first year of implementation.

- 1.11 The legal matters of greatest concern as assessed by the survey of older adults were wills/trusts/probate and powers of attorney for health care and financial matters. The Senior Legal Services' Attorney will provide 25 presentations throughout the County on estate planning and other legal issues of interest by 6/30/10.

Status: Timely completion anticipated. The Senior Legal Services' Attorney provides an average of two informational seminars/workshops monthly. Outreach efforts targeting non-profit senior groups will be pursued to enhance utilization of the Senior Legal Services' speaker's bureau by this important target audience.

- 1.12 To foster the continuing engagement of older adults by facilitating training and employment opportunities, AAA staff will pursue a contractual agreement with the American Association of Retired Persons to participate

as a Host Agency in their federal Title V Senior Community Services Employment Program (SCSEP), placing seniors in subsidized employment training opportunities to help them select and enter into second careers. The outcome will be measured by the number of unduplicated low-income older adults placed in training positions and subsequently achieving unsubsidized employment.

Status: Completed. The Department of Human Services, which houses the AAA, became a Host Agency in the SCSEP. Four older adults have received employment assistance and subsequently been placed within the Department of Human Services' Senior Day Care, Public Housing Authority, Child Protective Services, and Public Guardian programs. Placement for one other older adult is pending.

- 1.13 Since its inception in September 2008, the Placerville Senior Computer Center has enhanced computer and internet access and proficiency among older adults. Due to an overwhelming response to introductory-level training, the Center will increase opportunities for learning by recruiting more instructors to offer a greater number of classes. The Senior Activities Coordinator will recruit at least three more volunteer instructors and increase the number of five-week computer classes from three to six per month by 6/30/10.

Status: Revised and considered complete. The Senior Activities Coordinator will recruit at least three more volunteer instructors and provide for one additional five-week monthly computer class. The Computer Center has increased both the number of volunteer instructors and coaches to offer a variety of classes, beginning to advanced, and specialty classes. To date, nine volunteer instructors have been recruited, which is an increase of more than three, six of whom offer four classes monthly. Three volunteer coaches provide assistance to older learners to utilize the computers and apply what they have learned in class.

- 1.14 To advocate for expanding door-to-door transportation services for older adults, the Commission on Aging (COA), the Senior Day Care (SDC) Services Supervisor, and the AAA Program Coordinator will participate in at least two Transit Public Hearings and attend other meetings where transportation needs of older adults may be an issue by 6/30/10.

Status: Completed. The AAA Outreach Coordinator continues to attend Transportation Public Hearings and is a member of the Social Services Transportation Advisory Council (SSTAC) and Regional Transportation Advisory Plan (RTAP) advocating on behalf of the senior population. A COA member plans to participate in the April 2010 Transit Public Hearing. The SDC Supervisor attended three hearings in an effort to maintain transportation services for Senior Day Care clients when the service was proposed to be eliminated. While the cost of service was ultimately increased, due to advocacy by the SDC Supervisor and community, the service was continued.

- 1.15 In May 2010, the COA and the AAA will host the annual Older Americans Month celebration, which pays tribute to local older adults who make their community a better place to live, and recognize the Senior of the Year. Six hundred older adults are expected to attend.

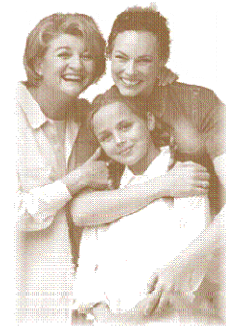
Status: Revised and timely completion anticipated. Due to fiscal constraints, the annual Older Americans Month celebration will be a smaller venue at each congregate meal site on 5/19/10. The Senior of the Year will be recognized at a Board of Supervisors regular meeting on 5/18/10.

- 1.16 The Senior Times Newsletter (a monthly publication of the AAA) provides relevant information on aging issues. Readership satisfaction and topics of interest for future issues of the newsletter will be assessed by conducting at least one consumer survey by 12/31/09.

Status: Completed. A readership satisfaction survey was conducted in November 2009 through the Senior Times Newsletter, which has approximately 1300 monthly subscribers and on-line availability with more than 300 page views a month. Forty-one surveys were returned for a 2.5% response rate. The majority of respondents were women, 65-84 years of age, who indicated satisfaction with the newsletter's appeal, layout, topic areas of interest, accuracy of information, and articles.

2 Caring for the Caregiver

Support, supplement, and enhance the role of informal, unpaid caregivers who provide home care assistance to individuals who are, in some degree, incapacitated and in need of help to remain at home.



Objectives

- 2.3 FCSP will facilitate referrals into caregiver services through an educational campaign focused on clergy, physicians, and public employees. Outcome measurement will include FCSP referral source tracking from 7/1/09-6/30/12. Initially, a baseline measure will be established and an increase in referrals from the targeted sources anticipated by ten percent.

Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11, due to limited staffing resources.

- 2.4 FCSP will develop a six-week educational series on assisting individuals with strategies to cope with caregiver burden. This series will bring awareness to caregiver burden and the risks of depression by 6/30/12. A standardized tool measuring caregiver burden will be administered prior to and upon completion of the series to indicate the caregiver's emotional state and to assist in developing a plan of care for the participants. The pre and post measure will determine effectiveness of education in raising awareness.

Status: Completed. FCSP completed a six-week educational series in the fall of 2009 designed to assist caregivers in reducing caregiver stress and depression. The series was held in South Lake Tahoe and targeted informal caregivers providing support to individuals 60 years of age or older. Topics included healthy coping strategies; partnering with your doctor; grief, loss and emotional recovery in caregiving; placement; family mediation; and affirmative response communication technique for difficult behaviors.

The Caregiver Burden Scale was administered prior to and upon completion of the series to approximately 15 participants to measure caregiver burden and indicate the caregiver's physical/emotional well-being. Survey results indicated that participants were experiencing moderate to severe caregiver burden before they received instruction and mild to moderate burden upon completion of the educational series. A plan of care was developed and reviewed with each participant. The education was determined to be effective in raising awareness and providing tools with which caregivers develop and utilize strategies to cope with the stress of caregiving.

- 2.5 FCSP will address the needs of caregivers by submitting monthly publications and press releases of upcoming caregiver events in the Senior Times Newsletter, as well as local media outlets from 7/1/09-6/30/12.

Status: Completed and activities will be ongoing. FCSP submitted monthly publications and press releases through multiple media sources to maintain maximum visibility and inform the community of upcoming caregiver events.

- 2.6 Four presentations will be provided annually in the County to educate the medical community, home health agencies, and service organizations about the services, education, and training available through FCSP by 6/30/10.

Status: Completed. Four presentations were provided from September through December 2009 to the American Sewing Guild, the local community college, Sew Threads, and the Alzheimer's Association—Northern California and Northern Nevada Chapter.

- 2.7 To provide information, encouragement, and support to caregivers in the community, both FCSP and Senior Day Care Services will each continue to provide 20 support groups annually from 7/1/09-6/30/12.

Status: Timely completion anticipated. FCSP provides two caregiver support groups monthly in the South Lake Tahoe and Georgetown region. Senior Day Care Services added a monthly Alzheimer's and other related dementia caregiver support group, increasing their support groups to 30 per year.

- 2.8 FCSP will continue to maintain the in-home provider list, a publication of the AAA, for El Dorado County. FCSP will screen new providers, maintain up-to-date records and lists to support the community with finding appropriate in-home assistance from 7/1/09-6/30/12. The in-home care provider comment form will be attached to the on-line list available on the FCSP web page to make the mechanism by which feedback is solicited more accessible.

Status: Completed and activities will be ongoing. FCSP continues to maintain the in-home provider list, which is updated regularly by the I&A program. A comment form will be attached to the on-line list to elicit consumer feedback by June 2010.

- 2.9 FCSP will continue to provide at least 300 unduplicated caregiver services including comprehensive assessments, respite, trainings, and support groups annually from 7/1/09-6/30/12.

Status: Timely completion anticipated. To date, 180 total unduplicated caregiver services have been provided including 29 comprehensive assessments, respite to 48 caregivers, educational trainings attended by 67 caregivers, and support groups attended by 36 caregivers.

- 2.10 There are a growing number of grandparents providing primary care for their minor grandchildren in need of support in their caregiving role. FCSP will advocate for the Kinship Support Services Program (KSSP) to collaborate with El Dorado County Office of Education, First Five El Dorado Children and Families Commission, faith-based organizations, and other provider agencies by 6/30/12 to enhance accessibility of grandparent caregivers to information and support.

Status: Timely completion anticipated. FCSP advocated for KSSP to collaborate with Senior Legal Services to provide an educational seminar on grandparent rights planned for 4/20/10.

3

Preparing for the Boomers



Focus on the impending needs of the growing older adult and emerging target populations, with particular emphasis on the growing needs of the Boomers.

Objectives

- 3.2 The Senior Activities Coordinator will collaborate with the Cameron Park Community Services District by 6/30/10 to help promote appealing and innovative activities with a special interest in meeting the needs of boomers who reside in this part of the County.

Status: Completed. Information on opportunities for travel, education, and socialization are provided through the coordination of the Senior Activities Coordinator and the Cameron Park Community Services District. Efforts are continually made in the promotion of appealing and innovative activities to meet the needs of boomers. A second bus pick up for senior day trips and extended tours has been added to accommodate participants in the Cameron Park and El Dorado Hills communities.

- 3.4 The aging of the boomers provides an opportunity for the AAA to reshape the image of senior centers in our service area into dynamic, accessible, and appealing community resources with a wide range of programming for young, old, frail, active, retired, and working older adults. To begin the process, AAA staff will conduct an annual consumer satisfaction survey at the three community focal points in the Placerville, El Dorado Hills, and South Lake Tahoe senior centers from 7/1/09-6/30/12 to gather baseline data on impressions and service preferences and present the findings to the AAA Director and the COA.

Status: Timely completion anticipated. An annual consumer satisfaction survey will be developed and disseminated at the three community focal points in June 2010 to gather baseline data on impressions and service preferences.

- 3.5 To introduce a three-session class designed to help members of the boomer generation understand Medicare, Social Security, long-term care, and working beyond age 65, the Senior Health Education Program (SHEP) will collaborate with the COA, Health Insurance Counseling and Advocacy Program (HICAP), and the local Social Security Administration office to sponsor a *Boomer Education 101* course by 6/30/10. Seventy-five percent of participants completing the course will report an increase in knowledge based on class exit evaluations.

Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11. The El Dorado County Library is now an additional collaborator. Two library sites have been proposed for a multi-session class to be offered in the fall of 2010 designed to assist boomers with understanding aging issues and the long-term care system. The scope and content of the courses has been broadened to include volunteerism, grandparenting, health topics, and creativity in aging. Tentative plans include videotaped sessions to be accessed at other sites and via the internet.

- 3.6 Utilizing an internet-based survey, the AAA will assess boomers' knowledge of and need for resources, services, and programs available for the 60+ population. The survey instrument will be available on the newly developed AAA web page on an ongoing basis by 6/30/10.

Status: Timely completion anticipated. Construction of the survey instrument is near completion and will be made available on the Department of Human Services' web page on an ongoing basis by June 2010.

4 Focus on Hidden Populations



Plan for the long-term care needs of underserved target populations including low income minorities, isolated residents of more remote areas of the county, persons with dementia, and lesbian, gay, bisexual, and transgender persons.

Objectives

- 4.1 National Memory Screening Day is a collaborative effort spearheaded by the Alzheimer's Foundation of America (AFA) to promote early detection of Alzheimer's disease and related illnesses, and to encourage appropriate intervention. The Senior Day Care Center, a member organization of the AFA, will participate annually in this event from 7/1/09-6/30/12. Under the leadership of the Senior Day Care Center, qualified professionals will be trained to administer a mental status examination used to screen for cognitive impairment to participants at various locations throughout the community. Those participants with abnormal scores or concerns will be encouraged to pursue further medical evaluation. It is anticipated that approximately 150 individuals will receive free confidential memory screenings, as well as follow up resources and educational materials about memory concerns and successful aging.

Status: Revised, completed, and activities will be ongoing. The Senior Day Care Center will not be participating in the National Memory Screening Day due to budget constraints, but will continue such memory screening activities at smaller venues. The strategy to provide cognitive impairment screening has been modified to reflect a more attainable outcome. The Senior Day Care Center will administer mental status examinations and provide follow-up resources and educational materials at least annually. Eighteen individuals were provided memory screenings and support at a health fair at Gold Country Health Center on 10/16/09.

- 4.2 Taking care of someone with Alzheimer's disease requires constant learning. The Senior Day Care Program will collaborate with Marshall Foundation for Community Health, the Area Agency on Aging (AAA), Family Caregiver Support Program (FCSP), along with other community partners to host a conference for family and professionals caring for individuals affected by Alzheimer's disease or other related dementia by 6/30/10. This quality continuing education opportunity will enhance their professional knowledge in managing dementia care issues. The number of participants in attendance will measure the outcome.

Status: Timely completion anticipated. A conference, "Alzheimer's...Navigating the Journey," for family and professionals caring for individuals affected by Alzheimer's Disease and other related dementias, is scheduled for May 14, 2010 in Placerville. The event is expected to bring over 250 family members, caregivers, and health care professionals in attendance and 25 vendors. Due to limited staffing resources, FCSP will be attending and providing outreach but not actively collaborating to host the event.

- 4.3 The YANA (You Are Not Alone) Program, a free daily telephone reassurance program, will continue to provide services to at least 30 isolated older adults from 7/1/09-6/30/12.

Status: Completed and will be on-going. The YANA Program currently serves 35 isolated older adults in El Dorado County. A new program brochure was developed and distributed to community agencies, including local health care providers, fire departments, and emergency medical services.

- 4.4 The Linkages Program will continue to expand care management services and identify and reach underserved populations. The Linkages Site Director will enhance outreach by hosting three presentations to targeted populations from 7/1/09-6/30/10.

Status: Deleted. The Linkages Care Management Program in El Dorado County was discontinued on 10/1/09 due to the elimination of State funding. All clients were notified of the discontinuation of services, referred to alternative services, where applicable, and were evaluated to assure appropriate placement, where applicable. Utilizing the Community Services Block Grant Recovery Act funds, the I&A program's Care Coordination and Monitoring

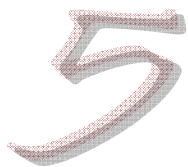
component for older adults and adults with disabilities was enhanced to address filling the gap resulting from the elimination of Linkages services. This supportive service provides needs assessment, eligibility determination for appropriate community-based programs, services arrangement, and care coordination on a limited basis.

- 4.6 The AAA will seek collaboration with the Latino Affairs Commission in a targeted needs assessment of Latino older adults in El Dorado County by 6/30/10. This will include development of a comprehensive survey instrument, both English and Spanish versions, and a plan for the assessment process.

Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11, due to limited staffing resources. Ensuring that the needs and concerns of underrepresented groups, particularly low-income minorities, are adequately assessed remains a priority.

- 4.7 AAA staff will conduct a needs assessment of LGBT older adults by 6/30/10. Data will be utilized for determination of future planning on aging and advocacy priorities.

Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11, due to limited staffing resources. AAA staff plan to attend the Parents, Families, and Friends of Lesbians and Gays (PFLAG) local chapter meeting in May 2010 to propose and elicit assistance in the development and dissemination of a needs assessment of LGBT older adults in the community to be conducted and analyzed by June 30, 2011.



Safety and Well-Being



Optimize safety and well-being of older adults in El Dorado County by enhancing the provision of essential goods and services.

Objectives

- 5.3 Commission on Aging's (COA) Health and Wellness Committee members will promote public awareness of the availability of food resources in the county for those in need through the following activities in fiscal year 2009-2010:
- 5.3.1 To provide accurate and practical nutrition resources for consumers, AAA staff will develop a Food and Nutrition Resources Guide for public distribution by 6/30/10.

Status: Deleted. Limited staffing resources and fiscal instability prohibit the publication of a food resource guide. Information regarding locally available food and nutrition resources will continue to be provided through the Senior Services and Community Assistance brochures.

- 5.3.2 COA members will advocate to enhance community assistance outreach of the Food Stamp Program to the older adult population by 12/31/09.

Status: Revised and timely completion anticipated. One article on the supplemental nutrition assistance program will be featured in the Senior Times Newsletter by June 30, 2010.

- 5.5 Commission on Aging's Livable Community Committee (COA-LLC) members will conduct a needs assessment of affordable housing units in El Dorado County for comparison of current and projected need and prepare a report for review by government entities, consumer advocacy groups, and policymakers by 6/30/10.

Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11. Although COA-LLC has since been dissolved, the COA will be collaborating with the Affordable Housing Coalition who will be sponsoring the needs assessment of affordable housing units in El Dorado County, the results of which will be utilized in the development of a comprehensive housing report.

- 5.6 For the high percentage of older adults who want to remain in their own homes but may be encountering difficulties as they age, design issues and home modifications pertaining to the specific needs of the aging individual become more noteworthy. AAA staff will promote universal design in housing and "visitability" elements by featuring two articles in the Senior Times Newsletter by 6/30/10.

Status: Timely completion anticipated. AAA staff will be featuring two articles in the Senior Times Newsletter promoting universal design in housing and "visitability" elements in the May and June editions.

- 5.7 To provide education and information on the implications for older adults of the California property tax relief, COA-LCC members will create a pamphlet on Proposition 60 for public distribution and will publish an article detailing the intracounty transfers of base year values in the Senior Times Newsletter by 6/30/10.

Status: Partially completed and activities continued into the next planning cycle, FY 10-11. COA will publish an article in the Senior Times Newsletter on Proposition 60 detailing the property tax relief for persons 55 and over through intracounty transfers of base year values by June 30, 2010. An informational pamphlet will be developed for public distribution by June 30, 2011.

- 5.8 To plan for an effective response to older adults and persons with disabilities in times of disaster, AAA staff will develop and maintain an updated Emergency Operations Plan in conjunction with the local office of emergency services, VOAD, and other pertinent agencies by 6/30/10.

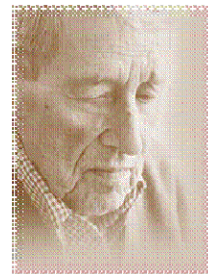
Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11, due to limited staffing resources.

- 5.9 Many emergencies, like hazardous spills or pandemic influenza, will require individuals to shelter-in-place for a period of time. To assist older residents prepare for a range of situations, COA-LLC members will develop and distribute information on how to shelter-in-place through various written materials for distribution at older adult events and sites and publication of an instructive article in the Senior Times Newsletter in fiscal year 2009-2010.

Status: Partially completed and activities continued into the next planning cycle, FY 10-11. An article on sheltering-in-place will be published in the Senior Times Newsletter by 6/30/10. An informational fact sheet will be developed and distributed at three community focal points and seven senior dining centers. COA is collaborating with the Office of Emergency Services to develop an emergency preparedness guide for older adults residing on the west slope county region. They are in process of protocol development for disseminating alerts, bulletins, and updates through a rapid notification phone system to homebound and remote older adults.

Elder Abuse Prevention

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



Objectives

- 6.1 Alert Community is an e-mail notification service dedicated to crime prevention through awareness, with focus on the prevention and avoidance of scams, fraud, and financial abuse. Local service organizations, faith-based organizations, financial institutions, and others subscribe to Alert Community to receive the latest information about these crimes. To inform a broader segment of the community, Alert Community will insert information on scams in the El Dorado Irrigation District and City of Placerville water bills by 6/30/10.

Status: Deleted, due to limited volunteer resources. Restricted time and accommodations have limited the impact of Alert Community. Although the insertion of scam information into utility bills is no longer being pursued, informing the community of scams, fraud, and financial abuse through community presentations remains an ongoing activity.

- 6.2 To provide continuing education on protective services for older clients, Adult Protective Services (APS) staff will provide on-site elder abuse and mandated reporter training for Area Agency on Aging (AAA) staff and volunteers at an all-staff monthly meeting by 6/30/10.

Status: Timely completion anticipated. The APS Supervisor will provide an on-site elder abuse and mandated reporter training at a staff meeting on 5/12/10.

- 6.4 The Long-Term Care (LTC) Ombudsman will provide at least twelve volunteer training classes on the scope of the ombudsman responsibilities in ensuring the rights of institutionalized older adults in Fiscal year 2009-2010.

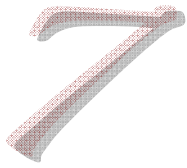
Status: Completed. Ten volunteer certification training classes were conducted during November and December of 2009. In addition, monthly classes are held as a component of regular staff meetings on the scope of ombudsman responsibilities in resident advocacy and clarification on the process and procedure for investigation of abuse and neglect complaints.

- 6.5 Three new LTC Ombudsman volunteers will be recruited, certified, and assigned to routinely visit residents in skilled nursing and residential care facilities for the elderly in the County by 6/30/10.

Status: Completed. Six new volunteers were recruited, certified, and assigned to sixteen residential care and skilled nursing facilities for routine resident visits and on-call abuse and complaint investigation.

- 6.6 Senior Legal Services will continue to actively participate on the Elder Protection Unit (EPU) providing services and coordinating elder and dependent adult protection activities throughout the county. As the lead for this multidisciplinary team, Senior Legal Services will enhance the educational component of EPU to increase the knowledge base of its participants by scheduling quarterly presentations from 7/1/09-6/30/12.

Status: Completed and activities will be ongoing. Senior Legal Services no longer serves as the lead of the EPU, but maintains active participation in the provision of services and coordination of elder and dependent adult protection activities. Senior Legal Services continues to enhance the educational component of EPU. Three quarterly presentations for the multidisciplinary team were arranged on reverse mortgages, insurance fraud, and home refinance fraud.



Awareness of Services



Increase awareness of services to improve access and choice of community resources and enhance the ability of older adults to advocate for benefits and needed support services on their own behalf.

Objectives

- 7.1 To further educate the community, the Information and Assistance (I&A) program will submit quarterly outreach materials from 7/1/09-6/30/12 in the form of press releases and/or announcements to local media sources regarding services available to older adults and family caregivers.

Status: Completed and activities will be ongoing. The I&A program distributes quarterly press releases to local media regarding available services for older adults and family caregivers.

- 7.2 I&A program staff will educate El Dorado County Department of Veteran Affairs staff, hospital discharge planners, and related personnel as to available community services through facilitation of annual sessions for "orientation" to the long-term care system from 7/1/09-6/30/12.

Status: Completed and activities will be ongoing. I&A program staff conducted six informational meetings on the long-term care system in FY 09-10.

- 7.3 To promote greater visibility of the Area Agency on Aging (AAA) and its advocacy priorities on aging issues, AAA staff will develop an AAA brochure and a relevant and interactive web page within the Department of Human Services' Senior Services web page by 6/30/10.

Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11. As recent budget cuts and staff reorganization have resulted in modifications to the AAA's provision of services, development of an agency brochure and interactive web site has been deferred.

- 7.6 The I&A program will work with community agencies to create direct links to the Department of Human Services' website. These links will be imbedded in the community agencies' websites and take the user directly to the specific County web page for Senior Services. The goal will be to collaborate with five community agencies to create this link by 6/30/10.

Status: Completed. The I&A program worked with five community agencies to create direct links to the Department of Human Services' website. Visitors to the websites of the City of Placerville, El Dorado Chamber of Commerce, El

Dorado County Department of Health Services Network of Care, Lake Tahoe Visitors Authority, and South Lake Tahoe Chamber of Commerce can be directly routed to the County Senior Services web page.

- 7.7 To educate older adults about the services available at the One Stop Employment Resource Center, the I&A program will submit outreach material in the Senior Times Newsletter and through press releases to local media by 6/30/10. The One Stop Employment Resource Center will participate in a community health fair in Placerville by 12/31/09 to provide information and assistance to older adults seeking employment.

Status: Timely completion anticipated. The I&A program will submit an informative article on the services available at the One Stop Employment Resource Center, now known as the Connections Workforce Development & Business Resource Center, by 6/30/10. Participation in a community health fair in Placerville has been deferred until such time as the fair is organized, which is tentatively scheduled for the spring of 2011.

Improving Quality & Capacity of Care

Promote effective, efficient, and responsive delivery of aging services by enhancing the quality and capacity of Older Americans Act-funded home and community-based services.



Objectives

- 8.1 Area Agency on Aging (AAA) staff and Commission on Aging (COA) members will convene stakeholders to consider the impact of state restructuring of the aging network on older adults and their caregivers and recommend alternative strategies for Board of Supervisors consideration by 6/30/10. Focus will include collaborating with other community-based organizations and agencies, combining efforts towards common objectives.

Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11. Regular and ongoing discussion and consultation with other community-based organizations and agencies to better ascertain the structure of the local aging network in preparation of the next Area Plan will remain to be an activity for needs assessment and program planning. A specific convening of stakeholders to discuss the reorganization of the aging network will take place by 6/30/11.

- 8.2 The AAA will develop and implement a comprehensive older adult needs assessment, consumer satisfaction, and performance feedback process

focusing on OAA programs in preparation for the next four-year contracting cycle by 6/30/11. Findings will be conveyed to the AAA Director, COA, and service providers to ensure quality and improvement as needed in service delivery.

8.2.2 AAA staff will conduct an on-line survey of older adults and corresponding survey of Senior Times Newsletter readers about the challenges and issues of most concern in the aging community by 6/30/10.

Status: Remains incomplete and activities continued into the next planning cycle, FY 10-11, due to limited staffing resources. The survey instrument is being developed and is expected to be conducted by 12/30/10.

8.4 To enhance interagency collaboration, AAA staff will develop protocol for agency collaboration when clients have more than one program managing care by 06/30/10. Regular staff meetings and trainings will assist in enhancing group cohesiveness and ensuring consistency in protocol.

Status: Deleted. The AAA is actively involved in the community through a number of affiliations with local government entities, local community groups, inter-agency committees, and special task forces. Participation in these collaboratives, such as the Elder Protection Unit (EPU) and the Multidisciplinary Adult Services Team (MAST), enhances group cohesiveness and ensures consistency in protocol when clients have multiple programs managing care.

8.5 Enhance the effectiveness of the Information & Assistance (I&A) Program in assisting inquirers to navigate the aging network by improving data management and staff proficiency by 6/30/12:

8.5.2 AAA staff will develop an I&A client satisfaction instrument utilizing the Administration on Aging's Performance Outcomes Measures Project (POMP) to measure referral outcomes and gaps in services to be conducted annually from 7/1/10-6/30/12.

Status: Timely completion anticipated. An I&A client satisfaction instrument utilizing the POMP was developed and is expected to be conducted by 6/30/10.

8.6 The COA will review biannual unmet needs reports prepared by the I&A program to assist in the determination of program and funding priorities from 7/1/09-6/30/12.

Status: Timely completion anticipated. The I&A program will prepare an unmet needs report to present to the COA for review by 6/30/10.

PART V

SECTION 12: UPDATED SERVICE UNIT PLAN (SUP) OBJECTIVES

TITLE III/VII

Grants for State and Community Programs on Aging/Vulnerable Elder Rights Protection

SERVICE UNIT PLAN OBJECTIVES

PSA: 29

2009–2012 Three-Year Planning Period

2010-2011 Area Plan Update

CCR Article 3, Section 7300(d)

The Service Unit Plan (SUP) uses the National Aging Program Information System (NAPIS) Categories and units of service, as defined in PM 97-02. For services not defined in NAPIS, refer to Division 4000 of the Management Information Systems (MIS) Manual. Report units of service to be provided with ALL funding sources.

Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles III B, III C-1, III C-2, III D, VII (a) and VII (b). This SUP does **not** include Title III E services.

1. Personal Care (In-Home)

Not Applicable

Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010			
2010-2011			
2011-2012			

2. Homemaker

Not Applicable

Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2009-2010			
2010-2011			
2011-2012			

3. Chore*Not Applicable***Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010			
2010-2011			
2011-2012			

4. Adult Day Care/Adult Day Health*Not Applicable***Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010			
2010-2011			
2011-2012			

5. Case Management*Not Applicable***Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010			
2010-2011			
2011-2012			

6. Congregate Meal**Unit of Service = 1 meal**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010	70,000	3, 7	3.2, 7.4
2010-2011	70,000	3, 7	3.2, 7.4
2011-2012			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010	95,000	5	5.1, 5.2
2010-2011	95,000	5	5.1, 5.2
2011-2012			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010	5,000	3, 5	
2010-2011	5,000	3, 5	
2011-2012			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010			
2010-2011			
2011-2012			

10. Assisted Transportation*Not Applicable***Unit of Service = 1 one-way trip**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2009-2010			
2010-2011			
2011-2012			

11. Transportation*Not Applicable***Unit of Service = 1 one-way trip**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010			
2010-2011			
2011-2012			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010	5,528	1, 6, 7	1.10, 1.11, 6.3, 6.6, 7.5
2010-2011	5,000	1, 6, 7	1.10, 1.11, 6.3, 6.6, 7.5
2011-2012			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2009-2010	40,000	7, 8	7.1, 7.2, 7.5, 7.6, 7.7, 8.5, 8.52, 8.53, 8.6
2010-2011	30,000	1, 7, 8	1.6, 7.1, 7.2, 7.5, 7.6, 7.7, 8.5, 8.52, 8.53, 8.6
2011-2012			

14. Outreach*Not Applicable***Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2009-2010			
2010-2011			
2011-2012			

NAPIS Service Category 15 – “Other” Title III Services

- In this section, identify **Title III D** services (required); and also identify all **Title III B** services (discretionary) to be funded that were not reported in NAPIS categories 1–14 above. (Identify the specific activity under the Service Category on the “Units of Service” line when applicable)
- Specify what activity constitutes a unit of service (1 hour, 1 session, 1 contact, etc.). (Reference Division 4000 of the MIS Operations Manual, January 1994)
- Each **Title III B** “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). [**Title III B Example:** Service Category: Community Services/Senior Center Support. Units of Service: 1 hour – Activity Scheduling]

Title III D, Disease Prevention/Health Promotion

- **Service Activity:** Identify the Title III D specific allowable service activity provided (i.e.: Physical Fitness, Counseling Advocacy, Community Education, Health Screening, Outreach, Therapy, Information, Comprehensive Assessment, Home Security, Equipment, Family Support, Nutrition Education, Nutrition Counseling, Nutrition Screening).
- **Units of Service:** Specify what constitutes a unit of service (i.e.: one participant, one client served, one hour, one presentation, one piece of equipment, one session, one client counseled). (Reference Division 4000 of the MIS Operations Manual, January 1994)
- Insert the number of proposed units of service in the Disease Prevention/Health Promotion and Medication Management tables in the Title III D Service Unit Plan Objectives.
- **Title III D and Medication Management requires a narrative program goal and objective.** The objective should clearly explain the activity that is being provided to fulfill the service unit requirement.
- **Title III D and Medication Management:** Insert the program goal and objective numbers in all Title III D Service Plan Objective Tables

Title III D, Disease Prevention/Health Promotion

Service Activity Disease Prevention and Health Promotion **Units of Service** (1 contact)

Fiscal Year	Proposed Units of Service	Program Goal Number	Objective Numbers (required)
2009-2010			
2010-2011	425	1, 3	1.1, 1.7, 3.5
2011-2012			

NOTE: To meet the Service Categories and Data Dictionary requirements, the Service Activity has been changed for FY 10-11. The Disease Prevention and Health Promotion Service Activity encompasses education, health screening, group exercise, and vital health packets.

Title III D, Medication Management ¹

Service Activity Medication Management		Units of Service (1 contact)	
Fiscal Year	Proposed Units of Service	Program Goal Number	Objective Numbers (required)
2009-2010			
2010-2011	220	1	1.2.1, 1.2.2
2011-2012			

NOTE: To meet the Service Categories and Data Dictionary requirements, the Service Activity has been changed for FY 10-11. The Medication Management Service Activity encompasses medication screening with a pharmacist and distribution of pill boxes with corresponding education.

Title III B, Other Supportive Services ²

Service Category Telephone Reassurance		Units of Service and Activity (1 client contacted)	
Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2009-2010	50	4	4.3
2010-2011	50	4	4.3
2011-2012			

NOTE: To meet the Service Categories and Data Dictionary requirements, the Service Activities previously proposed for FY 09-10, for Community Services/Senior Center Support, has been changed for FY 10-11. The activities provided by the 0.5 FTE Activity Coordinator are reflected in the FY 10-11 budget as Senior Center Staffing.

⁶ Refer to Program Memo 01-03

⁷ Other Supportive Services: Visiting (In-Home) now includes Telephoning (See Area Plan Budget).

TITLE III B/TITLE VII A
Long-Term Care (LTC) Ombudsman Program Outcomes
PSA #29
2009–2012 Three-Year Planning Period
2010-2011 Area Plan Update

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.

Baseline numbers are obtained from the local LTC Ombudsman Program’s FY 2006-2007 National Ombudsman Reporting System (NORS) data as reported in the State Annual Report to the Administration on Aging (AoA).

Targets are established jointly by the AAA and the local LTC Ombudsman Program Coordinator. Use the baseline as the benchmark for determining FY 2009-2010 targets. For each subsequent FY target, use the previous FY target as the benchmark to determine realistic targets and percentage of change given current resources available. Refer to your local LTC Ombudsman Program’s last three years of NORS data for historical trends and take into account current resources available to the program. Targets should be reasonable and attainable.

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 2006-2007 was 73%.

1. FY 2006-2007 Baseline Resolution Rate: <u>51%</u> Number of complaints resolved <u>91</u> + Number of partially resolved complaints <u>11</u> divided by the Total Number of Complaints Received <u>200</u> = Baseline Resolution Rate <u>51%</u> .
2. FY 2009-2010 Target: Resolution Rate <u>75%</u>
3. FY 2010-2011 Target: Resolution Rate <u>65%</u>
4. FY 2011-2012 Target: Resolution Rate <u> </u> %
Program Goals and Objective Numbers: <u>6</u>

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

1. FY 2006-2007 Baseline: <u>5</u> number of meetings attended
2. FY 2009-2010 Target: number <u>2</u> and % increase ___ or % decrease <u>60</u>
3. FY 2010-2011 Target: number <u>2</u> and % increase <u>0</u> or % decrease <u>0</u>
4. FY 2011-2012 Target: number ___ and % increase ___ or % decrease ___
Program Goals and Objective Numbers: 6

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

1. FY 2006-2007 Baseline: number of meetings attended <u>18</u>
2. FY 2009-2010 Target: number <u>3</u> and % increase ___ or % decrease <u>83</u>
3. FY 2010-2011 Target: number <u>4</u> and % increase <u>33</u> or % decrease ___
4. FY 2011-2012 Target: number ___ and % increase ___ or % decrease ___
Program Goals and Objective Numbers: 6

D. Consultation to Facilities (AoA Report, Part III-D, #4)

1. FY 2006-2007 Baseline: number of consultations <u>37</u>
2. FY 2009-2010 Target: number <u>25</u> and % increase ___ or % decrease <u>32</u>
3. FY 2010-2011 Target: number <u>36</u> and % increase <u>44</u> or % decrease ___
4. FY 2011-2012 Target: number ___ and % increase ___ or % decrease ___
Program Goals and Objective Numbers: 6

E. Information and Consultation to Individuals (AoA Report, Part III-D, #5)

1. FY 2006-2007 Baseline: number of consultations <u>4,318</u>
2. FY 2009-2010 Target: number <u>2,000</u> and % increase ___ or % decrease <u>54</u>
3. FY 2010-2011 Target: number <u>2,000</u> and % increase <u>0</u> or % decrease <u>0</u>
4. FY 2011-2012 Target: number ___ and % increase ___ or % decrease ___
Program Goals and Objective Numbers: 6

F. Community Education (AoA Report, Part III-D, #10)

1. FY 2006-2007 Baseline: number of sessions <u>75</u>
2. FY 2009-2010 Target: number <u>12</u> of sessions and % increase ___ or % decrease <u>84</u>
3. FY 2010-2011 Target: number <u>12</u> of sessions and % increase <u>0</u> or % decrease <u>0</u>
4. FY 2011-2012 Target: number ___ of sessions and % increase ___ or % decrease ___
Program Goals and Objective Numbers: 6

G. Systems Advocacy

1. FY 2009-2010 Activity: In narrative form, please provide at least one systemic advocacy effort that the local LTC Ombudsman Program will engage in during the fiscal year.

(Examples: Work with LTC facilities to improve pain relief, increase access to oral health care, work with law enforcement to improve response and investigation of abuse complaints, collaborate with other agencies to improve quality of care and quality of life, participate in disaster preparedness planning, conduct presentations to legislators and local officials regarding quality of care issues, etc.)

Enter information in the box on the next page.

Systemic Advocacy Effort(s)

FY 2009-2010. Explore the feasibility of implementing an ombudsman outreach program. This will provide for friendly visits to seniors in the skilled nursing facilities and progress to include residential care facilities. This program will provide intermediate assistance to the local Ombudsman program and improve the mental health of isolated residents who are socially isolated and can benefit from social interaction.

FY 2010-2011. Program data across long-term care facilities will be analyzed to assess areas of need to promote systemic, resident-directed care practices in facilities. Complaints received and resolutions sought will be summarized for each skilled nursing and residential care facility to determine appropriate technical assistance to be provided by the Ombudsman program.

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)

Number of Nursing Facilities visited (unduplicated) at least once a quarter not in response to a complaint (based on current resources available to the program).

1. FY 2006-2007 Baseline: 80 %

Number of Nursing Facilities visited at least once a quarter not in response to a complaint 4 divided by the number of Nursing Facilities 5.

2. FY 2009-2010 Target: % increase 20 or % decrease ____

Number of Nursing Facilities visited at least once a quarter not in response to a complaint 5 divided by the number of Nursing Facilities 5.

3. FY 2010-2011 Target: % increase 0 or % decrease 0

Number of Nursing Facilities visited at least once a quarter not in response to a complaint 5 divided by the number of Nursing Facilities 5.

4. FY 2011-2012 Target: % increase ____ or % decrease ____

Program Goals and Objective Numbers: 6

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

Number Board and Care Facilities (RCFEs) visited (unduplicated) at least once a quarter not in response to a complaint (based on current resources available to the program).

1. FY 2006-2007 Baseline: <u>100</u> % Number of RCFEs visited at least once a quarter not in response to a complaint <u>35</u> divided by the number of RCFEs <u>35</u> .
2. FY 2009-2010 Target: % increase <u>0</u> or % decrease <u>0</u>
3. FY 2010-2011 Target: % increase <u>0</u> or % decrease <u>0</u>
4. FY 2011-2012 Target: %increase ____ or % decrease ____
Program Goals and Objective Numbers: 6

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

(One FTE generally equates to 40 hours per week or 1,760 hours per year)

Verify number of staff FTEs with Ombudsman Program Coordinator.

1. FY 2006-2007 Baseline: FTEs <u>1</u>
2. FY 2009-2010 Target: number of FTEs <u>.5</u> and % increase ____ or % decrease <u>50</u>
3. FY 2010-2011 Target: number of FTEs <u>.21</u> and % increase <u>0</u> or % decrease <u>58</u>
4. FY 2011-2012 Target: number of FTEs ____ and % increase ____ or % decrease ____
Program Goals and Objective Numbers: 6

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

Verify numbers of volunteers with Ombudsman Program Coordinator.

1. FY 2006-2007 Baseline: Number of certified LTC Ombudsman volunteers as of June 30, 2007 <u>11</u>
2. FY 2009-2010 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2010 <u>8</u> and % increase ___ or % decrease <u>27</u>
3. FY 2010-2011 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2011 <u>20</u> and % increase <u>150</u> or % decrease ___
4. FY 2011-2012 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2012 ___ and % increase ___ or % decrease ___
Program Goals and Objective Numbers: 6

Outcome 3. Ombudsman representatives report their complaint processing and other activities accurately and consistently. [OAA Section 712(c)]

Measures and Targets:

A. Each Ombudsman Program provides regular training on the National Ombudsman Reporting System (NORS).

1. FY 2006-2007 Baseline number of NORS Part I, II, III or IV training sessions completed <u>10</u> Please obtain this information from the local LTC Ombudsman Program Coordinator.
2. FY 2009-2010 Target: number of NORS Part I, II, III or IV training sessions planned <u>5</u>
3. FY 2010-2011 Target: number of NORS Part I, II, III or IV training sessions planned <u>6</u>
4. FY 2011-2012 Target: number of NORS Part I, II, III or IV training sessions planned _____
Program Goals and Objective Numbers: 6

TITLE VII B
Elder Abuse Prevention
SERVICE UNIT PLAN OBJECTIVES
PSA #29
2009–2012 Three-Year Planning Period
2010-2011 Area Plan Update

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

A Unit of Service may include public education sessions, training sessions for professionals, training sessions for caregivers served by Title III E Program, educational materials distributed or other hours of activity spent developing a coordinated system which addresses elder abuse prevention, investigation, and prosecution.

AAAs must provide one or more of the service categories listed below:

- **Public Education Sessions** – Please identify the total number of education sessions for the general public on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Training Sessions for Professionals** – Please identify the total number of training sessions for professionals (e.g., 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** – Please identify the total number of Title VII/B training sessions for caregivers who are receiving services under Title III E of the Older Americans Act on the identification, prevention, and treatment of elder abuse, neglect, and exploitation.
- **Hours Spent Developing a Coordinated System to Respond to Elder Abuse** - Please identify the number of hours to be spent developing a coordinated system to respond to elder abuse.
- **Educational Materials Distributed** – Please identify the type and number of educational materials 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.

TITLE VII B
Elder Abuse Prevention
SERVICE UNIT PLAN OBJECTIVES
PSA #29
2009–2012 Three-Year Planning Period
2010-2011 Area Plan Update

NOTE: Units of Service for Elder Abuse Prevention have been changed to reflect that funding for FY 10-11 will be directed to the provision of public education sessions and the coordination of elder and dependent adult protection activities.

Fiscal Year	Total # of Public Education Sessions
2009-10	6
2010-11	5
2011-12	

Fiscal Year	Total # of Training Sessions for Professionals
2009-10	4
2010-11	
2011-12	

Fiscal Year	Total # of Training Sessions for Caregivers served by Title III E
2009-10	4
2010-11	
2011-12	

Fiscal Year	Total # of Hours Spent Developing a Coordinated System
2009-10	
2010-11	36
2011-12	

Fiscal Year	Total # of Copies of Educational Materials or Products to be Distributed	Description of Educational Materials or Products
2009-2010	600	Various topics distributed through our "Alert Community" process on how to prevent, avoid, or minimize impact of scam crimes, identity theft, etc.
2010-2011		
2011-2012		

TITLE III E
Family Caregiver Support Program
SERVICE UNIT PLAN OBJECTIVES
PSA #29
2009–2012 Three-Year Planning Period
2010-2011 Area Plan Update
 CCR Article 3, Section 7300(d)

This Service Unit Plan (SUP) utilizes the five broad federal service categories defined in PM 08-03. Refer to the FCSP Service Matrix in this PM for eligible activities and service unit examples covered within each category. Specify proposed audience size or units of service for ALL budgeted funds.

For Direct Services

CATEGORIES	1	2	3
Direct III E Family Caregiver Services	Proposed Units of Service	Required Goal #(s)	Optional Objective #(s)
Information Services	# of activities and Total est. audience for above		
2009-2010	# of activities: 65 Total est. audience for above: 1,390	1, 2, 4	1.1, 2.2, 2.3, 2.5, 2.6, 2.8, 4.2
2010-2011	# of activities: 38 Total est. audience for above: 380	1, 2, 4	1.1, 2.2, 2.3, 2.5, 2.6, 2.8, 4.2
2011-2012	# of activities: Total est. audience for above:		
Access Assistance	Total contacts		
2009-2010	254	1, 2, 4	1.1, 2.1, 2.2, 2.3, 2.6, 4.2
2010-2011	1000	1, 2, 4	1.1, 2.1, 2.2, 2.3, 2.6, 4.2
2011-2012			
Support Services	Total hours		
2009-2010	350	2, 4	2.4, 2.7, 2.9, 4.2
2010-2011	660	2, 4	2.4, 2.7, 2.9, 4.2
2011-2012			
Respite Care	Total hours		
2009-2010	1,000	2	2.8, 2.9
2010-2011	750	2	2.8, 2.9
2011-2012			
Supplemental Services	Total occurrences		
2009-2010	12	2	2.9
2010-2011	12	2	2.9
2011-2012			

Direct III E Grandparent Services	Proposed Units of Service	Required Goal #(s)	Optional Objective #(s)
Information Services	# of activities and Total est. audience for above		
2009-2010	# of activities: 6 Total est. audience for above: 240	1, 2, 4	1.1, 2.6, 2.10, 4.2
2010-2011	# of activities: 6 Total est. audience for above: 200	1, 2, 4	1.1, 2.6, 2.10, 4.2
2011-2012	# of activities: Total est. audience for above:		
Access Assistance	Total contacts		
2009-2010	259	1, 2, 4	1.1, 2.1, 2.2, 2.3, 2.6, 2.10, 4.2
2010-2011	50	1, 2, 4	1.1, 2.1, 2.2, 2.3, 2.6, 2.10, 4.2
2011-2012			
Support Services	Total hours		
2009-2010	5	2	2.9, 2.10
2010-2011	5	2	2.9, 2.10
2011-2012			
Respite Care	Total hours		
2009-2010	5	2	2.10
2010-2011	5	2	2.10
2011-2012			
Supplemental Services	Total occurrences		
2009-2010	5	2	2.9, 2.10
2010-2011	5	2	2.9, 2.10
2011-2012			

For Contracted Services -- Not Applicable

Contracted III E Family Caregiver Services	Proposed Units of Service	Required Goal #(s)	Optional Objective #(s)
Information Services	# of activities and total est. audience for above:		
2009-2010	# of activities: Total est. audience for above:		
2010-2011	# of activities: Total est. audience for above:		
2011-2012	# of activities: Total est. audience for above:		
Access Assistance	Total contacts		
2009-2010			
2010-2011			
2011-2012			
Support Services	Total hours		
2009-2010			
2010-2011			
2011-2012			
Respite Care	Total hours		
2009-2010			
2010-2011			
2011-2012			
Supplemental Services	Total occurrences		
2009-2010			
2010-2011			
2011-2012			

Section 2009. *Not Applicable –*

Contracted III E Grandparent Services	Proposed Units of Service	Required Goal #(s)	Optional Objective #(s)
Information Services	# of activities and Total est. audience for above		
2009-2010	# of activities: Total est. audience for above:		
2010-2011	# of activities: Total est. audience for above:		
2011-2012	# of activities: Total est. audience for above:		
Access Assistance	Total contacts		
2009-2010			
2010-2011			
2011-2012			
Support Services	Total hours		
2009-2010			
2010-2011			
2011-2012			
Respite Care	Total hours		
2009-2010			
2010-2011			
2011-2012			
Supplemental Services	Total occurrences		
2009-2010			
2010-2011			
2011-2012			

TITLE V
Senior Community Service Employment Program (SCSEP)
SERVICE UNIT PLAN OBJECTIVES
PSA #29
2009–2012 Three-Year Planning Period
2010-2011 Area Plan Update
CCR Article 3, Section 7300(d)

The Service Unit Plan (SUP) utilizes the new Data Collection System developed by the U.S. Department of Labor (DOL), which captures the new performance measures per the Older Americans Act of 1965 as amended in 2000, and the Federal Register 20 CFR Part 641. The related funding is reported in the annual Title V/SCSEP Budget.

Note: Before the beginning of each federal Program Year, DOL negotiates with the California Department of Aging to set the baseline levels of performance for California. Once determined, those baseline levels will be transmitted to the AAA.

NOTE: Our PSA is not providing this service.

COMMUNITY BASED SERVICES PROGRAMS
SERVICE UNIT PLAN (CBSP) OBJECTIVES
PSA #29
2009–2012 Three-Year Planning Period
2010-2011 Area Plan Update
CCR Article 3, Section 7300(d)

The Service Unit Plan (SUP) follows the instructions for layouts provided in PM 98-26 (P) and updated in PM 00-13 (P). The related funding is reported in the annual Area Plan Budget (CDA 122). Report units of service to be provided with ALL funding sources.

NOTE: Our PSA is not providing these services. The CBSP SUPs were eliminated due to loss of State funding.

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)
SERVICE UNIT PLAN OBJECTIVES

PSA #29

2009-2012 Three-Year Planning Period

2010-2011 Area Plan Update

CCR Article 3, Section 7300(d)

The Service Unit Plan (SUP) uses definitions found at the following website: www.aging.ca.gov/aaa/reporting_instructions/hicap/Current_Forms.asp. This link takes you to the page titled "Health Insurance Counseling and Advocacy Program (HICAP) Reporting Instructions and Forms". On this page you will find the current HICAP report forms, instructions, definitions, and acronyms critical to answering this SUP. If you have related goals in the Area Plan to Service Unit Plan, please list them in the 3rd column.

IMPORTANT NOTE FOR MULTIPLE PSA HICAPs: If you are a part of a multiple PSA HICAP where two or more AAAs enter into agreement with one "Managing AAA," then each AAA must enter its equitable share of the estimated performance 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.

IMPORTANT NOTE FOR HICAPs WITH HICAP PAID LEGAL SERVICES: If your Master Contract contains a provision for using HICAP funds to provide HICAP Legal Services, you must complete Section 2.

IMPORTANT NOTE REGARDING FEDERAL PERFORMANCE TARGETS: The Centers for Medicare and Medicaid Services (CMS) requires all State Health Insurance and Assistance Programs (SHIP) to meet certain targeted performance measures. To help AAA's complete Section 2, CDA will annually provide AAAs with individual PSA federal performance measure targets.

NOTE: Due to significant changes to the HICAP SUP, units of service are reported for FY 10-11 and FY 11-12 only.

Section 1: Primary HICAP Units of Service

Fiscal Year (FY)	1.1 Estimated # of Unduplicated Clients Counseled	Goal Numbers
2009-2010		
2010-2011	250	1
2011-2012	255	1

Note: Clients Counseled equals the number of Intakes closed and finalized by the Program Manager.

Fiscal Year (FY)	1.2 Estimated Number of Public and Media Events	Goal Numbers
2009-2010		
2010-2011	12	1,3
2011-2012	12	1,3

Note: Public and Media events include education/outreach presentations, booths/exhibits at health/ senior fairs, and enrollment events, excluding public service announcements and printed outreach.

Section 2: Federal Performance Benchmark Measures

Fiscal Year(FY)	* 2.1 Estimated Number of Contacts for all Clients Counseled	Goal Numbers
2009-2010		
2010-2011	300	1
2011-2012	325	1

Note: This includes all counseling contacts via telephone, in-person at home, in-person at site, and electronic contacts (e-mail, fax, etc.) for duplicated client counts.

Fiscal Year (FY)	* 2.2 Estimated Number of Persons Reached at Public and Media Events	Goal Numbers
2009-2010		
2010-2011	600	1,3
2011-2012	610	1,3

Note: This includes the estimated number of attendees (e.g., people actually attending the event, not just receiving a flyer) reached through presentations, and those reached through booths/ exhibits at health/senior fairs, and those enrolled at enrollment events, excluding public service announcements (PSAs) and printed outreach materials.

Fiscal Year (FY)	2.3 Estimated Number of Beneficiaries with Medicare Status Due to a Disability Contacts	Goal Numbers
2009-2010		
2010-2011	100	1
2011-2012	120	1

Note: This includes all counseling contacts via telephone, in-person at home, in-person at site, and electronic contacts (e-mail, fax, etc.) duplicated client counts with Medicare beneficiaries due to disability and not yet age 65.

Fiscal Year (FY)	2.4 Estimated Number of Low Income Beneficiaries Unduplicated	Goal Numbers
2009-2010		
2010-2011	120	1
2011-2012	180	1

Note: This is the number of unduplicated low-income Medicare beneficiary contacts and/or contacts that discussed low-income subsidy (LIS). Low income means 150 percent of the Federal Poverty Level (FPL).

Fiscal Year (FY)	2.5 Estimated Number of Enrollment and Enrollment Assistance Contacts	Goal Numbers
2009-2010		
2010-2011	200	1
2011-2012	225	1

Note: This is the number of unduplicated enrollment contacts during which one or more qualifying enrollment topics were discussed. This includes all enrollment assistance, not just Part D.

Fiscal	2.6 Estimated Part D Enrollment and Enrollment Assistance Contacts	Goal Numbers
2009-2010		
2010-2011	150	1
2011-2012	165	1

Note: This is a subset of all enrollment assistance in 2.5. It includes the number of unduplicated Part D enrollment contacts during which one or more qualifying Part D enrollment topics were discussed.

Fiscal Year (FY)	2.7 Estimated Number of Counselor FTEs in PSA	Goal Numbers
2009-2010		
2010-2011	4	1
2011-2012	4	1

Note: This is the total number of counselor FTEs (i.e. the total number of active counselors; paid, in-kind paid and volunteer working 2000 hours per year).

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

State Fiscal Year (SFY)	3.1 Estimated Number of Clients Represented Per SFY (Unit of Service)	Goal Numbers
2009-2010		
2010-2011	4	1
2011-2012	6	1

State Fiscal Year (SFY)	3.1 Estimated Number of Legal Representation Hours Per SFY (Unit of Service)	Goal Numbers
2009-2010		
2010-2011	4	1
2011-2012	6	1

State Fiscal Year (SFY)	3.3 Estimated Number of Program Consultation Hours per SFY (Unit of Service)	Goal Numbers
2009-2010		
2010-2011	8	1
2011-2012	10	1

-
- 1 Requires a contract for using HICAP funds to pay for HICAP Legal Services
 - * Indicates Changes from previous year.

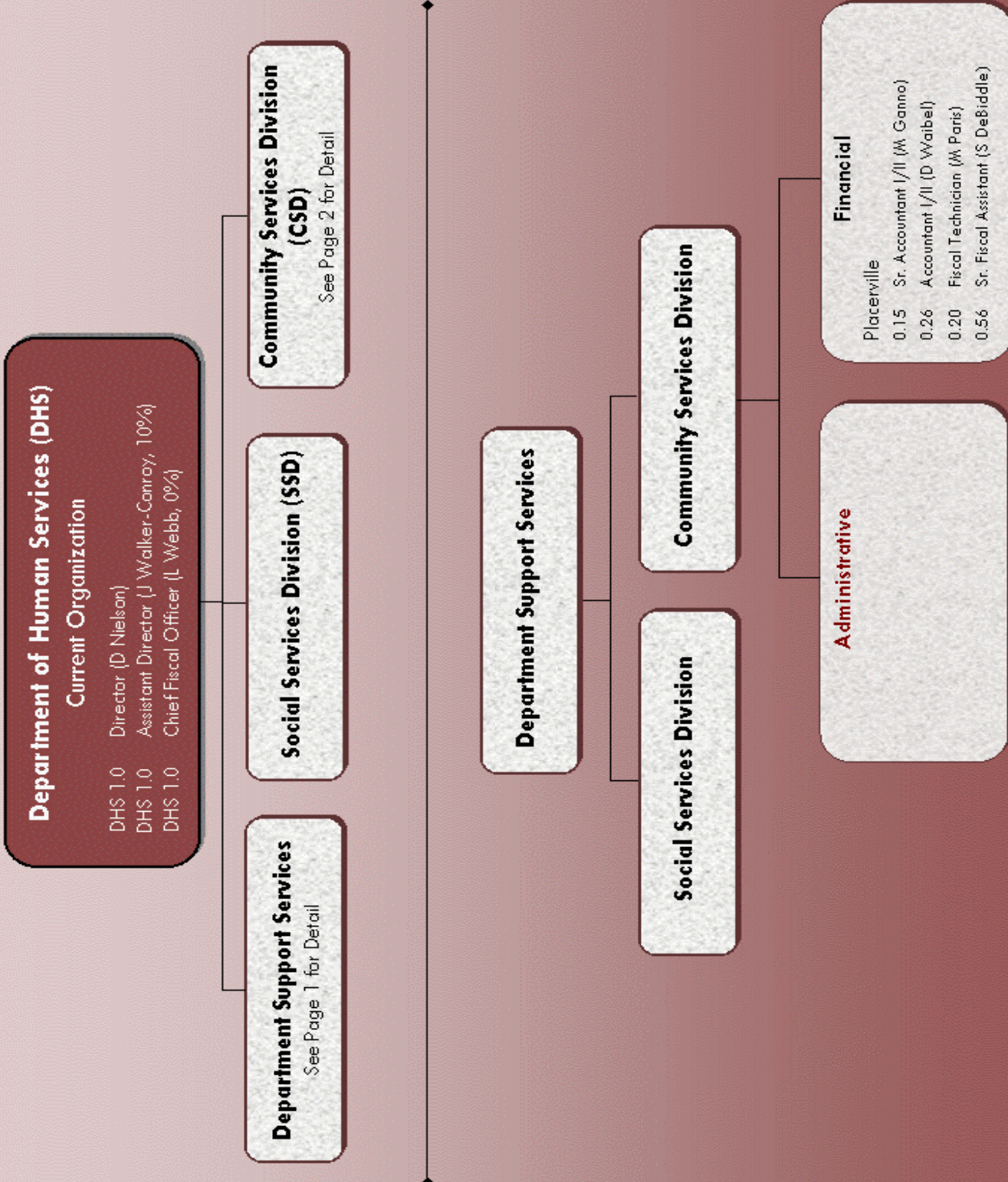


Appendices

Part VI: Appendices

**SECTION 5
ORGANIZATION CHART**

EL DORADO COUNTY DEPARTMENT OF HUMAN SERVICES



Department of Human Services—Community Services Division, Proposed 2010/11 Org Chart
 Department of Human Services is comprised of the Community Services Division and Social Services Division
 Extra help is shown in italics and represents people, not FTEs Pg. 1 of 2

Community Services Division

Community Action Agency

Home Energy Assistance Program

Weatherization

Women, Infants & Children (WIC)

Workforce Investment Act (WIA)

Senior Day Care / ADCRC

Housing, Community and Economic Development

Public Housing Authority
CDBG / EDBG

IHSS Public Authority

Area Agency on Aging Services

- 0.1 Assistant Director AAAA Director (J Walker-Corroy)
- 0.2 Program Manager (M Hunter)
- 0.25 Administrative Technician (A Higdon)
- 0.46 Care Management Counselor (D Johnston)

Senior Legal Services / Elder Protection Unit

- 1.5 Senior Citizens Attorney (J/J/III -- (A Hamilton, S, D Steele 1.0)
- 1.0 Paralegal (J/II) (J Byrne)

Senior Nutrition

- 0.2 Program Manager (M Hunter)
- 1.0 Program Coordinator (R Green)
- 1.0 Food Services Supervisor (C Coleman)
- 2.81 Cook (III) (K Bailey, J Filgo, L Wace)
- 5.0 Mealsite Coordinator (L George 1.0, S Muntz .95, K Reville .81, S Rust .81, T Shaeffer .81, A Toner .81)
- 1.19 Food Service Aide (L Lindstrom .63, D Pearce .56)
- 3 Mealsite Coordinator (S Dwyer, K Escher, L Whelan)

Preventative Health

- 0.2 Program Coordinator (T Bragg, S Walker)

Family Caregiver Support Program

- 0.9 Program Coordinator (T Bragg)

Long-Term Care Ombudsman / Elder Abuse

- 0.21 Program Coordinator (D Johnston)

Senior Activities

- 0.5 Program Coordinator (C Cooney)

Public Guardian

MISSP

MAA / TCM

Information and Assistance

- 0.05 Housing Program Coordinator (S Destefano)
- 0.25 Program Coordinator (S Walker)
- 1.55 Program Assistant (M Miranda, A Harbert 3, J Warden 1.0)

SECTION 9
PUBLIC HEARINGS

PUBLIC HEARINGS
Conducted for the 2009-2012 Planning Period
PSA #29

2010-2011 Area Plan Update

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?³ Yes or No	Was hearing held at a Long-Term Care Facility?⁴ Yes or No
2009-10	4/15/10	Placerville Senior Center	18	No	No
2010-11					
2011-12					

Below items must be discussed at each planning cycle's Public Hearings

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

The public hearing was noticed in the local newspaper with the largest circulation within the PSA. The public hearing was held during the Advisory Council meeting which is also publicized throughout the PSA. Advisory Council members were asked to spread the word about the public hearing in their community. Flyers were posted at the three focal points and four satellite nutrition sites. The public hearing was held at the Placerville Senior Center.

2. Proposed expenditures for Program Development (PD) and Coordination (C) must be discussed at a public hearing. Did the AAA discuss PD and C activities at a public hearing?

Yes

Not Applicable if PD and C funds are not used

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.

No, Explain:

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

4. Were all interested parties in the PSA notified of the public hearing and 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

No, Explain:

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

No comments received.

6. Summarize other major issues discussed or raised at the public hearings.

A comment was made applauding the positive relationship between El Dorado County and El Dorado Hills Community Services District in providing many services to seniors at the El Dorado Hills Senior Center.

7. List major changes in the Area Plan resulting from input by attendees at the hearings.

No major changes were made to the 2009-2012 Area Plan for Older Adult Services.



EL DORADO COUNTY
Area Agency on Aging

Serving older adults in El Dorado County since 1979

937 Spring Street
Placerville, CA 95667
800.510.2020
530.621.6150

Jan Walker-Conroy
Director

PUBLIC HEARING

Public Comments Invited for the 2010-2011 Annual Update to the 2009-2012 Area Plan



Community Preparedness for an Aging Landscape

The Area Agency on Aging will be hosting a public meeting on Thursday, April 15, 2010 during which members of the public will be invited to provide feedback regarding the status of planned activities for the initial year of the planning cycle as outlined in the Area Agency on Aging 2009-2012 Area Plan for aging services.

Senior services and programs included in the Area Plan Update are congregate dining, home-delivered meals, family caregiver support program, information & assistance, legal services, long-term care ombudsman program, preventative health programs, senior day care, care management, senior activities, and others.

PLACERVILLE

Thursday, April 15 at 9:30am

Placerville Senior Center—Game Room

937 Spring Street, Placerville

Public comments will be incorporated in the planning document. For additional information, or to receive a copy of the 2010-2011 Area Plan Update for the agency, call the Area Agency on Aging.

10-0455.C.62

SECTION 17
GOVERNING BOARD

El Dorado County Board of Supervisors
PSA #29
2009-2012 Three-Year Area Plan Cycle
2010-2011 Area Plan Update
 CCR Article 3, Section 7302(a)(11)

Number of Members on the Board: 5

Names/Titles of Officers:	Term in Office Expires:
Norma Santiago, Supervisor, District 5, Chair	1/01/2011
Ray Nutting, Supervisor, District 2, 1 st Vice Chair	1/07/2013
John Knight, Supervisor, District 1, 2 nd Vice Chair	1/07/2013

Names/Titles of All Members:	Term on Board Expires:
James "Jack" Sweeney, District 3	1/07/2013
Ron Briggs, Supervisor, District 4	1/01/2011

SECTION 18
ADVISORY COUNCIL

Commission on Aging Membership
PSA #29
2009-2012 Three-Year Planning Cycle
2010-2011 Area Plan Update
 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:	9		
		<u>% of PSA's</u> <u>Population</u> <u>Council</u>	<u>% on 60+</u> <u>Advisory</u> <u>Council</u>
Race/Ethnic Composition			
White	91.3%		85.8%
Hispanic	3.4%		7.1%
Black	0.25%		7.1%
Asian/Pacific Islander	0%		0%
Native American/Alaskan Native	0.45%		0%
Other	0%		0%

Attach a copy of the current advisory council membership roster that includes:

- Names/Titles of officers and date term expires
- Names/Titles of other Advisory Council members and date term expires

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"/> |
| ▪ Local Elected Officials | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| ▪ Individuals with Leadership Experience in the Private and Voluntary Sectors | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Explain any "No" answer. The Commission on Aging is the advisory council to the elected officials and the elected officials appoint several members to the Commission on Aging. They are available to meet with the Commission when requested. One of the members was previously an elected official.

Briefly describe the process designated by the local governing board to appoint Advisory Council members. 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. When a vacancy occurs, it is advertised in the local newspapers. Interested parties are asked to complete and application and are also interviewed by the Commission Membership Committee and the Director of the Area Agency on Aging. The chosen applicant(s) are nominated by Membership Committee and approved by the Commission.

PSA 29 El Dorado County

2010 Commission on Aging

Names/Titles of Officers and Date Term Expires

Vicki Ludwig-DiVittorio, Chair	09/2011
Kathi Lishman, Vice Chair	Not Applicable

Names/Titles of Other Advisory Council Members and Date Term Expires

Marlene Back	11/2011
Sharon Balch	01/2012
John Collins	12/2009
Connie Eaton	04/2009
Horace Holmes, D.P.A.	04/2011
Barbara Plexico	11/2011
Susan Rayburn	12/2011
Russell Salazar	01/2013
Norman Smith	01/2013
Suibhan Stevens	03/2010
Jane Thomas	01/2011