

Goal # 1

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

¹ Indicate if Program Development (PD) or Coordination (C) is the objective (cannot be both). If a PD objective is not completed in the timeline required and is continuing in the following year, any objective revision must state additional tasks.
² Use for the Area Plan Updates only to indicate if the objective is New, Continued, Revised, Completed, or Deleted.

<p>1.3 Information and Assistance (I&A) will conduct 30 outreach campaigns in FY 2016/2017 and increase one campaign per year. These will include in-person speaking engagements, mailings to community agencies/organizations, outreach at Farmers' Markets, etc. to increase knowledge of available services.</p> <p>Measurement: Number of outreach campaigns competed</p> <p>-----</p> <p>I&A has completed 26 outreach campaigns from July 2016 through February 2017 with over 260 contacts. Additional outreach campaigns are scheduled for March 2017 through June 2017. Outreach activities included mailings and presentations and were held at various locations within the community such as mobile home parks, the local hospital, and community centers. Similar activities will be planned for Fiscal Year 2017/2018.</p>	7/1/16-6/30/20		<p>New</p> <p>-----</p> <p>Continued</p>
<p>1.4 I&A and Family Caregiver Support Program (FCSP) will develop centralized senior services resource guide in current database to provide easy to access information for I&A staff in FY 2017/2018, implement in FY 2018/2019.</p> <p>Measurement: Completion of internal resource guide</p>	7/1/18-6/30/19		New
<p>1.5 AAA, in collaboration with the COA, will explore the feasibility of pursuing sponsorships or advertisements within the Senior Times Newsletter and "live hyperlinks" in the on-line edition to services, programs, and events.</p> <p>Measurement: Sponsorships or advertisements received or declined.</p>	7/1/18-6/30/20		New
<p>1.6 The COA Outreach Committee along with the AAA will explore sponsorship opportunities to purchase promotional giveaways with contact information about senior services for expanded outreach within the community.</p> <p>Measurement: Sponsorships and purchase of marketing materials</p>	7/1/18-6/30/20		New
<p>1.7 The Health & Human Services Agency (HHSA) would like to increase awareness of County services through effective branding and outreach within the community. With input from the COA, develop an effective branding to coincide with Welldorado.</p> <p>Measurement: Development of a new brand identity</p>	7/1/19-6/30/20		New
<p>1.8 The AAA programs of FCSP, Senior Day Care, Senior Legal and the LTCOP and the COA will collaborate and participate in a Health Fair. Memory Screenings and Caregiver Assessments will be provided.</p> <p>Measurement: Participation in a health fair</p>	7/1/19-6/30/20		New

<p>1.9 The AAA and COA will promote the Senior Nutrition Program Home-Delivered Meal Program to enlist a larger pool of volunteer drivers, especially within the South Lake Tahoe area.</p> <p>Measurement: Increased number of volunteer drivers</p> <p>-----</p> <p>The AAA has held three orientations in South Lake Tahoe and four orientations in Placerville between August 2016 and January 2017. There are seven additional orientations planned between March 2017 and June 2017. The orientations have resulted in nine new volunteer drivers. Orientations will be planned for the 2017/2018 fiscal year.</p>	7/1/16-6/30/20		<p>New</p> <p>-----</p> <p>Continued</p>
<p>1.10 The COA in collaboration with the AAA will develop a Nutrition Site Liaison Program. Commissioners will be assigned to a Nutrition Site to meet with the congregate diners on a monthly basis providing outreach information on senior services. This will be an interactive arrangement with congregate diners providing feedback on current services and recommendations for new services.</p> <p>Measurement: Monthly Liaison meetings at Nutrition Sites</p> <p>-----</p> <p>This objective was not implemented in Fiscal Year 2016/2017. This objective has been assigned to the COA Outreach Committee for development in Fiscal Year 2017/2018.</p>	7/1/16-6/30/17	7/1/17-6/30/20	<p>New</p> <p>-----</p> <p>Revised</p>
<p>1.11 HHSA, AAA, Adult Protective Services (APS) and In-Home Supportive Services (IHSS) and the COA will conduct outreach within the County through personal visits and attendance at various meetings, service clubs, health associations and medical providers, fundraisers and community events, faith-based organizations, and senior housing and mobile home parks.</p> <p>Measurement: Number of outreach visits, attendance at events and meetings</p> <p>-----</p> <p>The COA conducted an average of 36 outreach campaigns per month. The outreach activities were attended by approximately 40-60 individuals. Outreach activities included: El Dorado County Showcase Mixer, meetings with county supervisors, community board and group meetings, etc.</p> <p>APS/IHSS staff conducted two outreach sessions (January 23, 2016 and March 24, 2017) with the home delivered drivers providing information on the programs. A total of 37 individuals attended the January presentation and 14 individuals attended the March presentation.</p>	7/1/16-6/30/20		<p>New</p> <p>-----</p> <p>Continued</p>

Goal: 2

Goal: Education and Training

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

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

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<p>2.2 To help members of the boomer generation understand Social Security, long-term care, and working beyond age 65, Commission on Aging (COA) will sponsor a Boomer Education 101 Course annually. Course will be held in South Lake Tahoe (SLT) and West Slope.</p> <p>Measurement: Number of Boomer 101 courses held and/or number of attendees</p> <p>-----</p> <p>This objective was not completed in Fiscal Year 2016/2017.</p> <p>The Boomer Education 101 course will be held bi-annually instead of annually. A course in the South Lake Tahoe (SLT) Area will be dependent upon the appointment of a new SLT COA Commissioner.</p>	<p>7/1/16-6/30/20</p> <p>-----</p> <p>7/1/17-6/30/20</p>		<p>New</p> <p>-----</p> <p>Revised</p>
<p>2.3 The Area Agency on Aging (AAA) and COA will collaborate with Barton Medical Center in South Lake Tahoe and Marshall Medical Center in Placerville to promote an increase in Title III-D Highest Tier Evidence-Based Health Promotion/Disease Prevention Programs. One of the Evidence-Based Programs on the National Council of Aging (NCOA) list, Powerful Tools for Caregivers, will be conducted twice a year by the Senior Health Education Program (SHEP) and Family Caregiver Support Program (FCSP) during FY 2016/2017, and then increased to three courses per year, rotating locations through El Dorado County. This course is designed to help family caregivers take care of themselves while caring for a loved one. Explore the possibility of providing other Evidence-Based programs.</p> <p>Measurement: Number of sessions of Evidence-Based programs held. The number of contacts will be reported in the CARS system.</p> <p>-----</p> <p>Powerful Tools for Caregivers was conducted August 24-September 28, 2016 at the Placerville Senior Center and February 24-March 31, 2017 at the El Dorado Hills Senior Center. A total of 8 caregivers completed the program in Placerville and 8 caregivers are attending the course in El Dorado Hills.</p> <p>The supervisor for SHEP and FCSP will be meeting with a representative from Barton Home Care in South Lake Tahoe and Marshall Hospital in Placerville to collaborate on hosting of an evidence based program in Fiscal Year 2017/2018.</p> <p>The COA explored the possibility of implementing the course on the NCOA list, "A Matter of Balance". Due to the time commitment and minimum required attendance, the COA will not be pursuing hosting this course.</p>	<p>7/1/16-6/30/20</p>		<p>New Revised</p> <p>-----</p> <p>Continued</p>

<p>2.4 FCSP will continue to provide/facilitate support groups in the Greenwood and South Lake Tahoe areas. A support group will be piloted in other outlying areas of El Dorado County; FY 2016/2017 will pilot one area, FY 2017/2018 will pilot another area.</p> <p>Measurement: Number of support groups held</p> <p>-----</p> <p>FCSP provided and facilitated monthly support groups in Greenwood. During the time of July 2016 through February 2017, 57 individuals attended the support groups. It is anticipated that 28 individuals will attend the support groups held March 2017 through June 2017.</p> <p>FCSP provided and facilitated monthly support groups in South Lake Tahoe. Severe winter weather required the cancellation of the support group in January 2017 and affected the attendance at the February 2017 support group. During this time, 40 individuals attended the support group and it is anticipated (weather permitting) that 28 individuals will attend the support groups from March 2017 through June 2017.</p> <p>Another support group has been implemented at our El Dorado Hills Senior Center beginning February 2017. There were a total of 7 attendees.</p>	7/1/16-6/30/20		<p>New</p> <p>-----</p> <p>Continued</p>
<p>2.5 FCSP will facilitate and sponsor two caregiver education series in South Lake Tahoe, one mini-series each in Greenwood and Placerville, and add another series to an outlying area, totaling 19 classes per year.</p> <p>Measurement: Number of classes held per year</p> <p>-----</p> <p>FCSP conducted a six-week caregiver series in South Lake Tahoe from October 10, 2016 through November 14, 2016 and a three-week mini-series in Placerville from January 17, 2017 through January 31, 2017. There were 74 attendees in South Lake Tahoe and 34 attendees in Placerville. A six-week caregiver series is planned for April 17, 2017 through May 22, 2017 in South Lake Tahoe and a three week mini-series in Greenwood beginning July 18, 2017 through August 1, 2017. It is expected that 78 individuals will attend in South Lake Tahoe and 36 in Greenwood.</p> <p>FCSP will continue to explore the possibility of adding a new location in Fiscal Year 2017/2018. Areas for consideration are Cameron Park, Diamond Springs, or Somerset.</p>	7/1/16-6/30/20		<p>New</p> <p>-----</p> <p>Continued</p>

<p>www.edcgov.us/government/humanservices/transportation_Services.aspx</p> <p>The COA Special Advocate attends multiple transportation related meetings per month. She has attended 50 meetings between July 1, 2016 and February 28, 2017. It is anticipated that she will attend approximately six meeting per month during the time period of March 1, 2017 through June 30, 2017. The focus of the COA Special Advocate is transportation for the aging population in general and includes topics such as resources for aging drivers, options for designing our roads for older road users (pedestrians, transit users, drivers, bicyclists), as well as issues such as pedestrian access to transit stops, information accessibility, signage etc. Information from these transportation meetings is shared at the COA meetings.</p>			
<p>3.3 Senior Day Care and COA will collaborate with community agencies to explore the feasibility of opening a Senior Day Care Center in the SLT area.</p> <p>Measurement: Forming of collaboratives and committees for possible development of a plan for a site</p>	7/1/19-6/30/20		New
<p>3.4 Health & Human Services Agency (HHSA), AAA, and COA will pursue collaboration with the City of SLT, SLT Senior Groups, and El Dorado County to explore the feasibility of improvements to the SLT Senior Center.</p> <p>Measurement: Improvements to the SLT Senior Center</p> <p>-----</p> <p>Two updates were completed at the South Lake Tahoe Senior Center. The roof was repaired and five closed circuit cameras were installed at the entrance/exit doorways for security purposes. These cameras also operate as a night light allowing seniors to navigate the walkways to the Senior Center during the evening hours.</p>	7/1/16-6/30/20		New ----- Continued
<p>3.5 Senior Health Education Program (SHEP) will continue to sponsor the Tai Chi Moving for Better Balance evidence-based class twice a week at the Placerville Senior Center. Another class will be added in FY 2017/2018 based on instructor's availability. Tai Chi Moving for Better Balance is a course on the NCOA list.</p> <p>Measurement: Number of Tai Chi Moving for Better Balance classes held. The number of contacts will be reported in the CARS system.</p> <p>-----</p> <p>Tai Chi Moving for Better Balance is held twice per week at the Placerville Senior Center. An average of 6-8 students attend each one hour class. The instructor for this course also teaches another class through the Cameron Park Community Services District. This class has a required fee and does not qualify as a SHEP sponsored class.</p>	7/1/16-6/30/20		New Revised ----- Continued

Goal # 4

Goal: Changing Needs of Seniors

Rationale: Seniors are living longer and prefer to "age in place". The younger seniors, the Boomers, are more active, interested in maintaining healthy lifestyles, have different interests and needs than the older seniors. There is also a renewed interest in life-long learning and engagement in the community.

List Objective Number(s) ___ and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title IIIB Funded PD or C ⁷	Update Status ⁸
4.1 Commission on Aging (COA), in conjunction with the City of South Lake Tahoe (SLT) Parks and Recreation Department, will collaborate with Lake Tahoe Community College and Recreation Center to explore the feasibility of providing classes and activities for older adults. Measurement: Number of classes for older adults	7/1/17-6/30/20		New
4.2 Area Agency on Aging (AAA) and COA will promote physical activity for seniors to improve health and reduce depression by exploring the feasibility of grants, senior fitness classes and events such as Senior Fitness Day. Measurement: Creation of Senior Fitness Classes and/or events	7/1/17-6/30/18		New
4.3 AAA and COA will promote aging in place services in El Dorado County and explore the feasibility of modification design and home improvements to accommodate mobility for aging in place. Pursue the possibility of expanding the Safe at Home program. Measurement: Number of applications received by Safe at Home and number of articles, presentations, outreach activities	7/1/17-6/30/18		New

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<p>4.4 AAA, Senior Nutrition Program Dietitian, and COA will explore the feasibility of opportunities for innovative senior nutrition meal options and serving environments by visiting other Planning and Service Areas (PSAs) Nutrition Programs and other research activities.</p> <p>Measurement: Number of PSAs visited and summary of activities/ideas</p>	7/1/19-6/30/20		New
<p>4.5 Health & Humans Services Agency (HHS), Long Term Care Ombudsman Program (LTCOP), and COA will explore new collaborations/volunteer opportunities with community organizations to develop and increase participation in intergenerational programs for the purpose of engaging available time and talent of volunteers to various projects to support relevance and the need to give back to the community.</p> <p>Measurement: Identify current and potential opportunities for intergenerational programs</p>	7/1/19-6/30/20		New
<p>4.6 COA will collaborate with local community colleges, libraries, churches, and senior and community centers to host regular relevant presentations. Create life-long learning opportunities and form groups of seniors with similar interests.</p> <p>Measurement: Number of presentations</p> <hr/> <p>A COA Commissioner is actively involved with the Sierra Renaissance Society which presents monthly life-long learning courses for seniors. The courses are held at the local community college and also the Cameron Park Community Center. Topics have included: Food Safety, the Electric Grid Ecosystem Reconciliation, and Adventure Travel to Antarctica. An average of 65 seniors attend the presentations.</p>	7/1/16-6/30/20		<p>New</p> <p>----- Continued</p>
<p>4.7 AAA and Senior Day Care (SDC) will explore the feasibility of promoting art shows of paintings/drawings created by SDC clients in order to highlight the SDC programs.</p> <p>Measurement: Number of Art Shows</p>	7/1/19-6/30/20		New
<p>4.8 COA, in conjunction with HHS, AAA, In Home Supportive Services (IHSS), and Adult Protective Services (APS), will explore the establishment of a Commission on Aging Speakers Bureau.</p> <p>Measurement: Formation of a Speakers Bureau</p>	7/1/17-6/30/18		New

Goal # 5

Goal: Elder Abuse Prevention			
Rationale: Protect vulnerable older adults from abuse, neglect and exploitation. Promote elder rights by providing information and resources for individuals to defend themselves against elder abuse, neglect, and exploitation.			
List Objective Number(s) ___ and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title IIIB Funded PD or C⁹	Update Status¹⁰
5.1 Senior Legal Services will develop a program to disseminate information regarding fraud schemes targeting older adults. Monthly articles will be written for the local newspaper, the Senior Times Newsletter, and the County website. The intent is to educate older adults on the detection, prevention and reporting of popular scams, identify theft, and financial fraud. Measurement: Number of presentations and/or articles written ----- Senior Legal Services writes monthly articles for the Senior Times Newsletter regarding general legal issues of interest to seniors. In addition, a feature column was added to the Senior Times Newsletter called "Scam of the Month"	7/1/16-6/30/20		New ----- Continued

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<p>5.2 The Long Term Care Ombudsman Program (LTCOP) will provide 12 sessions of community education on topics such as the role of the ombudsman and residents' rights in order to enhance understanding of the program, create awareness of needs of residents of long-term care facilities, and aid in the recruitment of volunteers annually.</p> <p>Measurement: Number of training classes</p> <hr/> <p>The LTCOP will provide 6 sessions of training to LTCOP staff and facility staff on topics such as the role of the ombudsman and residents' rights in order to enhance understanding of the program, create awareness of needs of residents of long-term care facilities, an aid in the recruitment of volunteers annually.</p> <p>Continuing education training and staff development occurs bi-monthly during staff meetings to provide representatives with the knowledge, skills, and timely policy and procedural updates necessary to provide consistent quality advocacy services. The train-the-trainer approach has been broadly used for capacity building to train ombudsman representatives who deliver services to residents and provider staff in long-term care facilities. To date, the LTCOP has provided 7 sessions of training to LTCOP staff and facility staff.</p>	7/1/16-6/30/20		<p>New</p> <hr/> <p>Revised</p>
<p>5.3 The LTCOP will establish a baseline visitation schedule to visit LTC facilities no less than monthly based on an evaluation of licensing survey results, deficiencies and citations, the number of complaints called into the program office or crisis line, and observations of ombudsmen by 6/30/2017.</p> <p>Measurement: Development of visitation schedule</p> <hr/> <p>The LTCOP has established a baseline visitation schedule to visit skilled nursing facilities no less than semi-monthly based on an evaluation of licensing survey results, deficiencies and citations, the number of complaints called into the program office or crisis line, and observations of ombudsmen.</p> <p>A baseline visitation schedule to visit resident care facilities for the elderly no less than bi-monthly will be established by 6/30/2017.</p>	7/1/16-6/30/17		<p>New</p> <hr/> <p>Revised</p> <p>Anticipate completion</p>
<p>5.4 The LTCOP will provide 70 consultations to LTC providers on elder abuse and resident rights issues based on the type of complaints investigated and problem areas identified by licensing agencies annually.</p> <p>Measurement: Number of consultations</p>	7/1/17-6/30/20		New

<p>5.5 The LTCOP staff and volunteers will make a total of 444 unduplicated visits to the skilled nursing facilities and residential care facilities for the elderly in order to provide a preventive presence which will minimize the development of potential problems annually.</p> <p>Measurement: Number of visits completed</p> <hr/> <p>During the time period July 2016 through February 2017, the LTCOP staff and volunteers have conducted a total of 394 unduplicated visits to the skilled nursing facilities and residential care facilities for the elderly to provide a preventive presence to minimize the development of potential problems. It is anticipated that the goal of 444 unduplicated visits will be met.</p>	7/1/16-6/30/20		<p>New</p> <hr/> <p>Continued</p>
<p>5.6 Health & Human Services Agency (HHS), Area Agency on Aging (AAA), Information & Assistance (I&A), Senior Day Care (SDC), and Adult Protective Services (APS) will educate and collaborate with local entities (organizations/agencies) including those that provide home and community-based services to older adults and/or their caregivers to coordinate efforts to reduce elder abuse. Provide up to 5 training sessions on elder abuse reporting and prevention per year and distribute up to 200 copies per year of educational materials on elder abuse reporting and prevention.</p> <p>Measurement: Number of sessions and number of materials distributed</p>	7/1/17-6/30/20		New

Section 10: Service Unit Plan (SUP) Objectives Guidelines

SECTION 10 - SERVICE UNIT PLAN (SUP) OBJECTIVES

PSA 29

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Title IIIB, Other Priority and Non-Priority Supportive Services

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

- Other **Priority Supportive Services include:** Alzheimer’s Day Care, Comprehensive Assessment, Health, Mental Health, Public Information, Residential

Repairs/Modifications, Respite Care, Telephone Reassurance, and Visiting

- Other **Non-Priority Supportive Services include:** Cash/Material Aid, Community Education, Disaster Preparedness Materials, Emergency Preparedness, Employment, Housing, Interpretation/Translation, Mobility Management, Peer Counseling, Personal Affairs Assistance, Personal/Home Security, Registry, Senior Center Activities, and Senior Center Staffing

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

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

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

16. Title IIID/ Disease Prevention and Health Promotion

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

Unit of Service = 1 contact

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

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

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

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

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

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

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

Complete all Measures and Targets for Outcomes 1-3.

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

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

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

1. FY 2014-2015 Baseline Resolution Rate:

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

FY 2016-17 Target Resolution Rate **75%**

2. FY 2015-2016 Baseline Resolution Rate:

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

FY 2017-18 Target Resolution Rate **85%**

3. FY 2016-2017 Baseline Resolution Rate:

Number of complaints resolved _____ + Number of partially resolved complaints _____ divided by the Total Number of Complaints Received _____ = Baseline Resolution Rate _____%

FY 2018-19 Target Resolution Rate _____%

4. FY 2017-2018 Baseline Resolution Rate:

Number of complaints resolved _____ + Number of partially resolved complaints _____ divided by the Total Number of Complaints Received _____ = Baseline Resolution Rate _____%

_____ % FY 2019-20 Target Resolution Rate _____ %
Program Goals and Objective Numbers: <u>5.3, 5.5</u>

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

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

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

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

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

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

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

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

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

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

G. Systems Advocacy

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

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

Enter information in the box below.

<p>Systemic Advocacy Effort(s) for the current fiscal year 2016/2017 The Long Term Care Ombudsman Program (LTCOP) staff will meet with representatives of the regional state licensing agency on a semi-annual basis to discuss individual complaints, observations, outcomes of regulatory 12-0544 6A 22 of 43</p>

investigations and inspections, state and federal regulations, and other issues of interest. These meetings will help define the roles of each entity, improve communication, and enhance collaborative efforts. The LTCOP staff will review their complaint data to share identified trends and concerns.

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

Measures and Targets:

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

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

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

FY 2016-2017 Target: 100%

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

FY 2017-2018 Target: 100%

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

FY 2018-2019 Target: _____%

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

FY 2019-2020 Target: _____%

Program Goals and Objective Numbers: 5.3, 5.5

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

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

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

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

FY 2016-2017 Target: <u>94%</u>
2. FY 2015-2016 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>29</u> divided by the total number of RCFEs <u>34</u> = Baseline <u>85.3%</u> FY 2017-2018 Target: <u>91%</u>
3. FY 2016-2017 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ divided by the total number of RCFEs _____ = Baseline _____ % FY 2018-2019 Target: _____ %
4. FY 2017-2018 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ divided by the total number of RCFEs _____ = Baseline _____ % FY 2019-2020 Target: _____ %
Program Goals and Objective Numbers: <u>5.3, 5.5</u>

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

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

1. FY 2014-2015 Baseline: <u>.40</u> FTEs FY 2016-2017 Target: <u>.80</u> FTEs
2. FY 2015-2016 Baseline: <u>.80</u> FTEs FY 2017-2018 Target: <u>.80</u> FTEs
3. FY 2010-2011 Baseline: _____ FTEs FY 2013-2014 Target: _____ FTEs
4. FY 2010-2011 Baseline: _____ FTEs FY 2014-2015 Target: _____ FTEs
Program Goals and Objective Numbers: <u>Goal 3 and 5</u>

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

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

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

Measures and Targets:

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

Some examples could include:

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

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

TITLE VIIA ELDER ABUSE PREVENTION
SERVICE UNIT PLAN OBJECTIVES

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

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

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

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

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

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

TITLE VIIA ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES

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

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

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

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

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

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

	Materials to be Distributed	
2019-2020		

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

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

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

Direct and/or Contracted III E Services

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

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

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

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

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

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

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

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

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

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

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

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

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

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

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

Section 1. State Performance Measures

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

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

Section 2: Federal Performance Measures

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

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

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

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

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

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

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

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

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

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

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

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

2016-2020 Four-Year Area Planning Cycle

This section must be completed and submitted with the Four-Year Area Plan.

Any changes to this Section must be documented on this form and remitted with Area Plan Updates.¹

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

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

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

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

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

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

Not Applicable—AAA and LSP are both part of the El Dorado County Health & Human Services Agency (HHS). An agreement is not necessary. LSP is a program that is operated directly by the AAA.

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

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

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

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

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

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

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

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

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

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

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

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

See #7 above.

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

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

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

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

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

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

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

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

See #3 Above

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

Major barriers include:

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

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

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

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

c. underserved communities -

1. LGBT community.

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

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

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

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

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

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

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

Total Number of Board Members: 5

Name and Title of Officers:	Office Term Expires:
Shiva Frentzen, Chair	January 2021
Michael Ranalli, First Vice Chair	January 2021
Sue Novasel, Second Vice Chair	January 2019

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

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

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

Total Council Membership (include vacancies) 14

Number of Council Members over age 60 12

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

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

Name and Title of Officers:

Office Term Expires:

Steven Shervey, Chair – City of Placerville Appointee	N/A
Roger Berger, Vice Chair – Community Appointee	3/2019

Name and Title of other members:

Office Term Expires:

Raelene Nunn, Supervisor Appointee – District 1	1/2021
John Hovey, Supervisor Appointee – District II	1/2021
Greg Golihur, Supervisor Appointee – District III	1/2021
Vicki Ludwig, Supervisor Appointee – District IV	1/2019
Ron Zehren, Supervisor Appointee—District V	1/2019
Roberta Rimbault, Supervisors Appointee – Member-at-Large	1/2018
Lisbeth Powell, Community Representative	6/2019
James Wassner, Community Representative	6/2016
Brian Reeves, Community Representative	3/2019
Raymond Wyatt, Community Representative	3/2018
Vacant, City of South Lake Tahoe Appointee	

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

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

Explain any "No" answer(s):

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

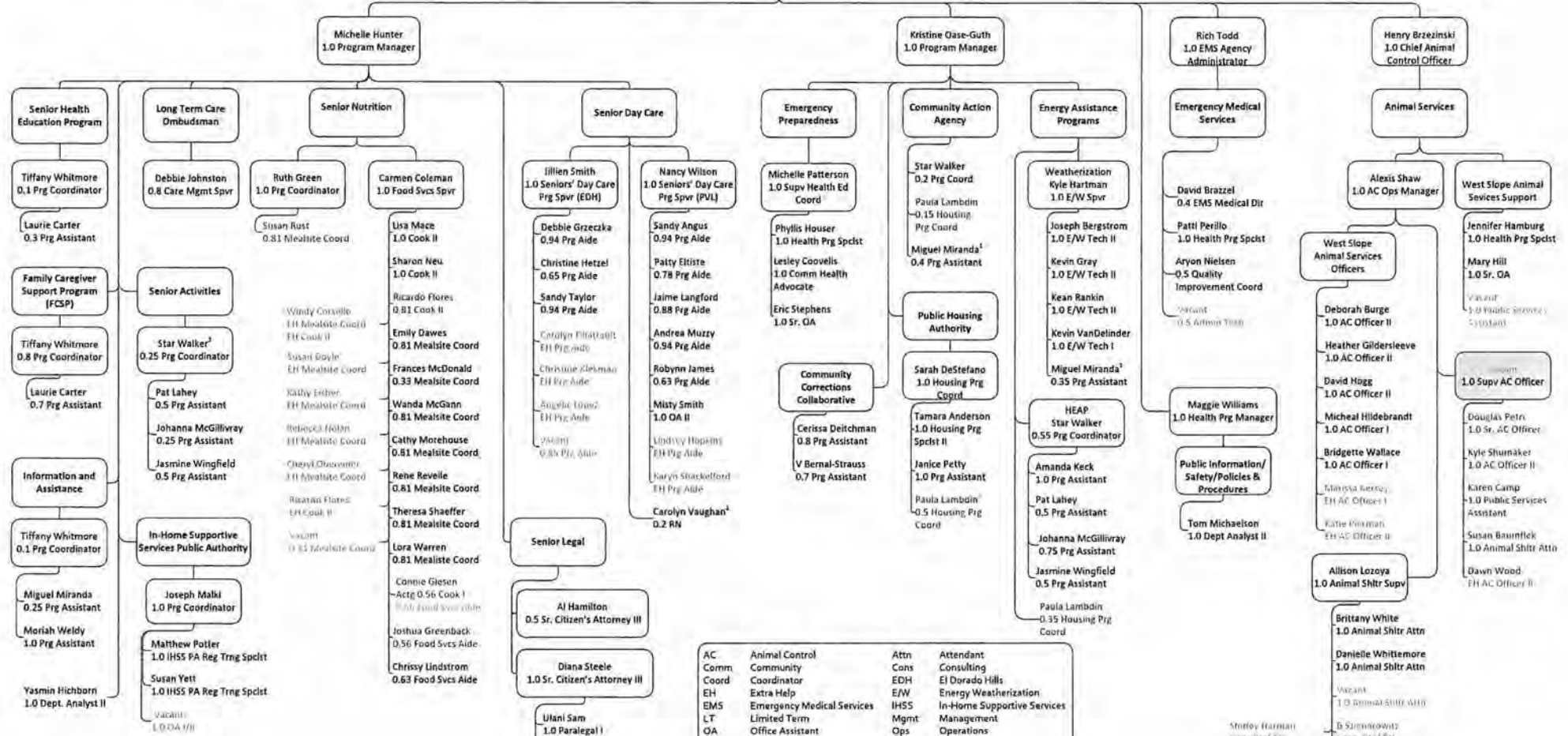
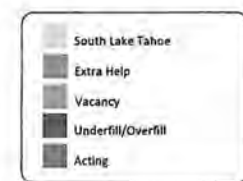
Briefly describe the local governing board's process to appoint Advisory Council members:

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

Health & Human Services Agency Community Services Division

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

4/12/2017



¹Primary supervision provided by Tiffany Whitmore
²Primary supervision provided by Heather Orchard
³Primary supervision provided by Kristine Oase-Guth

AC	Animal Control	Attn	Attendant
Comm	Community	Cons	Consulting
Coord	Coordinator	EDH	El Dorado Hills
EH	Extra Help	E/W	Energy Weatherization
EMS	Emergency Medical Services	IHSS	In-Home Supportive Services
LT	Limited Term	Mgmt	Management
OA	Office Assistant	Ops	Operations
PA	Public Authority	Prs	Program
Prof	Professional	PVL	Placerville
Reg	Registry	RN	Registered Nurse
Shltr	Shelter	Spclst	Specialist
Spvr	Supervisor	Sr	Senior
Trng	Training		