



The 60+ Year Old Population the Other Gold in El Dorado County



Area Agency on Aging

**Area Plan for 2020-2024
2022-2023 Area Plan Update**

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

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Questions or comments regarding the contents of this Plan should be directed to:

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AREA PLAN UPDATE (APU) CHECKLIST

PSA 29

Check one: FY21-22 FY 22-23 FY 23-24

Use for APUs only

AP Guidance Section	APU Components (To be attached to the APU)	Check if Included	
	➤ <i>Update/Submit A) through I) ANNUALLY:</i>		
n/a	A) Transmittal Letter- (requires <i>hard copy with original ink signatures or official signature stamp-no photocopies</i>)	<input checked="" type="checkbox"/>	
n/a	B) APU- (submit entire APU electronically only)	<input checked="" type="checkbox"/>	
2, 3, or 4	C) Estimate- of the number of lower income minority older individuals in the PSA for the coming year	<input checked="" type="checkbox"/>	
7	D) Public Hearings- that will be conducted	<input checked="" type="checkbox"/>	
n/a	E) Annual Budget	<input type="checkbox"/>	
10	F) Service Unit Plan (SUP) Objectives and LTC Ombudsman Program Outcomes	<input checked="" type="checkbox"/>	
18	G) Legal Assistance	<input checked="" type="checkbox"/>	
	➤ <i>Update/Submit the following only if there has been a CHANGE or the section was not included in the 2020-2024</i>	Mark Changed/Not Changed (C or N/C) C N/C	
5	Minimum Percentage/Adequate Proportion	<input type="checkbox"/>	<input type="checkbox"/>
5	Needs Assessment	<input type="checkbox"/>	<input type="checkbox"/>
9	AP Narrative Objectives:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• System-Building and Administration	<input type="checkbox"/>	<input type="checkbox"/>
9	• Title IIIB-Funded Programs	<input type="checkbox"/>	<input type="checkbox"/>
9	• Title IIIB-Transportation	<input type="checkbox"/>	<input type="checkbox"/>
9	• Title IIIB-Funded Program Development/Coordination (PD or C)	<input type="checkbox"/>	<input type="checkbox"/>
9	• Title IIIC-1	<input type="checkbox"/>	<input type="checkbox"/>
9	• Title IIIC-2	<input type="checkbox"/>	<input type="checkbox"/>
9	• Title IIID	<input type="checkbox"/>	<input type="checkbox"/>
20	• Title IIIE-Family Caregiver Support Program	<input type="checkbox"/>	<input type="checkbox"/>
9	• HICAP Program	<input type="checkbox"/>	<input type="checkbox"/>
12	Disaster Preparedness	<input type="checkbox"/>	<input type="checkbox"/>
14	Notice of Intent-to Provide Direct Services	<input type="checkbox"/>	<input type="checkbox"/>
15	Request for Approval-to Provide Direct Services	<input type="checkbox"/>	<input type="checkbox"/>
16	Governing Board	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17	Advisory Council	<input type="checkbox"/>	<input checked="" type="checkbox"/>
21	Organizational Chart(s)	<input type="checkbox"/>	<input type="checkbox"/>

TRANSMITTAL LETTER

2020-2024 Four Year Area Plan/ Annual Update
Check one: FY 20-24 FY 21-22 FY 22-23 FY 23-24

AAA Name: El Dorado County

PSA 29

This Area Plan is hereby submitted to the California Department of Aging for approval. The Governing Board and the Advisory Council have each had the opportunity to participate in the planning process and to review and comment on the Area Plan. The Governing Board, Advisory Council, and Area Agency Director actively support the planning and development of community-based systems of care and will ensure compliance with the assurances set forth in this Area Plan. The undersigned recognize the responsibility within each community to establish systems in order to address the care needs of older individuals and their family caregivers in this planning and service area.

1. Lori Parliln

Chair, Governing Board

Date

2. Lisbeth Powell



Chair, Advisory Council

4/22/2022
Date

3. Richard Todd



Director, Area Agency on Aging

4-22-22
Date

FISCAL YEAR 2022-2023 AREA PLAN UPDATE

The El Dorado County Area Agency on Aging (AAA), Planning and Service Area (PSA) 29, developed the 2022-2023 Area Plan Update, the second update to the annual 2020-2024 Area Plan for Senior Services. As required by the federal Older Americans Act and in accordance with direction from the California Department of Aging (CDA), the 2022-2023 Area Plan Update is developed for submittal to CDA. The Annual Update provides the mechanism through which the AAA reports on modifications to the Area Plan as necessary to accommodate changing service needs as well as increases or decreases in grant funding levels and availability of other resources. The Update details the status of annual objective accomplishments and discusses the impact of activities undertaken during the third fiscal year of the 2020-2024 planning cycle.

The information provided by CDA in the Population Demographic Projections by County and PSA for Intrastate Funding Formula (IFF) report, the 60+ senior population in El Dorado County continues to steadily increase. The increase from 2019 to 2022 was 13.47%. The table below details the changes in the demographics for PSA 29.

Demographics	2019	2020	2021	2022	Change from 2019 to 2022
Population 60+	55,970	59,128	61,438	63,507	13.47%
Non-Minority 60+	49,375	51,790	54,005	49,027	-0.70%
Minority 60+	6,595	7,338	7,433	14,480	119.56%
Low Income 60+	4,580	4,880	5,375	5,290	15.50%
Medi-Cal Eligible 60+	4,555	4,592	4,724	5,386	18.24%
Geographic Isolation 60+	16,600	16,600	16,600	16,600	0.00%
SSI/SSP* 65+	801	823	814	842	5.12%
Population 75+	16,164	17,647	18,206	20,284	25.49%
Lives Alone 60+	8,760	8,930	9,675	9,930	13.36%
Non-English Speaking	530	605	460	485	-8.49%

*Supplemental Security Income/State Supplementary Payment

Reviewing the demographic data above, the number of seniors meeting the criteria for need based programs continues to increase. The percentage of low income seniors has increased by 15.50% over the last four years, the percentage of Medi-Cal eligible seniors has increased significantly by 15.50%, and the percentage of SSI/SSP eligible seniors increased 5.12%.

The table also identifies 16,600 seniors 60+ living in geographic isolation, which may be misleading due to the nature of our County. The California State Plan on Aging defines geographic isolation as rural areas compared to urban highly densely settled core areas. El Dorado County only contains two cities, Placerville and South Lake Tahoe. Many areas of the County are rural areas but not necessarily isolated areas.

El Dorado County has a myriad of services available to low income seniors. These include In-Home Supportive Services (IHSS), Multipurpose Senior Services Program (MSSP), Housing Choice Voucher Program (HCV), Low Income Home Energy Assistance (LIHEAP) and Weatherization Programs, Senior Legal Services, Family Caregiver Support Program, Senior Nutrition Congregate and Home Delivered Meals. The Information and Assistance Program can provide appropriate referrals for seniors, disabled and low income individuals to these programs and others within the community by evaluating their unique needs and helping them make informed decisions about needed community-based programs and available support services.

The non-English speaking senior population is decreased by 8.49% from 2019. The Area Agency on Aging will continue to meet the needs of the non-English speaking population; the Information and Assistance Program has Spanish speaking assistance available Monday through Friday from 7:00am to 4:00pm. Program Staff also have access to interpreters and translation services to assist with languages other than English and Spanish.

Local statistics suggest that older adults in El Dorado County are an increasing demographic group, reflecting that older adults are “aging in place.” Examples of this are in the 75+ population which increased 25.49%, as well as seniors living alone which increased 13.36% from 2019 to 2022. These are both ongoing trends. The AAA implemented the new Fall Prevention Program in 2022 which provides grab bars, ramps, shower chairs, etc. to enhance the in-home safety of older adults. The COA Committee, Aging in Place, will focus on this area.

The largest change in the over 60 population was the 60+ minority which increased 119.56% from 2019. El Dorado County is becoming more diverse. The AAA will continue to provide high quality services to all older adults in the community.

SIGNIFICANT ACCOMPLISHMENTS FISCAL YEAR 2021-2022

COVID-19 and the Governor's Stay-at-Home Order required the AAA be creative and change the way services were delivered. Many of the objectives within the Area Plan have been placed on hold. All in-person activities were cancelled effective March 2020 and are beginning to re-open in March 2022. Many seniors are hesitant to return to in-person services. Even seniors who are fully vaccinated are still fearful that COVID will return. As a AAA, we have noticed the decline in many of our more hesitant seniors. The new "normal" is yet to be discovered.

AAA and Senior Program staff reconfigured many programs and significant accomplishments were achieved by the El Dorado County AAA during the 2020-2024 planning cycle. These accomplishments and activities demonstrate the AAA's commitment to assess the needs of older adults, adults with disabilities, and their caregivers in the community and make responsive improvements to enhance the service delivery system. These accomplishments include:

Increased Meals Served by Senior Nutrition Services

Due to COVID-19, the Senior Nutrition Congregate Meal Program closed all of its dining rooms. Senior Nutrition created a drive through Take-Out Meal program at the congregate sites. Two of the six sites were determined to be unsafe for the drive through Take-Out meals due to traffic patterns. The remaining six sites provide daily hot lunches to seniors. Contactless delivery was available. The Take-Out meals provide staff an opportunity to check in with seniors on a regular basis.

The Drive Thru Take-Out Meal program ended on March 7, 2022, The AAA stills offers Take-Out Meals, however, seniors must come into the Congregate Meal Site to pick-up their meals. Reservations are required. Everyone is encouraged to reconnect with their friends and dine-in at socially distant tables. Our dine-in numbers are extremely low compared to pre-pandemic attendance. The AAA will be exploring options to increase attendance.

The Home Delivered Meals Program remains unchanged. The resilience of our volunteers, many of them seniors, continue to remind us of their dedication to serving others. They deliver daily and weekend frozen meals to vulnerable home bound seniors. Outreach efforts for additional volunteer drivers are conducted on a regular basis.

Senior Nutrition Services continues to maintain the health and wellness of older adults through good nutrition and an important safety net to help older adults remain independent and connected to their communities. The Senior Nutrition program has increased significantly during the closure of congregate sites beginning March 2020. During the week of the March 16, 2020, (first week of the closure), 449 Take Out meals were provided to 122 unduplicated seniors. During the week of March 22, 2021, 1,721 Take-Out Meals were provided to 423 unduplicated seniors. Home Delivered Meals during the week of March 16, 2020, 2,350 provided meals to 453 unduplicated seniors. One year later, during the week of March 22, 2021, 3,102 home delivered meals were provided to 525 unduplicated seniors!

Senior Nutrition Program	Week 3/16/2020	Week 3/22/2021	Week 3/7/2022	Increase 2020 to 2022	Percent
Congregate/Take Out Meals Provided	449	1,721	1,540	1,272	243%
Unduplicated Seniors Served	122	422	382	260	213%
Home Delivered Meals Provided	2,350	3,102	3,063	713	30%
Unduplicated Seniors Served	453	525	519	66	15%

The Senior Nutrition Program continues to provide over 4,600 meals per week. Meals continue to be made fresh daily (Monday through Friday, excluding holidays). This herculean effort is not possible without the amazing dedicated staff of our Senior Nutrition Program and our volunteers. Many of our volunteers are seniors themselves and continued to volunteer during the pandemic. The AAA appreciates these individuals and their contributions to the nutrition program.

Re-Opening of AAA In-Person Services

AAA programs, such as Senior Legal Services, have resumed in-person appointments. Telephone appointments are still available. Senior Legal Services continue to receive an increase in calls regarding evictions, both from seniors who are being evicted and from landlords who are dependent upon the property rent as a source of income to pay the mortgage and other living expenses as well as an increase in requests for restraining orders. As family members are more comfortable with someone coming into their homes, Family Caregiver Support Program (FCSP) has received an increase in requests for respite care and support groups. The Senior Health Education Program (SHEP) is re-activating its evidence based exercise classes. Senior Centers operated by local Community Services Districts have re-opened and senior activities and classes have resumed.

Re-Opening of The Clubs Older Adult Day Services

After a two year closure, the Placerville location of the The Club Older Adult Day Services re-opened on March 21, 2022. The initial attendance is very small, masks, social distancing and other COVID protocols are in place. Clients must reserve the dates they wish to attend. Staff is optimistic that additional clients will enroll and the staff, clients, and family members will begin to notice an improvement in the physical, cognitive, and overall aspects of the clients enrolled. The second site of The Club is in El Dorado Hills and remains closed due to needed building improvements. The Clubs accept ambulatory clients with Dementia, Alzheimer's, Parkinson's, and other conditions.

Bilingual Services Available Through the Information and Assistance Program

Of those community members seeking services who are non-English speakers, Spanish continues to be the predominant language spoken. Bilingual services for Spanish speaking older adults and their families are available Monday through Friday, 7:00am – 4:00pm through the Information and Assistance Program.

Tax-Aid Program

Due to COVID-19, the AARP Tax-Aid program re-invented their service model. Instead of office appointments, clients drop off their tax documents to tax preparers in the parking lot. The taxes are prepared in the office while the client waits in their car. Once the tax filing is complete, the AARP tax preparer returns the documents to the client in the parking lot. Due to social distancing requirements, the number of available voluntary AARP tax preparers has been significantly reduced. This model continued through the 2021/2022 tax season. AARP had 3 on-site volunteers at the Placerville Senior Center (Monday through Thursday) and 11 volunteers working from home keying in and reviewing tax returns. The AARP team in Placerville filed tax returns for 358 clients. The South Lake Tahoe teams comprised of 13 volunteers who filed 125 tax returns and responded to 175 tax related inquiries.

The AAA also added the VITA Tax Aid program. This program serves low income people of all ages with in-person appointments only on Fridays. The Placerville Senior Center VITA program was virtually audited by the IRS and found to meet all of the required ten VITA Site Quality Requirements. The VITA program filed 127 tax returns for 2021.

Senior-of-the Year

After a two-year hiatus due to COVID-19, the AAA in collaboration with the Commission on Aging is re-instating the Senior-of-Year award. There will be three awards presented in 2022: Annual Senior-of-the-Year, Lifetime Volunteerism, and Community Strength. The AAA coordinates the press releases announcing the event, application process, and the announcement of the winner by the Chair of the Board of Supervisors. The Commission on Aging reviews the applications, selects the winners, and hosts a reception for all nominees and their families.

Accomplishments of the Commission on Aging (COA)

The COA is an integral part of the AAA and assists in the development and completion of many of the goals and objectives contained within the Area Plan. In addition to the Area Plan goals and objectives, highlighted below are several COA accomplishments during Fiscal Year FY 2021-2022 and planned activities for FY 2022-2023.

In-Person and Zoom Meetings

All in-person meetings were cancelled as of March 2020. The COA meetings converted to the virtual platform, Zoom. Commissioners were provided training on the different features and have increased their expertise in virtual meetings. Some of the committees continue to meet via Zoom; others are meeting in-person.

The COA held its first in-person meetings on February 17, 2022 and March 17, 2022. This is a trend that the COA hopes to continue. Meetings are conducted in various venues throughout the county and are open to the public.

COA Retreat

The COA held its annual retreat on February 17, 2022. This retreat was held in person and attended by a majority of the COA Commissioners. The COA focused on developing the priorities and direction for 2022 and what the new "normal" might entail. The committees from the 2021 Retreat will continue into 2022. The active committees

for 2022 will be: Outreach, South Lake Tahoe, Disaster Preparedness, Aging in Place, and Housing.

Development of COA Mission, Vision and Values Statements and Strategic Plan

The COA has developed and approved new Mission, Vision and Values statements as the first step forward in creating a comprehensive Strategic Plan that will guide the future actions and activities of the COA as a whole and its committees. The Strategic Plan will incorporate new systems for ensuring the sustainability of Commission objectives.

Increased Interaction with County and City Decision Makers

Six members of the COA are appointed by the Board of Supervisors and meet regularly with their Supervisor to share information regarding the needs of their older adult constituents and keep the Board of Supervisors apprised of the COA activities, successes, and challenges. In addition, the COA provides input to the two incorporated cities within the County: South Lake Tahoe and Placerville. The COA and the AAA have provided input to the City of South Lake Tahoe on their plans for the new Multi-Generation Center which will incorporate senior services and activities. The COA is also working with the City of Placerville on the planned housing projects for older adults, low income, and work force housing.

Developing an Organizational Model for Increased Access to Services in Remote Areas

The geography of El Dorado County is rural and contains many very remote and isolated areas. As people age in place, the need for services in the remote areas will increase. A COA Commissioner who resides in one of the remote areas, identified the need for increased access to food delivery programs. This Commissioner worked with the Senior Nutrition Program to develop an organizational model to provide the needed home delivered meals. This model will be evaluated for appropriateness and implementation in other isolated areas of the county.

Housing Committees

The Housing Committee is becoming more informed regarding El Dorado County's available housing for the older adult population and the upcoming planned senior housing projects. The Housing Committee is meeting with county planning staff and developers to advocate for the type of housing options needed for older adults. One of the areas that the committee will be reviewing is affordable housing, especially for those older adults whose income is too high for low income programs (the Missing Middle), however, not high enough to afford the currently available housing within the community. Housing was reduced as a result of the summer of 2021 Caldor Fire.

Outreach Committee

The Outreach Team created seven (7) objectives to ensure greater access to senior services for the remainder of Fiscal Year 2021- 2022 and the upcoming Fiscal Year 2022 – 2023. The objectives are as follows: Strengthen Collaborations with Community Stakeholders, Support the AAA in Identifying Individual and Community Needs, Promote Senior Programs and Services, Support the AAA effort to Increase Senior Times Subscriptions, Enhance COA Engagement in Outreach Events and

Programs, Promote the COA within the Community, and Visit/Outreach to Residential Care Facilities (RCF).

El Dorado County Fair

After a two year hiatus due to COVID, the El Dorado County fair will be held in June 2022. The Outreach and Education Team will be coordinating the Commission on Aging's presence at the Health & Human Services Agency booth. The Outreach Team is looking forward to getting back out into the community to meet with older adults and advocating for older adult programs.

Disaster Preparedness HAM Radio Program

As a rural county, PSA 29 is subject to Public Safety Power Outages (PSPS) and wildfires. During a PSPS, internet and cell phone is often interrupted and/or not available. A Commissioner worked closely with the local Amateur Radio Club (ARC) to install repeaters in different areas of the county that, in the event of an emergency, will broadcast factual information regarding the status of the emergency. During the recent devastating Caldor Fire, the ARC HAM radio operators were able to assist with evacuations of animals. The program was featured on Public Broadcasting and KRCA Channel 3 news.

Section 7: Public Hearings

Due to COVID-19 and the State of California’s Shelter-in-Place Order, the Public Hearing for the 2020 – 2024 Area Plan was held as a Zoom meeting in conjunction with the Commission on Aging meeting. An overview of the goals and objectives developed as a result of the community needs assessment were presented at the public hearing to solicit public input and insure opportunities for older adults to provide oral and written testimony to the development of the Plan.

In June 2020, the public notice for the 2020 - 2024 Area Plan was posted in the Mountain Democrat Newspaper and the on-line newspaper in the South Lake Tahoe area.

July 7, 2020
 Via Zoom Virtual Meeting
 El Dorado County
 Commission on Aging Meeting

SECTION 7 PUBLIC HEARINGS

PSA 29

At least one public hearing must be held each year of the four-year planning cycle. CCR Title 22, Article 3, Section 7302(a)(10) and Section 7308, OAA 2006 306(a)

Fiscal Year	Date	Location	Number of Attendees	Presented in languages other than English?¹ Yes or No	Was hearing held at a Long-Term Care Facility?² Yes or No
2020-2021	7/7/20	Zoom Virtual Meeting	23	No	No
2021-2022	4/15/21	Zoom Virtual Meeting	22	No	No
2022-2023	4/21/22	Placerville Town Hall	9	No	No
2023-2024					

The following must be discussed at each Public Hearing conducted during the planning cycle:

1. Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals.
 The Long-Term Care Ombudsman was a key participant in the development of goals and objectives in the Area Plan. The Commission on Aging distributed copies of the Needs Assessment Survey to various agencies throughout the county. The Needs Assessment was also distributed to all home delivered meal participants. Unfortunately, due to COVID-19 additional outreach efforts were not conducted.

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.

Area Plan Update (APU) FY 2021-2022

COVID-19 restrictions remained in place during FY 2021-2022 update period and it was not deemed safe to hold an in-person public hearing with institutionalized, homebound and/or disabled individuals. The Public Hearing for the APU was held virtually in conjunction with the Commission on Aging.

2. Were proposed expenditures for Program Development (PD) and Coordination (C) discussed?

Yes. Go to question #3

Not applicable, PD and C funds are not used. Go to question #4

3. Summarize the comments received concerning proposed expenditures for PD and C
Not applicable.

4. Attendees were provided the opportunity to testify regarding setting of minimum percentages of Title III B program funds to meet the adequate proportion funding for Priority Services

Yes. Go to question #5

No, Explain:

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

None

6. List any other issues discussed or raised at the public hearing.

There was a concern regarding Objective 4.1, Explore the feasibility of creating a Volunteer Coordinator position within HHSA. It was noted that this is very needed due to the high number of volunteers utilized within HHSA. A Volunteer Coordinator is needed to be the central point of contact, tracking volunteer applications, process required documents, and record volunteer hours.

FY 2021-2022 Area Plan Update: The Commission on Aging requested two additional accomplishments (Rack Cards and the Disaster Preparedness HAM Radio Program) be added to the Commission on Aging accomplishments.

FY 2022-2023 Area Plan Update: The Commission on Aging requested the several additional accomplishments be added to the update. (Outreach Committee Objectives, Communication with Board of Supervisors, Creation of Systems to Enhance the Provision of Services to the Remote Areas of the County and Discussions with the City of South Lake Tahoe Regarding the Development of a New Senior Center).

The Commission on Aging also discussed 211 and the Vital Health Refrigerator Magnets and the Senior-of-the Year.

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

There will be no changes to the Area Plan as a result of the Public Hearing.

FY 2021-2022 Area Plan Update: The additional Commission on Aging Accomplishments will be added to the Significant Accomplishments Fiscal Year 2020-2021 section.

FY 2022-2023 Area Plan Update: The additional Commission on Aging Accomplishments will be added to the Significant Accomplishments Fiscal Year 2021-2022 Section.

Section 9: Area Plan Narrative Goals and Objectives

The Area Plan outlines the strategies the AAA will use to achieve its top priority issues. The Plan includes five goals, each encompassing strategic objectives that focus on the AAA's response to identified needs of older adults and caregivers. The planning process seeks to improve the lives of our most vulnerable people in need, to build on the County's capacity to provide comprehensive aging and disabled services, and to use allocated resources effectively and more efficiently. The plan serves to educate and inform the public, service providers, and local officials. It also guides aspects of AAA decision-making and budget development.

The 2020-2024 Area Plan Update was developed with a particular focus on improving the efficiency and effectiveness of the planning and delivery of a continuum of aging services. Through the implementation of this plan, the AAA seeks to provide far-reaching education and understanding of the choices and opportunities that exist to enhance the quality of life of El Dorado County's older residents. The five goals and 31 objectives of the four-year plan, have been updated with their 2022-2023 status.

COVID-19 has presented many challenges to the way the AAA has historically provided services and required modifications to our existing programs and services to safely provide services to our seniors. 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.

The 60+ Year Old Population ... the Other Gold in El Dorado County celebrates successful aging in our community and provides direction to the AAA and Commission on Aging in addressing the identified needs of older adults and their caregivers. We are confident that our coordination across service systems will continue to make El Dorado County a desirable place in which to live and age with dignity.

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 C³	Update Status⁴
<p>1.1. Create a marketing campaign and schedule to increase identity in the community and promote AAA and other services of benefit to seniors. The marketing schedule would include monthly press releases, articles/features in local magazines, media lists, Facebook, twitter, etc. Explore the feasibility of a Senior Services Facebook account</p> <p>Measurement: Number of press releases and/or articles/features in magazines</p> <p>-----</p> <p>The COVID-19 Pandemic and the California Governor’s Stay-at-Home order presented a challenge for many of the services provided by the AAA. Many of our services were cancelled or were changed to phone appointments only. A senior services Facebook page has been developed and utilized to disseminate information. As El Dorado County moves into less restrictive tiers, PSA 29 will be developing marketing plans to announce re-opening of programs.</p> <p>-----</p> <p>The Senior Services Facebook page is up and running features AAA programs and events. The page has been seen by 5,216 individuals and receives over 100 “likes per month. The Commission on Aging has a feature column in the monthly Senior Times Newsletter. On a rotating basis, Commissioners will write the monthly article.</p>	7/1/20-6/30/22		<p>New</p> <p>-----</p> <p>Continuous</p> <p>-----</p> <p>Continuous</p>
<p>1.2. Contact mobile home park managers, apartment managers, local churches, etc. to distribute complimentary lunch coupons and menus to seniors.</p>	7/1/20-6/30/24		New

³ Indicate if Program Development (PD) or Coordination (C) is the objective (cannot be both). If a PD objective is not completed in the timeline required and is continuing in the following year, any objective revision must state additional tasks.

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

<p>Measurement: Increase in number of congregate senior nutrition meals</p> <p>-----</p> <p>This objective has been placed on hold until the Congregate Meal sites are able to re-open for in-person dining. Only take-out meals are being provided at this time.</p> <p>-----</p> <p>This objective is still on hold and will be re-evaluated based on the re-opening of the congregate meal sites.</p>			<p>On Hold</p> <p>-----</p> <p>On Hold</p>
<p>1.3 Host Information & Assistance sessions prior to or after lunch at nutrition sites in Placerville, Diamond Springs, and El Dorado Hills once or twice per year. Feature a panel of speakers. Distribute complimentary lunch coupons. Explore the feasibility of a senior services event.</p> <p>Measurement: Number of presentations</p> <p>-----</p> <p>This objective is on hold due to the COVID-19 pandemic and the closure of our congregate dining sites.</p> <p>-----</p> <p>This objective will be re-activated and moved to FY 22/23. Congregate sites began opening in March 2022.</p>	<p>7/1/22-6/30/24</p> <p>-----</p> <p>7/1/22-6/30/23</p>		<p>New</p> <p>-----</p> <p>On Hold</p> <p>-----</p> <p>Re-Activated</p>
<p>1.4 The COA, in conjunction with AAA, will explore opportunities to work with the County School Districts to provide Senior Program Information to extended families, especially in outlying areas.</p> <p>Measurement: Number of presentations to school boards and principals</p> <p>-----</p> <p>This objective is on hold due to the COVID-19 pandemic. This objective will be revisited when the county moves into and remains in the least restrictive tier.</p> <p>-----</p> <p>This objective will remain on hold and re-evaluated dependent upon re-openings and the status of the COVID-19 pandemic.</p>	<p>7/1/20-6/30/24</p>		<p>New</p> <p>-----</p> <p>On Hold</p> <p>-----</p> <p>On Hold</p>

Goal: 2

Goal: Engaging the Changing Senior ---Availability and Increasing Access of Aging Services

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

List Objective Number(s) ___ and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title IIIB Funded PD or C ⁵	Update Status ⁶
<p>2.1 Explore new and innovative ideas to increase interest and attendance at congregate meal sites. Possibilities include: new or alternative entrees, increasing frequency of favorites, types of frozen meals, entertainment or informational events, etc.</p> <p>Measurement: Increased number congregate of meals served</p> <p>-----</p> <p>This objective is on hold. The congregate meal sites were closed in March 2020 and remain closed at this time. PSA 29 has converted the congregate meals to Take-Out meals. The number of Take-Out meals provided has increased significantly. We are providing more than 1,600 meals per week to over 400 seniors.</p> <p>-----</p> <p>Congregate meal sites re-opened in March 2022. In-person attendance is low and opportunities to increase attendance will be evaluated.</p>	7/1/20-6/30/24		<p>New</p> <p>-----</p> <p>On Hold</p> <p>-----</p> <p>Reactivated</p>
<p>2.2 Re-vamp the Senior Shuttle program to align with the needs of the seniors and with the goal of increasing ridership. Explore the feasibility of expanding door-to-door services for seniors and disabled in rural and under-served communities Survey seniors to gather ideas, attend focus groups, and create a pilot program</p> <p>Measurement: Increased Ridership</p>	7/1/23-6/30/24		New

⁵ Indicate if Program Development (PD) or Coordination (C) is the objective (cannot be both). If a PD objective is not completed in the timeline required and is continuing in the following year, any objective revision must state additional tasks.

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

<p>2.3 Multiple activities and classes occur at the Placerville Senior Center on a daily basis. Explore the use of the current AAA data base or the purchase of a compatible data base to track the attendance at various classes and activities held at the Placerville Senior Center.</p> <p>Measurement: Implementation of Attendance System</p>	<p>7/1/23-6/30/24</p>		<p>New</p>
<p>2.4 Continue to collaborate with 211 to ensure that the on-line data base contains up-to-date information on services available in El Dorado County.</p> <p>Measurement: Reduction in basic information calls</p> <p>-----</p> <p>The AAA continues to collaborate with 211 regarding information on applicable COVID-19 related information, program availability, and other applicable topics. Due to the pandemic, it is not possible to quantify if there was a reduction in basic information calls because of the closure of services, the Stay at Home Order or the availability of the 211 service.</p> <p>-----</p> <p>This objective will be evaluated. Due to COVID restrictions, it is still not possible to quantify if there was a reduction in basic information calls.</p>	<p>7/1/20-6/30/24</p>		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Continued</p>
<p>2.5 Senior Health Education Program (SHEP) will continue to sponsor the Tai Chi for Better Balance evidence-based class twice per week at the Placerville Senior Center. SHEP will also sponsor the evidence based class, Bingocize at an off-site location.</p> <p>Measurement: Class attendance</p> <p>-----</p> <p>Both Tai Chi for Better Balance and Bingocize classes have been cancelled since March 2020. These classes are on hold until the re-opening of the Placerville Senior Center for in-person instruction and meetings. The Bingocize class will also be on hold until in-person instruction can be safely provided.</p> <p>-----</p> <p>The AAA is planning to once again offer Tai Chi for Better Balance and Bingocize. Bingocize will begin in April 2022. A start date is not yet determined for Tai Chi for Better Balance.</p>	<p>7/1/20-6/30/24</p>		<p>New</p> <p>-----</p> <p>On Hold</p> <p>-----</p> <p>Reactivated</p>
<p>2.6 Develop a Fall Prevention Program that meets the requirements of the Dignity at Home Fall Prevention Funding.</p> <p>Measurement: Implementation of Program</p> <p>-----</p> <p>This objective has not been completed and is moved to next year. An RFQ was released by the county, however, no responses were received. The AAA is continuing to contact agencies/contractors to locate a vendor.</p> <p>-----</p> <p>This objective is complete.</p>	<p>7/1/20-6/30/21</p> <p>-----</p> <p>7/1/21-6/30/22</p>		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Completed</p>

Goal # 3

Goal: Emergency Preparedness			
<p>Rationale: El Dorado County is a rural county in Northern California and is subject to extreme cold in the winter and extreme heat in the summer. In addition, because of its rural nature, the county is predisposed to wild fires, mudslides and floods. The PG&E Planned Power Outages have affected the seniors within the communities, especially in the more remote areas.</p>			
List Objective Number(s) ___ and Objective(s) [Refer to CCR Article 3, Section 7300 (c)]	Projected Start and End Dates	Title IIIB Funded PD or C⁷	Update Status⁸
<p>3.1 Distribute Public Safety Power Outage preparedness information and CodeRED Information during the spring, summer, and fall months. Assist older adults in signing up for CodeRED notifications in the event of an emergency (earthquakes, evacuations, etc.) in El Dorado County.</p> <p>Measurement: Number of Assistance with Sign-Ups</p> <p>-----</p> <p>CodeRED awareness was published in the Senior Times newsletter and flyers were distributed to home delivered meal clients and Home Energy Assistance Program (HEAP) clients. Due to COVID-19, in-person sign up assistance was not provided.</p> <p>-----</p> <p>CodeRED awareness continues to be promoted. In-person assistance to sign up is dependent upon the status of COVID-19 and the comfort level of seniors to meet in-person..</p>	7/1/20-6/30/24		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Continued</p>
<p>3.2 Provide CDA approved Emergency Non-Perishable Meals to all home delivered meal participants when conditions warrant and/or when there is an advance notice of a power shut-off</p> <p>Measurement: Number of emergency meals distributed</p> <p>-----</p> <p>In anticipation of summer and fall PSPS events, Senior Nutrition distributed 802 non-perishable meals through our Take-Out Meal program and 1,006 non-perishable meals to our home delivered meal clients. During January 2020, a total of 73 meals were distributed to our Take-Out meal clients and 792 were provided to</p>	7/1/20-6/30/24		<p>New</p> <p>-----</p> <p>Continued</p>

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

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

<p>our home delivered meal clients. The AAA will continue to monitor the weather, emergency situations, and PSPS events and provide emergency non-perishable meals as appropriate.</p> <p>-----</p> <p>El Dorado County experienced two disasters during 2021. The Caldor Fire which occurred in August and the heavy snow storm which occurred at the end of December. Senior Nutrition was proactive on both occasions, providing 511 non-perishable meals to our Take-Out Meal clients and 443 non-perishable meals to our home delivered meal clients.</p>			<p>-----</p> <p>Continued</p>
<p>3.3 To increase awareness and educate consumers on Public Safety Power Shutoff (PSPS) events and Wildfire Safety, staff will host semiannual presentations/workshops throughout El Dorado County.</p> <p>Measurement: Number of participants attending the presentations/workshop</p> <p>-----</p> <p>In-person presentations and workshops are currently on hold. As soon as it is deemed safe, the in-person events will begin.</p> <p>-----</p> <p>This objective is still on-hold and will be evaluated to determine if semiannual presentations are needed.</p>	7/1/20-6/30/24		<p>New</p> <p>-----</p> <p>On Hold</p> <p>-----</p> <p>On Hold</p>
<p>3.4 To ensure medically needy households are enrolled in the Medical Baseline Program through their electricity company, staff will assist clients 60 and older enroll in the program.</p> <p>Measurement: Number of households 60+ years old enrolled in the Medical Baseline Program</p> <p>-----</p> <p>Staff assisted with the enrollment of 234 clients into the Medical Baseline Program</p> <p>-----</p> <p>During FY 2020-2021, staff assisted 235 clients with the Medical Baseline Program. During the first 3 quarters of FY 2021-2022, staff assisted 68 clients.</p>	7/1/20-6/30/24		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Continued</p>
<p>3.5 The Senior Times will feature quarterly articles focusing on PSPS outages and resources/tools.</p> <p>Measurement: Number of Articles submitted</p> <p>-----</p> <p>Five (5) articles regarding PSPS outages resources/tools were featured in the Senior Times.</p> <p>-----</p> <p>This objective is revised. Articles about weather related emergencies and available services will be published in the Senior Times on a quarterly basis.</p>	7/1/20-6/30/24		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Revised</p>

<p>3.6 Staff will explore the possibility of providing medically fragile households with emergency portable power devices in the event of a PSPS event.</p> <p>Measurement: Number of devices distributed</p> <p>-----</p> <p>Independent Living Centers received a grant from PG&E to provide emergency portable power devices. Low Income Home Energy Assistance Program (LIHEAP) provided three (3) referrals to this agency</p> <p>The grant has ended and this objective is complete. Staff referred two (2) additional families to the Independent Living Centers.</p>	<p>7/1/20-6/30/24</p>		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Completed</p>
<p>3.7 Distribute magnets for refrigerators displaying Senior Nutrition contact information in the event of severe weather or PG&E Planned Power Shut-Offs. Clients can contact Senior Nutrition regarding their meal service.</p> <p>Measurement: Number of magnets distributed</p> <p>-----</p> <p>Refrigerator magnets displaying Senior Nutrition's contact information were distributed in the Spring of 2020 to all Take Out and Home Delivered meal clients. All new Senior Nutrition clients receive a magnet along with information about senior services and a Vital Health Packet. We have distributed over 900 refrigerator magnets.</p> <p>-----</p> <p>Refrigerator magnets continue to be provided to all new Home Delivered Meal clients along with information about senior services. Vital Health packets are also distributed.</p>	<p>7/1/20-6/30/24</p>		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Continued</p>

Goal # 4

Goal: Volunteering, Civic Engagement, Community Collaboration

Rationale: The Older Adults Needs Assessment identified Volunteering as an area of interest for many seniors. The majority of our senior programs would not be as robust without the assistance of volunteers. It is important that seniors are engaged in their communities and feel that they are needed and relevant.

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
4.1 Explore the feasibility of creating a Volunteer Coordinator position within HHSA. Measurement: New Position	7/1/23-6/30/24		New
4.2 Recruit and maintain volunteers to assist in various programs. Develop a volunteer pool. If appropriate, volunteers would be assigned to specific programs and work directly with the program supervisor. Measurement: Number of volunteers ----- Many of our volunteers are seniors. The COVID-19 pandemic resulted in many of volunteers no longer being available. Staff, community agencies and groups, such as El Dorado Transit and the National Charity League, stepped up to volunteer in the Senior Nutrition Program, delivering meals, packing grocery boxes, working in the food line preparing meals, etc. The AAA has also recruited 60 new volunteer home delivered drivers. I&A recruited one new volunteer along with community outreach efforts with the local Hands4Hope organization who packed outreach letters for I&A and provided handwritten notes to seniors who received grocery boxes. Outreach is conducted on a continuous basis. ----- The AAA continues to recruit volunteers, primarily for the Nutrition Program. Between January 2021 and June 2021, 41 individuals signed up to volunteer and between July 2021 and March 2022, 44 individuals signed up to become volunteers for the AAA programs.	7/1/20-6/30/24		New ----- Continued ----- Continued

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

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

<p>4.3 LTCOP will conduct recruitment activities and schedule training to increase the number of State-Certified Ombudsman volunteers from 7 to 10 by 6/30/2021. LTCOP will add five (5) new training topics to its local curriculum for certified Ombudsman volunteers by 6/30/2021.</p> <p>Measurement: Number of LTC Volunteers and the number of certification training topics</p> <hr/> <p>Due to limited staffing, this objective was partially completed and activities are continued into the next planning cycle, FY 2021/2022. Five (5) new training topics including infection control, communication and advocacy during a crisis, trauma-informed advocacy, compassion fatigue, and effects of social isolation have been developed for its local volunteer certification curriculum. The long-term care facility visitation restrictions imposed during the COVID-19 pandemic limited Ombudsman services to remote resident advocacy. The focus of the program has shifted to resumption of in-person facility visitation rather than volunteer recruitment.</p> <hr/> <p>Four new volunteers were recruited and completed the State certification curriculum by 3/31/22. Through a collaborative effort with San Luis Obispo and San Diego Long Term Care Ombudsman Programs, virtual certification training was provided and instrumental in satisfying the state curriculum training requirements. Field internships and ongoing training continued at the local level.</p>	<p>7/1/20-6/30/21</p>		<p>New</p> <hr/> <p>Continued</p> <hr/> <p>Completed</p>
<p>4.4 LTC Ombudsmen will conduct biannual community trainings which may include APS, FCSP, law enforcement, single entry points, hospital organizations, church groups, colleges, etc.</p> <p>Measurement: Number of trainings</p> <hr/> <p>Revised and activities continue into the next planning cycle, FY 2022/2023. Volunteer resource constraints during the COVID-19 pandemic have delayed community training services. Several volunteers decided to leave the program due to operational changes and personal or family members' health concerns. The focus of the program shifted to the resumption of in-person facility visits and the recruitment and training of new volunteers.</p>	<p>7/1/21-6/30/22</p> <hr/> <p>7/1/22-6/30/22</p>		<p>New</p> <hr/> <p>Revised</p>
<p>4.5 LTCO will collaborate with APS and local law enforcement to coordinate efforts to investigate and response to reports of abuse in long-term care facilities with appropriate consent from the victim. The LTCOP will establish a Memorandum of Understanding (MOU) with APS and law enforcement by 06/30/2021.</p> <p>Measurement: Number of MOUs</p> <hr/> <p>Staffing resources are limited. The long-term care facility visitation restrictions imposed during the COVID-19 pandemic limited Ombudsman services to remote resident advocacy. The focus of the program has shifted to resumption of in-person facility visitation rather than coordination with protective services.</p>	<p>7/1/20-6/30/21</p>		<p>New</p> <hr/> <p>Continued</p>

<p>Due to limited staffing resources, this objective remains incomplete and activities will be continued into the final planning cycle, FY 2023 – 2024. Re-prioritization of program imperatives during and post COVID-19 pandemic shifted efforts on in-person facility visitation and volunteer base enhancement.</p>	7/1/23-6/30/24		Revised
<p>4.6 The COA in conjunction with AAA will meet with the senior communities throughout the County to explore the housing needs of seniors within the County.</p> <p>Measurement: White Paper</p> <p>-----</p> <p>As result of their recent virtual retreat in March 2020, the COA has developed a new committee to research affordable housing needs for seniors.</p>	<p>7/1/20-6/30/22</p> <p>-----</p> <p>7/1/21-6/30/23</p>		<p>New</p> <p>-----</p> <p>Revised</p>
<p>4.7 Develop senior focused programs within the El Dorado County Library system.</p> <p>Measurement: Number of programs</p> <p>-----</p> <p>This objective is on hold and dependent upon the re-opening of senior programs.</p>	7/1/21-6/30/22		<p>New</p> <p>-----</p> <p>On-Hold</p>
<p>4.8 Explore the Village Concept. Collaborate with and provide outreach to underserved or under represented populations within the county.</p> <p>Measurement: Number of outreach presentations</p> <p>-----</p> <p>This objective is deleted.</p>	7/1/21-6/30/22		<p>New</p> <p>-----</p> <p>Deleted</p>
<p>4.9 Explore the feasibility of a restaurant voucher program for weekend breakfast or lunch.</p> <p>Measurement: Implementation of voucher program</p>	7/1/22-6/30/24		New

Goal # 5

Goal: Education & Training			
Rationale: The Older Adults Needs Assessment identified Education as an area of interest to many seniors. The survey also identified 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 C¹¹	Update Status¹²
<p>5.1 The Area Agency on Aging and COA will collaborate with Barton Medical Center in South Lake Tahoe and Marshall Medical Center in Placerville to promote an increase in attendance in the evidence based class, Power Tools for Caregivers which will be held twice per year.</p> <p>Measurement: The number of unduplicated attendees in each class.</p> <p>-----</p> <p>This objective is on hold due to COVID-19 pandemic. The class, Powerful Tools for Caregivers will resume when it is deemed safe to hold in-person classes.</p> <p>-----</p> <p>With the re-opening of in-person classes, Powerful Tools for Caregivers is scheduled to begin in July 2022.</p>	7/1/20-6/30/24		<p>New</p> <p>-----</p> <p>On Hold</p> <p>-----</p> <p>Reactivated</p>
<p>5.2 FCSP will continue to provide/facilitate support groups in South Lake Tahoe and El Dorado Hills. A new support group will be piloted in another area of the county.</p> <p>Measurement: Number of support groups held</p> <p>-----</p> <p>FCSP hosts the Alzheimer’s Association South Lake Tahoe group the first Wednesday of the month via Zoom. Due to COVID-19 and unreliable internet service in the Divide area of the County, FCSP is not hosting the Divide Support via Zoom. The support group was meeting the second Tuesday of the month.</p> <p>-----</p>	7/1/20-6/30/24		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p>

¹¹ 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.

¹² Use for the Area Plan Updates only to indicate if the objective is New, Continued, Revised, Completed, or Deleted.

<p>After a two year hiatus due to COVID-19, in-person support groups will begin in South Lake Tahoe and Placerville. Other areas will be evaluated based upon request and capacity.</p>			Continued
<p>5.3 Educate general public from high school students to seniors. Curriculum for understanding the aging process and the various programs available for seniors and their family.</p> <p>Measurement: Courses held, number of attendees</p>	7/1/23-6/30/24		New
<p>5.4 Collaborating with facility staff and discharge planners, LTCOP will be alerted to at-risk residents, new residents, un-befriended residents and those lacking regular visitors. By 12/30/20, LTCOP will have established protocol to ensure vulnerable residents are identified.</p> <p>Measurement: Established policy and procedure</p> <p>-----</p> <p>Staffing resources are limited. The long-term care facility visitation restrictions imposed during the COVID-19 pandemic limited Ombudsman services to remote resident advocacy. The focus of the program has shifted to resumption of in-person facility visitation rather than specific population targeting.</p> <p>-----</p> <p>Timely completion anticipated. To date, the LTCOP has provided 37 consultations to LTC providers on elder abuse and resident rights issues based on the types of complaints investigated.</p>	7/1/20-6/30/24		<p>New</p> <p>-----</p> <p>Continued</p> <p>-----</p> <p>Continued</p>
<p>5.5 FCSP will facilitate and sponsor two caregiver education series in location South Lake Tahoe, one mini-series in Placerville, and another mini-series in an outlying area.</p> <p>Measurement: Number of attendees</p> <p>-----</p> <p>The Caregiver Education series are on hold until meetings and classes can be in-person. Stable and affordable internet services are not available in parts of the county and this has an impact on participation in virtual events.</p> <p>-----</p> <p>As facilities re-open and people become more comfortable with meeting in person, FCSP will explore developing new Caregiver Education classes.</p>	7/1/20-6/30/24		<p>New</p> <p>-----</p> <p>On Hold</p> <p>-----</p> <p>Reactivated</p>

Section 10: Service Unit Plan (SUP) Objectives Guidelines

SECTION 10 - SERVICE UNIT PLAN (SUP) OBJECTIVES

PSA 29

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

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

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

1. 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. Only report services provided; others may be deleted.

Home-Delivered Meal

Unit of Service = 1 meal

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	120,000	1, 2,3	3.2, 3.7
2021-2022	120,000	1, 2, 3	3.2, 3.7
2022-2023	120,000	1, 2,3	3.2, 3.7
2023-2024			

Assisted Transportation (Access)

Unit of Service = 1 one-way trip

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	6	1, 2	
2021-2022	6	1, 2	
2022-2023	14	1,2	
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	50,000	1, 2, 4	1.2, 2.1, 4.9
2021-2022	50,000	1, 2, 4	1.2, 2.1, 4.9
2022-2023	50,000	1, 2, 4	1.2, 2.1, 4.9
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	4	1, 2	
2021-2022	4	1, 2	
2022-2023	4	1, 2	
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	5,000	1, 2, 4, 5	
2021-2022	5,000	1, 2, 4, 5	
2022-2023	5,000	1, 2, 4, 5	
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	6,000	5	
2021-2022	6,000	5	
2022-2023	6,000	5	
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	9,000	1, 2, 3	1.3, 2.4
2021-2022	9,000	1, 2, 3	1.3, 2.4
2022-2023	9,000	1, 2, 3	1.3, 2.4
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	300	1, 2, 3	1.2
2021-2022	300	1, 2, 3	1.2
2022-2023	300	1, 2, 3	1.214
2023-2024			

2. 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
2020-2021	14,000	1, 2, 3	
2021-2022	14,000	1, 2, 3	
2022-2023	14,000	1, 2, 3	
2023-2024			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2020-2021	15	1, 2, 3	
2021-2022	15	1, 2, 3	
2022-2023	15	1, 2, 3	
2023-2024			

3. Title IIID/ Disease Prevention and Health Promotion

Enter the name of the proposed program to be implemented, proposed units of service and the Program Goal and Objective number(s) that provide a narrative description of the program, and explain how the service activity meets the criteria for evidence-based programs described in PM 15-10 if not ACL approved.

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)
2020-2021	650	2	2.5
2021-2022	650	2	2.5
2022-2023	650	2	2.5
2023-2024			

Service Activities: Health Promotions - Bingocize

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)
2020-2021	36	2	2.5
2021-2022	36	2	2.5
2022-2023	36	2	2.5
2023-2024			

TITLE IIB and Title VIIA:**LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES****2020–2024 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 (NORS Element CD-08) (Complaint Disposition). The average California complaint resolution rate for FY 2017-2018 was 73%.

1. FY 2018-2019 Baseline Resolution Rate: Number of complaints resolved ___ + Number of partially resolved complaints ___ divided by the Total Number of Complaints Received <u>78</u> = Baseline Resolution Rate ___% FY 2020-2021 Target Resolution Rate 62.82%
2. FY 2019-2020 Baseline Resolution Rate: Number of complaints resolved <u>21</u> + Number of partially resolved complaints <u>0</u> divided by the Total Number of Complaints Received <u>37</u> = Baseline Resolution Rate 57% FY 2021-2022 Target Resolution Rate 57%
3. FY 2020-2021 Baseline Resolution Rate: Number of complaints resolved <u>46</u> + Number of partially resolved complaints _____ divided by the Total Number of Complaints Received <u>104</u> = Baseline Resolution Rate 44% FY 2022-2023 Target Resolution Rate 70%

<p>4. FY 2021-2022 Baseline Resolution Rate: Number of complaints resolved _____ + Number of partially resolved complaints _____ divided by the Total Number of Complaints Received _____ = Baseline Resolution Rate _____ % FY 2023-2024 Target Resolution Rate _____ %</p>
<p>Program Goals and Objective Numbers: <u>4.3, 4.4, 4.5</u></p>

B. Work with Resident Councils (NORS Elements S-64 and S-65)

<p>1. FY 2018-2019 Baseline: Number of Resident Council meetings attended <u>55</u> FY 2020-2021 Target: <u>16</u></p>
<p>2. FY 2019-2020 Baseline: Number of Resident Council meetings attended <u>22</u> FY 2021-2022 Target: <u>22</u></p>
<p>3. FY 2020-2021 Baseline: Number of Resident Council meetings attended <u>20</u> FY 2022-2023 Target: <u>25</u></p>
<p>4. FY 2021-2022 Baseline: Number of Resident Council meetings attended _____ FY 2023-2024 Target: _____</p>
<p>Program Goals and Objective Numbers: _____</p>

C. Work with Family Councils (NORS Elements S-66 and S-67)

<p>1. FY 2018-2019 Baseline: Number of Family Council meetings attended <u>1</u> FY 2020-2021 Target: <u>1</u></p>
<p>2. FY 2019-2020 Baseline: Number of Family Council meetings attended <u>0</u> FY 2021-2022 Target: <u>0</u></p>
<p>3. FY 2020-2021 Baseline: Number of Family Council meetings attended <u>0</u> FY 2022-2023 Target: <u>0</u></p>
<p>4. FY 2021-2022 Baseline: Number of Family Council meetings attended _____ FY 2023-2024 Target: _____</p>
<p>Program Goals and Objective Numbers: _____</p>

D. Information and Assistance to Facility Staff (NORS Elements S-53 and S-54) Count of instances of Ombudsman representatives' interactions with facility staff for the purpose of providing general information and assistance unrelated to a complaint. Information and Assistance may be accomplished by telephone, letter, email, fax, or in-person.

1. FY 2018-2019 Baseline: Number of Instances <u>154</u> FY 2020-2021 Target: <u>200</u>
2. FY 2019-2020 Baseline: Number of Instances <u>328</u> FY 2021-2022 Target: <u>328</u>
3. FY 2020-2021 Baseline: Number of Instances <u>263</u> FY 2022-2023 Target: <u>275</u>
4. FY 2021-2022 Baseline: Number of Instances _____ FY 2023-2024 Target: _____
Program Goals and Objective Numbers: _____

E. Information and Assistance to Individuals (NORS Element S-55) 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. Information and Assistance may be accomplished by: telephone, letter, email, fax, or in person.

1. FY 2018-2019 Baseline: Number of Instances <u>512----</u> FY 2020-2021 Target: <u>240</u>
2. FY 2019-2020 Baseline: Number of Instances <u>392</u> FY 2021-2022 Target: <u> </u>
3. FY 2020-2021 Baseline: Number of Instances <u>524</u> FY 2022-2023 Target: <u>525</u>
4. FY 2021-2022 Baseline: Number of Instances <u> </u> FY 2023-2024 Target: <u> </u>
Program Goals and Objective Numbers: <u> </u>

F. Community Education (NORS Element S-68) 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. This cannot include sessions that are counted as Public Education Sessions under the Elder Abuse Prevention Program.

1. FY 2018-2019 Baseline: Number of Sessions <u>9</u> FY 2020-2021 Target: <u>2</u>
2. FY 2019-2020 Baseline: Number of Sessions <u>2</u> FY 2021-2022 Target: <u>2</u>
3. FY 2020-2021 Baseline: Number of Sessions <u>1</u> FY 2022-2023 Target: <u>5</u>
4. FY 2021-2022 Baseline: Number of Sessions <u> </u> FY 2023-2024 Target: <u> </u>
Program Goals and Objective Numbers: <u> </u>

G. Systems Advocacy (NORS Elements S-07, S-07.1)

One or more new systems advocacy efforts must be provided for each fiscal year Area Plan Update. In the relevant box below for the current Area Plan year, in narrative format, please provide at least one new priority systems advocacy effort the local LTC Ombudsman Program will engage in during the fiscal year. The systems advocacy effort may be a multi-year initiative, but for each year, describe the results of the efforts made during the previous year and what specific new steps the local LTC Ombudsman program will be taking during the upcoming year. Progress and goals must be separately entered each year of the four-year cycle in the appropriate box below.

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 improve pain relief or increase access to oral health care, 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.) Be specific about the actions planned by the local LTC Ombudsman Program. Enter information in the relevant box below.

FY 2020-2021
<p>FY 2020-2021 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts)</p> <p>Effective March 16, 2020, the State Ombudsman directed Ombudsman representatives to refrain from conducting facility visits. LTCO representatives will continue to resolve complaints, protect rights, and promote access to services for residents before, during, and after emergencies, including the COVID-19 crisis. Ombudsman representatives provide remote advocacy services by regularly contacting facilities, residents, resident representatives, families, and resident councils by phone, Skype, and window visits.</p>
FY 2021-2022
<p>Outcome of FY 2020-2021 Efforts:</p> <p>Ombudsman representatives resumed unannounced indoor visits to long-term care facilities regardless of positive COVID-19 cases in April 2021. They coordinated with facility staff to work in accordance with the facility’s screening protocols and policies. All representatives, paid or unpaid, were required to provide evidence of vaccination status, undergo weekly SARS-CoV-2 diagnostic screening testing, complete a symptom self-assessment and affirmation, and wear appropriate personal protective equipment to provide services in long-term care settings.</p> <p>FY 2021-2022 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts)</p>
FY 2022-2023

Outcome of FY 2021-2022 Efforts:

Long-term care facilities essentially shut their doors in an effort to curb coronavirus entry and spread, suspending communal dining and other resident activities. As vaccinations increased throughout 2021 and the rate of COVID-19 deaths in facilities declined, restrictions loosened, allowing some facilities to provide for more visitation and communal activities. However, re-engaging residents who were experiencing increased rates of depression or decreasing physical disabilities caused by extended isolation during the lockdown provided problematic for many facilities. LSCO representatives informally inquired about two topics pertaining to activities when provided the opportunity at monitoring visits: the resumption of communal activities in the facility and participation in activities. It was determined that in general, the majority of facilities were not only resistant to resuming communal activities to pre-pandemic levels, but also to allowing indoor visitation. Many residents interviewed desired increased opportunities for social interaction but were constrained by the facility’s stringent infection prevention protocols.

FY 2022-2023 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts)

Advocacy to resolve systemic problems with discharge and transfer actions at the individual facility level. Complaints regarding facility-initiated transfers and discharges continue to be one of the top complaints. Skilled nursing facilities are required to provide notices to the Long-Term Care Ombudsman of all facility-initiated discharges/transfers. During closed record review, notices are reviewed to determine if the notice requirements are met and date comparisons are made of notification requirements and addressed with appropriate facility staff.

FY 2023-2024

Outcome of 2022-2023 Efforts:

FY 2023-2024 Systems Advocacy Effort(s): (Provide one or more new systems advocacy efforts)

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

Measures and Targets:

A. Routine Access: Nursing Facilities (NORS Element S-58) 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 2018-2019 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>5</u> divided by the total number of Nursing Facilities <u>5</u> Baseline <u>100</u> % FY 2020-2021 Target: %
2. FY 2019-2020 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>0</u> divided by the total number of Nursing Facilities <u>4</u> Baseline <u>0</u> % FY 2021-2022 Target: 100%
3. FY 2020-2021 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>0</u> divided by the total number of Nursing Facilities <u>4</u> = Baseline <u>0</u> % FY 2022-2023 Target: 100%
4. FY 2021-2022 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 2023-2024 Target: %
Program Goals and Objective Numbers: _____

B. Routine access: Residential Care Communities (NORS Element S-61) 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 2018-2019 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>27</u> divided by the total number of RCFEs <u>31</u> = Baseline <u>87</u> % FY 2020-2021 Target: %
2. FY 2019-2020 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>7</u> divided by the total number of RCFEs <u>37</u> = Baseline <u>19</u> % FY 2021-2022 Target: 100%
3. FY 2020-2021 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <u>0</u> divided by the total number of RCFEs <u>33</u> = Baseline <u>0</u> % FY 2022-2023 Target: 100%
4. FY 2021-2022 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 2023-2024 Target: %

Program Goals and Objective Numbers: _____

C. Number of Full-Time Equivalent (FTE) Staff (NORS Element S-23) 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 2018-2019 Baseline: <u>.8</u> FTEs FY 2020-2021 Target: <u>1.2</u> FTEs
2. FY 2019-2020 Baseline: <u>.8</u> FTEs FY 2021-2022 Target: <u>1.2</u> FTEs
3. FY 2020-2021 Baseline: <u>.8</u> FTEs FY 2022-2023 Target: <u>1.2</u> FTEs
4. FY 2021-2022 Baseline: _____ FTEs FY 2023-2024 Target: _____ FTEs
Program Goals and Objective Numbers: _____

D. Number of Certified LTC Ombudsman Volunteers (NORS Element S-24)

1. FY 2018-2019 Baseline: Number of certified LTC Ombudsman volunteers <u>7</u> FY 2020-2021 Projected Number of certified LTC Ombudsman volunteers <u>7</u>
2. FY 2019-2020 Baseline: Number of certified LTC Ombudsman volunteers <u>6</u> FY 2021-2022 Projected Number of certified LTC Ombudsman volunteers <u>6</u>
3. FY 2020-2021 Baseline: Number of certified LTC Ombudsman volunteers <u>7</u> FY 2022-2023 Projected Number of certified LTC Ombudsman volunteers <u>7</u>
4. FY 2021-2022 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2023-2024 Projected Number of certified LTC Ombudsman volunteers _____
Program Goals and Objective Numbers: _____

Outcome 3. Ombudsman representatives accurately and consistently report data about their complaints and other program activities in a timely manner. [Older Americans Act Reauthorization Act of 2016, 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. Older Americans Act Reauthorization Act of 2016, Section 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
2020-2021	10
2021-2022	10
2022-2023	10
2023-2024	

Fiscal Year	Total # of Training Sessions for Professionals
2020-2021	
2021-2022	
2022-2023	
2023-2024	

Fiscal Year	Total # of Training Sessions for Caregivers served by Title III E
2020-2021	
2021-2022	
2022-2023	
2023-2024	

Fiscal Year	Total # of Hours Spent Developing a Coordinated System
2020-2021	20
2021-2022	20
2022-2023	20
2023-2024	

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2020-2021		
2021-2022		
2022-2023		

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2023-2024		

Fiscal Year	Total Number of Individuals Served
2020-2021	100
2021-2022	100
2022-2023	100
2023-2024	

TITLE IIIE SERVICE UNIT PLAN OBJECTIVES

CCR Article 3, Section 7300(d)

2020–2024 Four-Year Planning Period

This Service Unit Plan (SUP) uses the five broad federally mandated service categories. Refer to the CDA Service Categories and Data Dictionary Revisions Effective July 2018 for eligible activities and service unit measures. Specify proposed audience size or units of service for ALL budgeted funds

Direct and/or Contracted IIIE Services

CATEGORIES	1	2	3
Family Caregiver Services Caring for Elderly	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Objective #(s)
Information Services	# of activities and Total est. audience for above		
2020-2021	# of activities: 10 Total est. audience for above: 100	1	
2021-2022	# of activities: 10 Total est. audience for above: 100		
2022-2023	# of activities: 10 Total est. audience for above: 100		
2023-2024	# of activities: Total est. audience for above:		
Access Assistance	Total contacts		
2020-2021	3,000	1, 2	
2021-2022	3,000	1, 2	
2022-2023	3,000	1,2	
2023-2024			

Access Assistance	Total contacts		
Support Services	Total hours		
2020-2021	200	3	
2021-2022	200	3	
2022-2023	200	3	
2023-2024			
Respite Care	Total hours		
2020-2021	1,000	3	
2021-2022	1,000	3	
2022-2023	1,000	3	
2023-2024			
Supplemental Services	Total occurrences		
2020-2021			
2021-2022			
2022-2023			
2023-2024			

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

Grandparent Services Caring for Children	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Objective #(s)
Information Services	# of activities and Total est. audience for above		
2020-2021	# of activities: Total est. audience for above:		
2021-2022	# of activities: Total est. audience for above:		
2022-2023	# of activities: Total est. audience for above:		
2023-2024	# 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		
2020-2021			
2021-2022			
2022-2023			
2023-2024			
Support Services	Total hours		
2020-2021			
2021-2022			
2022-2023			
2023-2024			
Respite Care	Total hours		
2020-2021			
2021-2022			
2022-2023			
2023-2024			
Supplemental Services	Total occurrences		
2020-2021			
2021-2022			
2022-2023			
2023-2024			

**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: The Administration for Community Living (ACL) establishes targets for the State Health Insurance Assistance Program (SHIP)/HICAP performance measures (PMs). ACL introduced revisions to the SHIP PMs in late 2016 in conjunction with the original funding announcement (ref HHS-2017-ACL-CIP-SAPG-0184) for implementation with the release of the Notice of Award (Grant No. 90SAPG0052-01-01 issued July 2017).

The new five federal PMs generally reflect the former seven PMs (PM 2.1 through PM 2.7), except for PM 2.7, (Total Counseling Hours), which was removed because it is already being captured under the *SHIP Annual Resource Report*. As a part of these changes, ACL eliminated the performance-based funding scoring methodology and replaced it with a Likert scale comparison model for setting National Performance Measure Targets that define the proportional penetration rates needed for improvements.

Using ACL’s approach, CDA HICAP provides State and Federal Performance Measures with goal-oriented targets for each AAA’s Planning and Service Area (PSA). One change to all PMs is the shift to county-level data. In general, the State and Federal Performance Measures include the following:

- PM 1.1 Clients Counseled ~ Number of finalized Intakes for clients/ beneficiaries that received HICAP services
- PM 1.2 Public and Media Events (PAM) ~ Number of completed PAM forms categorized as “interactive” events
- PM 2.1 Client Contacts ~ Percentage of one-on-one interactions with any Medicare beneficiaries
- PM 2.2 PAM Outreach Contacts ~ Percentage of persons reached through events categorized as “interactive”
- PM 2.3 Medicare Beneficiaries Under 65 ~ Percentage of one-on-one interactions with Medicare beneficiaries under the age of 65
- PM 2.4 Hard-to-Reach Contacts ~ Percentage of one-on-one interactions with “hard-to-reach” Medicare beneficiaries designated as:
 - PM 2.4a Low-income (LIS)
 - PM 2.4b Rural
 - PM 2.4c English Second Language (ESL)

- PM 2.5 Enrollment Contacts ~ Percentage of contacts with one or more qualifying enrollment topics discussed

AAA’s should demonstrate progress toward meeting or improving on the Performance requirements established by CDA and ACL as is displayed annually on the *HICAP State and Federal Performance Measures* tool located online at:

https://www.aging.ca.gov/Providers_and_Partners/Area_Agencies_on_Aging/#pp-planning.

(Reference CDA PM 17-11 for further discussion, including current HICAP Performance Measures and Definitions).

For current and future planning, CDA requires each AAA ensure that HICAP service units and related federal *Annual Resource Report* data are documented and verified complete/ finalized in CDA’s Statewide HICAP Automated Reporting Program (SHARP) system per the existing contractual reporting requirements. HICAP Service Units do not need to be input in the Area Plan (with the exception of HICAP Paid Legal Services, where applicable).

HICAP Legal Services Units of Service (if applicable) ⁶

Fiscal Year (FY)	3.1 Estimated Number of Clients Represented Per FY (Unit of Service)	Goal Numbers
2020-2021	6	
2021-2022	6	
2022-2023	6	
2023-2024		

Fiscal Year (FY)	3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)	Goal Numbers
2020-2021	10	
2021-2022	10	
2022-2023	10	
2023-2024		

Fiscal Year (FY)	3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)	Goal Numbers
2020-2021	12	
2021-2022	12	
2022-2023	12	
2023-2024		

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

**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:

Lori Parlin, Chair	January 2023
Wendy Thomas, First Vice Chair	January 2025
John Hidahl, Second Vice Chair	January 2025

Names and Titles of All Members:

Board Term Expires:

John Hidahl, Supervisor District I	January 2025
George Turnboo, Supervisor District II	January 2025
Lori Parlin, Supervisor District IV	January 2023
Wendy Thomas, Supervisor District III	January 2025
Sue Novasel, Supervisor District V	January 2023

**ADVISORY COUNCIL MEMBERSHIP
2020-2024 Four-Year Planning Cycle**

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

Total Council Membership (include vacancies) 14

Number of Council Members over age 60 14
% of PSA's % on
60+Population* Advisory Council

Race/Ethnic Composition

White	<u>88.6%</u>	<u>92.9%</u>
Hispanic	<u>13.2%</u>	<u>0%</u>
Black	<u>1.0%</u>	<u>0%</u>
Asian/Pacific Islander	<u>5.0%</u>	<u>7.1%</u>
Native American/Alaskan Native	<u>1.3%</u>	<u>0%</u>
Other	<u>3.9%</u>	<u>0%</u>

*Note: Based on the 2014 American Community Survey

Name and Title of Officers:

Office Term Expires:

Lisbeth Powell, Vice Chair – Supervisor Appointee – District IV	3/2023
Steven Shervey, Chair – City of Placerville Appointee	N/A

Name and Title of other members:

Office Term Expires:

Raelene Nunn, Supervisor Appointee – District 1	1/2025
Linda Grimoldi, Supervisor Appointee – District II	1/2025
Marian Washburn, Supervisor Appointee – District III	1/2025
Penny Huber, Supervisor Appointee—District V	1/2023
Connell Persico, Supervisors Appointee – Member-at-Large	1/2023
Jim Wassner, Community Representative	9/2022
Vacant, Community Representative	
Tita Bladen, Community Representative	8/2025
Barbara Raines, Community Representative	7/2022
Barbara Kaufmann, City of South Lake Tahoe Appointee	12/2022
Raymond Wyatt, Community Representative	3/2023
Craig Kuehn, Community Representative	11/2024

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

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

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.

2020-2024 Four-Year Area Planning Cycle

This section must be completed and submitted annually. The Older Americans Act Reauthorization Act of 2016 designates legal assistance as a priority service under Title III B [42 USC §3026(a)(2)] ¹² CDA developed *California Statewide Guidelines for Legal Assistance* (Guidelines), which are to be used as best practices by CDA, AAAs and LSPs in the contracting and monitoring processes for legal services, and located at: https://aging.ca.gov/Providers_and_Partners/Legal_Services/#pp-gg

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.

Fiscal Year	# of Legal Assistance Services Providers
2020-2021	1
2021-2022	1
2022-2023	1
2023-2024	<i>Leave Blank until 2023</i>

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
2020-2021	a. Senior Legal Services b. c.	a. All of El Dorado County b. c.
2021-2022	Senior Legal Services	All of El Dorado County
2022-2023	Senior Legal Services	<i>All of El Dorado County</i>
2023-2024	<i>Leave Blank until 2023</i>	<i>Leave Blank until 2023</i>

12. Discuss how older adults access Legal Services in your PSA: 29

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. Only emergency in-person appointments were provided during the COVID-19 stay-at-home order.

b. Legal services available by phone via phone appointment. Phone appointments were the primary type of appointments provided by Senior Legal Services during the COVID-19 stay-at-home order.

c. Free workshops and seminars featuring attorneys and located around the county. Workshops are also provided via Zoom.

d. Self-help pamphlets and handouts available for clients.

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

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

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

See #3 Above

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

Major barriers include:

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

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

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

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

c. underserved communities -

1. LGBT community.

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

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.