

## SUMMARY

### 2013-2014 Update to the 2012-2016 El Dorado County Area Plan for Senior Services

#### Significant Accomplishments for Fiscal Year 2012-2013

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The Area Plan was created for the service time frame of Fiscal Years 2012-2013 through 2015-2016. Significant accomplishments have been achieved by the El Dorado County Area Agency on Aging (AAA) during the first year of the 2012-2016 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:

##### **Increase in Meals Served by Senior Nutrition Services**

Senior Nutrition Services significantly increased the number of Congregate Meals and Home Delivered Meals served. Overall, Senior Nutrition Services provided 152,593 meals during Fiscal Year 2011-2012 which is a nine percent increase over the previous fiscal year. At the seven congregate meal sites, located throughout the County, 56,436 meals were served which is a five percent increase over the previous fiscal year. With the help of community volunteers delivering on 24 routes, 88,715 meals were served to our most vulnerable homebound older adults. This is a twelve percent increase over the previous fiscal year. Senior Nutrition Services continues to maintain the health and wellness of older adults through good nutrition, and provides an important safety net to help older adults remain independent.

##### **Co-Location of Adult Protective Services, Public Guardian, and Mental Health Case Manager**

Two Social Workers from Adult Protective Services and all of the Public Guardian staff had been housed at the Placerville Senior Center. The entire Adult Protective Services unit, Public Guardian's Office, and a Mental Health Case Manager are now fully relocated to the modular on Spring Street, providing more integrated services for shared clients of these three programs. Another positive impact of their relocation to another building is three additional rooms at the Placerville Senior Center are being dedicated for senior services/activities. Parking availability also improved at the Placerville Senior Center.

##### **Accomplishments of the Commission on Aging (COA)**

The second COA Annual Report was presented to the El Dorado County Board of Supervisors on March 5, 2013 detailing the Commission's achievements, advocacy, reports, and trainings. The COA submitted a letter of support dated February 21, 2013 to the Board recommending a second Senior Day Care facility be opened in El Dorado Hills at the El Dorado Hills Senior Center. A business plan is being developed, with input from the program supervisor at the Placerville Senior Day Care facility, for presentation to the Board of Supervisors. The COA is also conducting education and outreach and partnering with local community groups in fundraising efforts.

The COA Regional Committee, Placerville Metro, is working with community partners to explore the feasibility of a new Senior Center in the greater Placerville area and possible improvements to the current Placerville Senior Center. With the relocation of the Public Guardian's office, three additional rooms are being dedicated to senior services/activities. The Placerville Metro

Committee conducted an assessment of the Placerville Senior Center in November of 2012, a focus group with the activity leaders on February 28, 2013, and a staff survey on March 28, 2013. A survey of the current users of the Center is being planned. The COA will complete a formal proposal for submittal to the Director of Health & Human Services with their recommendations of how to best utilize the three additional rooms and other improvements they would like to see implemented at the Placerville site.

### **Bilingual Services Available Through the Information and Assistance Program**

The number of non-English speaking seniors 60 years and older in El Dorado County has increased 228.6% since 2010. Spanish is the most predominant language of the non-English speakers. Bilingual services for Spanish speaking seniors and their families are available Monday through Friday, 7:00am – 4:00pm through the Information and Assistance Program.

### **Caregiver Permit Program**

El Dorado County leaders recognize the risks that dishonest or neglectful caregivers pose to our vulnerable elders and dependent adults. State efforts to pass legislation to address this serious and fast-growing problem have not been successful. Therefore, the El Dorado County Board of Supervisors, Elder Protection Unit, and Commission on Aging are working as partners to establish a Caregiver Permit Program in our community.

Modeled after the successful program in Napa County, our Caregiver Permit Program is in the development stages. One of the proposed requirements is that every person who is paid to provide in-home personal or domestic services to an elder or dependent adult must undergo a background check and obtain a county issued permit. Family caregivers will be given the option to apply for a limited permit specific to their loved one. Caregivers who are already licensed through State agencies and IHSS providers who have undergone the State approval process will be exempt.

### **AARP Tax-Aide Program**

The three Senior Centers within the County once again hosted the AARP Tax-Aide Program for the 2013 season. Annually, the AARP Tax-Aide Program assists low and middle-income taxpayers, many of whom are older adults, prepare and file their income tax returns, free of charge. The AAA provided the meeting space and outreach for this valuable assistance at the Senior Centers. During the 2012 tax season, over 632 federal and 628 California returns were prepared at the Placerville Senior Center. Of those, 52 were for our Public Guardian clients. In addition, the volunteers reviewed the information for 181 Public Guardian clients to ensure they did not need to file. At the El Dorado Hills Senior Center 194 returns were electronically filed and at the South Lake Tahoe Senior Center 491 clients were assisted. The Program is on track to meet or exceed these numbers for the 2013 tax season.

### **Computer Lab/Classes for Seniors**

The Senior Computer Center (SCC), located at the Placerville Senior Center continues to offer numerous older adults an opportunity to learn new skills. Four to five classes, all taught by volunteer instructors, are offered monthly on various topics which include: Beginner Personal Computer (PC), Intermediate PC, Computer Security, Craigslist, Digital Photography, eBay and Bring Your Own Laptop. One-on-one training sessions are also available by appointment. Open Session Time is available at SCC Monday through Friday from 11am-3pm for older adults' personal use of the computers. Many class graduates use this time to put to the test their newly developed skills such as downloading pictures from their digital cameras and/or smart phones, doing research on the internet or simply keeping in touch with friends and family. Annually over 400 older adults utilize the Senior Computer Center.

**Physician Orders for Life Sustaining Treatment (POLST) In-Service Training Provided**

An in-service training with questions and answers, as well as handouts, was conducted by Dr. Al Kahane, who was a member of the COA and is a retired physician and administrator from Kaiser Permanente Healthcare Systems. His presentation covered the POLST and the end of life decision making process. The POLST is being widely adopted by care facilities and hospitals. This training was well received by the Health & Human Services Agency staff. A total of 24 staff members attended representing senior and protective programs such as Public Guardian, Adult Protective Services, IHSS, MSSP, Family Caregiver Support, Information and Assistance, and Long Term Care Ombudsman.