

SUMMARY

2014-2015 Update to the 2012-2016 El Dorado County Area Plan for Senior Services

Significant Accomplishments Fiscal Year 2013-2014

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 second 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 continues to significantly increase the number of Home Delivered Meals served. With the help of community volunteers delivering on 24 routes, 95,061 meals were served to our most vulnerable homebound older adults during Fiscal Year 2012/2013. This is a 7.15% change over the previous fiscal year. The prior year, Fiscal Year 2011/2012 saw a twelve percent increase over the previous fiscal year creating a total increase of 19.15% change over the last two years. During the first two quarters of Fiscal Year 2013/2014, the Senior Nutrition Program delivered 51,876 meals and we are projecting to serve approximately 100,000 Home Delivered Meals this 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.

Accomplishments of the Commission on Aging (COA)

The third COA Annual Report was presented to the El Dorado County Board of Supervisors on March 11, 2014 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 was developed, with input from the program supervisor at the Placerville Senior Day Care facility, for presentation to the Board of Supervisors. The COA also conducted education and outreach and partnered with local community groups in fundraising efforts. The new Senior Day Care facility in El Dorado Hills held its grand opening on March 27, 2014 and began operations on March 31, 2014.

Several educational courses were held to provide information on topics of interest to seniors including but not limited to Medicare, Social Security, Veterans issues, Aging in Place, Decoding Dementia, and Coping with Loss.

- A three course series, “Boomer 101”, was presented at the El Dorado Hills Senior Center on September 16th, 23rd, and 30th.
- A ten course program, “Aging Well”, was completed at the Cameron Park Community Center. Five courses were held in the Fall of 2013 and five additional courses were held in the Winter/Spring of 2014.
- A Falls Prevention class held at the Cameron Park Community Center was sponsored and hosted by the Commission on Aging.
- Retirement Planning Workshop was presented on April 12, 2014 at the El Dorado County Library in Placerville, CA. This workshop included a focus on specific concerns of women nearing retirement.
- A six seminar series, “Healthy Aging Seminars”, sponsored in conjunction with Marshall Community Health Library covering the following topics: dementia, fall prevention, tremors, stress, stroke and pain medications.

Monitoring of the Senior Nutrition Program was completed as part of the Area Agency on Aging annual evaluation. The Commissioners interviewed staff, volunteers, and program participants. They monitored all seven congregate meal sites, the two central kitchens, and completed a ride along with a volunteer Home Delivered Meals driver. This resulted in a comprehensive report on the Senior Nutrition Program and included information on the You Are Not Alone (YANA) program, the volunteer program coordinated through Information and Assistance (I&A) and Senior Activities.

Change in the Area Agency on Aging (AAA) Director

Michelle Hunter was appointed as the AAA Director on November 1, 2013. Michelle is a Program Manager within the Health & Human Services Agency, Community Services Division, with extensive knowledge and primary responsibility over many of our Aging Programs. Michelle has worked with the AAA and the Commission on Aging for over 20 years.

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 remained constant since increasing by 228.6% from 2010 to 2011. 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.

Implementation of a Title IIIB funded Transportation and Assisted Transportation Program

Transportation and assisted transportation will be purchased with an allocation of \$3,000 of Title IIIB funding. This limited funding is being used primarily to provide or coordinate the transportation needs of older adults and their caregivers to medical

appointments, locally and within the greater Sacramento region. When all other resources are exhausted, the Information & Assistance Program will coordinate medical transportation needs with home health agencies for clients with physical and/or cognitive difficulties. Bus passes are provided through El Dorado Transit for those clients with greater mobility. The ability to provide services will be limited to the budgeted funding allocation of \$3,000.

Mental Health Services Act (MHSA) Grant

The Senior Peer Counseling Program has received a MHSA grant from the Health & Human Services Agency, Mental Health Division. This grant will provide funds for a part-time administrator, clinical supervision costs, trainings, outreach, marketing materials and mileage for volunteers. Volunteer Senior Peer Counselors perform free confidential individual evaluation, counseling services and referrals to Mental Health, for adults 55 and over. Senior Peer Counseling has moved to a centrally located room in the Placerville Senior Center which will allow for one-on-one counseling session in a welcoming setting.

Health Insurance Counseling and Advocacy Program (HICAP)

HICAP has also moved to a new dedicated room in the Placerville Senior Center which provides for additional privacy during one-on-one counseling sessions between clients and volunteer HICAP counselors. During Calendar Year 2013, HICAP provided 533 one-on-one counseling sessions. This was an increase of 55 sessions (11.5%) over the previous year. HICAP counselors conducted outreach providing 20 presentations in 2013.

Health & Human Services Agency Strategic Plan

The Health & Human Services Agency has developed a strategic plan to determine the future direction of the agency. The strategic plan contains four goals: Staff Investment, Fiscal Responsibility, Program Effectiveness/Integration, and Agency Infrastructure. Within these four goals are objectives that define specific projects and methods to achieve these goals. Several of the objectives directly involve the Aging Programs and improved services to older adults in the community. Some of the objectives include: expanding and creating a more formalized Volunteer Program with annual public recognitions of service, implementing GovPayNet Credit Card Services to provide automated payment options, implementing a new Aging Programs data base, increasing the number of Senior Nutrition Meal Sites, and improving the Placerville Senior Center facility.

South Lake Tahoe Senior Center

In a cost saving measure, the South Lake Tahoe Mental Health Outpatient Clinic and Wellness Center relocated to the South Lake Tahoe Senior Center. This reduced the space available for senior activities in this very busy center. A senior advocacy group was established to work with the Health & Human Services Agency and the South Lake Tahoe City Council to assist in the process of finding a solution to restore the building to a full time Senior Center. After months of planning, the Mental Health programs have

moved to 1360 Johnson Boulevard, South Lake Tahoe, CA. A South Lake Tahoe Senior Center Grand Re-Opening was held on April 17, 2014.

AARP Tax-Aid Program

The AARP Tax-Aid Program continues to grow in popularity. Annually, the AARP Tax-Aid 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 at the Placerville and South Lake Tahoe Senior Centers. The space at the El Dorado Hills Senior Center has become too small for the program and it has moved to the El Dorado Hills Library. At the South Lake Tahoe Senior Center, the 16 counselors and six facilitators prepared an estimated 550 e-filed returns and 30 paper returns. This represents assistance to 800 community members. At the Placerville Senior Center, the 13 AARP/Tax Aide volunteers filed 639 federal and 635 California returns, six paper returns, four prior year returns, and seven amended returns. The volunteers also reviewed the information 170 Public Guardian clients and submitted 60 returns. Tax questions were answered for 80 people, and an additional 39 returns that were out of scope or had missing information were worked on.