

El Dorado County Area Agency on Aging Senior Services

**937 Spring St., Placerville CA 95667
(530) 621-6150 - (530) 621-6369 - (800) 510-2020
www.edcgov.us/humanservices**

Mission Statement:

To protect the quality of life of older persons and persons with functional impairments through community based systems of care that support independence and promote citizen involvement.

The El Dorado County Area Agency on Aging (AAA) is the office designated by the Board of Supervisors to carry out the daily functions and activities required under the Older Americans Act and the Older Californians Act. The El Dorado County AAA is a unit of local County government and operates within the Health and Human Services Agency. The Community Services Division's main office, from which most senior services are delivered and the AAA is housed, is located at the Senior Center in Placerville.

A senior is defined by the Older American's Act as someone 60 years and older.

The mission statement embodies the ideal of Senior Services through 13 individual programs working together to provide a safety net promoting self-advocacy, choice and independence for the older adults of El Dorado County. The programs under the umbrella of Senior Services provide resources, education, socialization and information to seniors 60 years and older, their families and loved ones, caregivers and community members. The majority of senior programs are housed in a common building which allows staff the opportunity to round table and problem solve together and encourages a "warm handoff" when referring clients to several programs.

Senior Services can be accessed in office, by phone or email and in some cases through home or site visits. Consumers and community members alike are often encouraged to visit the Senior Center sites and to get involved and to see first-hand what is available.

Information & Assistance – (530) 621-6369 option 6 or (530) 621-6251

Senior Information & Assistance (I&A), which is also referred to as the Senior Helpline, is the gateway to Senior Services; this program is modeled to be a single point of contact for older adults, families and caregivers to obtain complete, accurate and friendly assistance and information. I&A maintains current and accurate information on County and community based resources and will provide verbal or printed material. I&A places a heavy emphasis on educating older adults on services and resources and is the face of Senior Services at community events. In many cases I&A will be the starting point for a family and I&A staff will make direct referrals to other programs as appropriate and with consumer's authorization.

The target consumer of the I&A program is any person 60 and over who lives in El Dorado County or will be moving to the County, and family, friends and caregivers of persons 60 and over.

It is preferred that a consumer contact I&A directly at (530) 621-6369. Employees can make a referral by emailing I&A staff at moriah.weldy@edcgov.us.

Senior Activities & Trips - (530) 621-6255

There are a wide variety of activities and trips available to promote and enhance healthy lifestyles and encourage socialization. Many activities are held at the Placerville Senior Center and at additional Senior Nutrition sites throughout the Western Slope and South Lake Tahoe. Regularly scheduled activities include card groups, book clubs, fitness classes, dance classes, Zumba, yoga, pottery and art classes, quilting and a very active travel program. It is a common misconception that activities are too expensive to be accessible to low-income or budget conscience seniors, when in fact most activities are free of charge, although donations are accepted.

Day trips and overnight trips are available to satisfy most interests and needs and offered at all price ranges.

The target consumer is persons 60 and over residing in El Dorado County.

Encourage clients to call, email star.walker@edcgov.us or walk-in to the Placerville Senior Center to pick-up a complete list of activities and trips.

From January to December 2016, more than 15,150 seniors (duplicated count) participated in activities, classes and trips.

Senior Shuttle – (530) 621-6369 option 4

The Senior Shuttle is a volunteer driven van available as a door-to-door transportation service to assist seniors with weekly grocery shopping trips, small day trips and local seasonal trips. Currently the shuttle offers weekly shopping trips to various locations in Placerville, Pollock Pines, Cameron Park and Georgetown, and monthly to East Bidwell and Winco in Folsom. The Senior Shuttle is not available for medical appointments and the van is not wheelchair or handicapped accessible. A donation of \$2 is suggested for local trips or \$5 for trips to Folsom.

The Shuttle is accessible to seniors 60 years and older who are unable to drive or lack transportation. The senior must be ambulatory.

Interested consumers should call the shuttle directly to make a reservation.

From January to December 2016, the shuttle hosted 136 trips and had 194 senior riders (duplicated count).

Senior Peer Counseling – (530) 621-6304

Senior Peer Counseling (SPC) offers supportive listening to seniors coping with aging issues and concerns. Each trained counselor has been specifically chosen for his or her own personal warmth and non-judgmental qualities and varied life experiences. A donation of \$5 per counseling session is suggested, but no one will be refused services for financial reasons.

Senior Peer Counseling is accessible to residents of El Dorado County who are **55 years and older**.

Senior Peer Counseling will not accept a referral from an HHSA employee, interested consumers must contact SPC and request services.

From January to December 2016, SPC had 21 volunteers and served 41 individual clients in face to face visits, 97 seniors were served by phone consultation, 33 seniors were served at Gold Country and 14 seniors served at the Remembrance Group at the Adult Day Program.

Health Insurance Counseling and Advocacy Program (HICAP) – (530) 621-6369 option 3

The Health Insurance Counseling and Advocacy Program or “HICAP” is a volunteer supported program that helps Medicare eligible persons with navigating through the Medicare system, understanding coverage, solving problems with Medicare and reviewing Long-Term Care Insurance. HICAP provides unbiased information to help Medicare recipients make the best choice for their own health care needs. HICAP volunteers are not insurance agents and do not sell, endorse or recommend any specific insurance.

HICAP appointments are available for in-person one-on-one counseling in Placerville, El Dorado Hills and South Lake Tahoe. HICAP is a free program, but donations are accepted.

HICAP is not an age specific program, rather it is accessible to any person who is a current Medicare beneficiary, or about to receive Medicare based on age, retirement or disability. HICAP is also accessible to children or representatives of Medicare beneficiaries.

Interested individuals should contact the HICAP office directly to schedule a personal appointment.

In the 2016 calendar year, HICAP counselors in El Dorado County met with 549 individual clients.

Senior Health Education Program (SHEP) – (530) 621-6151

Senior Health Education Program or “SHEP” focuses on disease prevention and health promotion for seniors age 60 or older. Services offered through SHEP are evidence-based, which means they are evaluated and found to be effective for improving health and well-being or reducing disease, disability and/or injury. Currently SHEP offers two specific services: “Tai Chi Moving for Better Balance” is a class offered twice weekly at the Placerville Senior Center. This class focuses on improved balance, strength and physical performance. The second service offered by SHEP is “Powerful Tools for Caregiver” which is a 6-week series offered twice annually throughout the County; this program assists family caregivers learn how to improve self-care behaviors, manage their emotions and communicate more effectively.

SHEP is available to El Dorado County residents who are 60 years or older.

During the 2016/2017 Fiscal Year, 57 un-duplicated clients attended the “Tai Chi” class, and 20 caregivers attended and completed the “Powerful Tools for Caregiver” series.

Senior Legal Services – (530) 621-6154

Senior Legal Services is committed to protecting the independence and dignity of our older adults and promotes self-reliance through high quality legal assistance. The primary purpose of Senior Legal Services is to prevent elder abuse. Legal services are provided on many issues including Estate Planning, Wills and Trusts, Advance Healthcare Directives, Landlord/Tenant issues, Restraining Orders, debt relief, Social Security and Medicaid issues. Senior Legal attorneys provide workshops and seminars on a variety of topics including estate planning, powers of attorney, advanced healthcare directives, scams and identity theft. Senior Legal Services does not charge a set fee for services but accepts donations.

Legal Services are available to adults 60 and over who reside in El Dorado County and are seeking legal assistance.

Referrals can be made by phone or email to kristen.armstrong@edcgov.us or clients can contact the legal office directly to schedule an appointment.

In the 2016 calendar year legal services were provided to 1,731 seniors.

Senior Nutrition Services – (530) 621-6160

Senior Nutrition provides a hot and nutritious meal Monday through Friday at eight congregate dining locations and may provide up to 7 meals weekly to homebound seniors. The monthly menu is planned by a Registered Dietitian and nutrition education is featured on the printed monthly menu as well as in the Senior Times publication. Lunches are served from 12-12:30 and no reservations are needed for congregate dining. A donation of \$3 per meal is suggested.

Senior nutrition is available to all adults 60 years and older. Seniors who are in need of home delivered meals should contact the program directly to discuss availability.

During the 2016/2017 fiscal year, Senior Nutrition prepared 180,118 meals; those meals served guests at the 8 congregate sites, home delivered meals and adults attending the Placerville and El Dorado Hills Adult Day Centers.

Family Caregiver Support Program (FCSP) – (530) 621-6151

The Family Caregiver Support Program or “FCSP” provides support services including support groups, educational series and respite services to informal or unpaid caregivers, who are caring for older adults with a chronic illness or a diagnosis of Alzheimer's or related disorder. Caregivers who do not have access to a support system may experience caregiver burnout which may lead to increased stress and other problems. FCSP services are focused on the caregiver when many other program focus on the care recipient. FCSP staff will complete a comprehensive intake and assessment with the caregiver to determine eligibility for services and to make appropriate referrals.

FCSP services and resources are available to non-paid, informal caregivers and may be provided to caregivers when either the caregiver or care recipient is at least 60 years of age or older.

In fiscal year 2016/2017 FCSP provided respite services to 34 caregivers, 76 clients attended educational series and 57 caregivers attended one of the 3 support groups facilitated by FCSP.

Long-Term Care Ombudsman – (530) 621-6271

The Long-Term Care Ombudsman advocates for individuals regardless of age, who reside in Skilled Nursing Facilities (SNF) and Residential Care Facilities for the Elderly (RCFE) in El Dorado County. The Ombudsman program gives assistance with resources for those needing help selecting a facility and guidance with ongoing issues. The Ombudsman Program relies on volunteers trained by the County Ombudsman and certified by the California State Long-Term Care Ombudsman Program. Volunteers regularly visit facilities to receive complaints, resolve problems and ensure the rights of residents of said facilities. Approximately 60% of institutionalized residents are alone and do not have anyone to advocate on their behalf.

Residents themselves or concerned individuals can contact the Ombudsman directly.

In 2015 the Ombudsmen were given resident permission to intervene on 137 complaints.

Y.A.N.A. (You Are Not Alone) – (530) 621-6255

Y.A.N.A. is a FREE daily telephone reassurance service that allows seniors and disabled adults who live alone to find comfort and security knowing that someone is checking on them daily. Volunteers contact registrants daily before 10:00a.m., calls are made 7-days a week, 365-days a year or at a schedule set by the registrant.

Referrals can be emailed to star.walker@edcgov.us or by phone. Consumers must be willing to accept the service.

Monthly, the Y.A.N.A. volunteers conduct approximately 1,550 calls (duplicated).

Senior Services—Fact Sheet 9/6/17 (MW)