

*ml* THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
ACTION AGENDA SUMMARY

DEPT: Aging & Veterans Services

BOARD AGENDA # \*B-1

Urgent  Routine

AGENDA DATE April 28, 2009

CEO Concurs with Recommendation YES  NO   
(Information Attached)

4/5 Vote Required YES  NO

SUBJECT:

Approval of Department of Aging and Veterans Services (Area Agency on Aging) Four-Year (2009-2012) Area Plan

STAFF RECOMMENDATIONS:

Approve the Area Agency on Aging's Four-Year (2009-2012) Area Plan and authorize the Chair of the Board of Supervisors and the Director of the Area Agency on Aging to sign the transmittal letter to the California Department of Aging.

FISCAL IMPACT:

The projected Area Plan Budget for Fiscal Year 2009-2010 is \$2,731,580. The budget is made up of \$2,369,773 from the California Department of Aging, \$194,836 from the County's matching share of Area Agency on Aging administration to fulfill federal Older Americans Act and state mandates, and \$166,971 from contracting providers for the minimum required match for each program, which includes cash / in-kind contributions. This funding will be included as part of the Area Agency on Aging's Fiscal Year 2009-2010 proposed budget.

BOARD ACTION AS FOLLOWS:

No. 2009-262

On motion of Supervisor Monteith, Seconded by Supervisor Grover  
and approved by the following vote,

Ayes: Supervisors: O'Brien, Chiesa, Grover, Monteith, and Chairman DeMartini

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) X Approved as recommended

2) \_\_\_\_\_ Denied

3) \_\_\_\_\_ Approved as amended

4) \_\_\_\_\_ Other:

MOTION:

*Christine Ferraro*

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

**DISCUSSION:**

Area Agencies on Aging (AAAs) were created by the Older Americans Act with a mandate to serve as visible and effective leaders and advocates for senior citizens within their scope of influence. In the last 45 years the Older Americans Act and the Older Californians Act have been updated to reflect the trends in care and needs of the aging population. AAAs are required by Federal and State Law to produce an Area Plan every four years to incorporate the changes in legislation, programs, and funding available to the aging population and tailor those programs to the needs and concerns expressed in their individual areas. The AAA for Stanislaus County is part of the county Department of Aging and Veterans Services and is known as Planning Service Area (PSA) 30. The AAA is the lead agency in the County for advocacy, planning, and program development and is expected to provide local leadership in accomplishing state and federal program goals. This includes monitoring the use of federal and state funds for specific programs and seeking ways to meet other needs and concerns of senior citizens by partnering with agencies and organizations. The Mission of the Department of Aging and Veterans Services is:

“Helping Seniors and Veterans obtain the services and benefits they need to live secure, healthy and independent lives.”

The 2009-2012 Area Plan is intended to be in effect with the new Fiscal Year, July 1, 2009, and continue through June 30, 2012. The Plan includes specific Goals and Objectives for the senior citizens, caregivers, and disabled adults served by the Plan. Following is a summary of the key Goals and Objectives for the Stanislaus County Area Agency on Aging.

**Goal #1: Promote Health and Well-Being**

**Objective 1.1:** Partner with the Behavioral Health & Recovery Services (BHRS) and other community organizations to implement the Senior Peer Counseling Program and PEARLS (Program to Encourage Active, Rewarding Lives for Seniors). These programs are intended to reduce the incidence of depression in physically impaired and socially isolated older adults in their own homes.

**1.2:** Coordinate with BHRS to conduct depression screenings at the annual Healthy Aging Summit, October 9, 2009.

**1.3:** Promote and distribute the USDA Farmers Market Coupons. Start new markets, especially in the towns of Patterson, Newman, Grayson, and Westley.

**1.4:** Honor outstanding senior citizens at a meeting of the Board of Supervisors in May, Older Americans Month.

**1.5:** Sponsor the Healthy Aging Summit, October 9, 2009.

**1.6:** With AARP conduct a Medication Management Seminar at the Healthy Aging Summit.

1.7: The Healthy Aging Association will continue to sponsor and conduct strength training, aerobic, and Tai Chi classes throughout the County.

1.8: Healthy Aging Association and AAA staff will start "A Matter of Balance: Managing Concerns About Falls" program. The program trains balance coaches to teach participants how to overcome their fear of falling and practical steps to improve their health in order to avoid falls.

1.9: Work to improve the quality and delivery of Home Delivered and Congregate Meals programs. Additional funding will be sought to expand the programs.

1.10: AAA staff work with the provider of the meals programs to utilize volunteer labor to reduce the costs of the programs and meet the increased demand for the meals programs. This program is intended to use volunteers to take the congregate meals program to more rural areas.

1.11: Coordinate with the staff of the Gallo Center to arrange for free or low cost tickets to special events to be given to seniors, particularly Hispanic seniors.

1.12: AAA staff will work with the staff of BHRS to conduct a support group for seniors and disabled persons who identify themselves as Lesbian, Gay, Bisexual or Transgender.

1.13: AAA staff will work with the Ombudsman staff to increase the number of volunteers.

## Goal #2: Information and Assistance

Objective 2.1: AAA staff assists seniors in completing various applications for services, both in English and Spanish.

2.2: The DVD that explains AAA programs will be broadcast on the County cable public access channel and at information areas at the Community Services Agency during May, 2010.

2.3: AAA staff and members of the Fall Prevention Coalition will make presentations to groups to explain the importance and means to prevent falls.

2.4: The Fall Prevention Resource Guide will be updated and distributed to consumers.

2.5: AAA will participate with various Hispanic groups to sponsor events, particularly in the rural areas of the county.

2.6: Commission on Aging Public Relations Committee and AAA staff will present information about senior services to various City Councils and Municipal Advisory Councils throughout the county.

2.7: Use the Info Van to distribute information at community functions throughout the county.

2.8: AAA will coordinate with SEAPA (Stanislaus Elder Abuse Prevention Alliance) to inform the public about potential elder abuse, how to avoid it and stop it.

2.9: AAA will work with the United Way to promote the use of the 211 Information System.

2.10: AAA staff will coordinate with the Modesto Irrigation District and other utility companies to promote energy efficiency and help seniors manage their utility bills.

**Goal #3: Promote and Maintain Independence**

Objective 3.1: Stanislaus Senior Foundation, AAA staff and Commission on Aging members will seek funding to expand services to seniors beyond the government funding.

3.2: AAA staff and the Stanislaus Council of Governments (StanCOG) will promote the expansion and coordination of specialized Para transit services throughout the County.

**POLICY ISSUES:**

By approving the Four-Year 2009-2012 Area Plan, Stanislaus County will be able to continue to provide Older Americans Act and Older Californians Act aging services to residents of Stanislaus County, consistent with the guiding priorities of A healthy community, A safe community, and the Efficient delivery of public services.

**STAFFING IMPACT:**

Existing Area Agency on Aging staff, Commission on Aging members, and community partners provide services related to the development of the Four-Year 2009-2012 Area Plan.

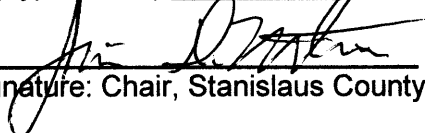
**TRANSMITTAL LETTER  
Three-Year Area Plan  
2009-2012**

**AAA Name:** Stanislaus County Area Agency on Aging

**PSA Number** 30

This Area Plan is hereby submitted to the California Department of Aging for approval. The Stanislaus County Board of Supervisors and the Commission on Aging have each had the opportunity to participate in the planning process and to review and comment on the Area Plan. The Board of Supervisors, Commission on Aging, 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. (Type Name) Jim DeMartini

  
Signature: Chair, Stanislaus County Board of Supervisors<sup>1</sup>

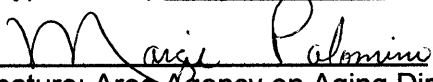
APR 28 2009  
Date

2. (Type Name) Mickey Peabody

  
Signature: President, Commission on Aging

4/13/09  
Date

3. (Type Name) Margie Palomino

  
Signature: Area Agency on Aging Director

4/13/09  
Date

<sup>1</sup> Original signatures or official signature stamps are required.

**Stanislaus County Area Agency on Aging**

**Area Plan, 2009-2012**

**April 2009**



**Stanislaus County Area Agency on Aging**  
**Planning and Service Area 30**  
**Area Plan, 2009-2012**

**Description of the Planning and Service Area**

The Planning and Service Area (PSA) designated as PSA 30 is exclusively Stanislaus County. The Area Agency on Aging (AAA) is a division of the Department of Aging and Veterans Services, and is responsible to the Board of Supervisors for its governance on the local level. The Stanislaus County Board of Supervisors is made up of 5 persons, each representing a different area of the county. The county is located in the center of the San Joaquin portion of the Central Valley, midway between San Francisco and Yosemite National Park. The Central Valley is known for the many fruits, vegetables, nuts, dairy cattle and poultry grown and raised to feed the country and many parts of the world. In Stanislaus County the crops include almonds, walnuts, milk products, fruit trees, cattle and tomatoes. In addition to growing these products, much of the preparation for sale of these products is done within the county. Many county residents work in various aspects of the agriculture business. Other major employers include government and education. The Modesto Junior College and the California State University at Stanislaus are the institutions of higher learning in Stanislaus County, with branches of other institutions located here as well.

The largest city in Stanislaus County is Modesto with approximately 209,936 residents. Other smaller cities include Turlock (70,158), Ceres (42,813), Riverbank (21,757), Oakdale (19,337) and Patterson (21,229). Modesto, Ceres and Turlock are located along State Route 99. Interstate 5 runs through the west part of the county, closest to Patterson. Between 2004 and 2008, the cities of Patterson, Newman, Riverbank, and Hughson saw the greatest population growth, with Patterson leading with 49% growth. Beyond these cities are towns that act as centers of rural life. Approximately three quarters of the county is rural and mostly dedicated to agricultural uses.

One of the current challenges is that services for senior citizens and disabled persons are clustered in the main urban areas of Modesto, Ceres and Turlock. These include services outside of the purview of the AAA, such as doctor and hospital services. For example, there are 5 full service hospitals in the county. Three of those hospitals are in Modesto, one in Turlock and one in the east side city of Oakdale. Currently there is not a hospital to serve the residents of the west side, including Patterson, one of the fastest growing communities in the county. Since the hospitals and many doctor offices are mostly in the center of the county, transportation to appointments has become a major issue, especially for people who should not or cannot drive a personal vehicle.

**Estimated Population Breakdown for Stanislaus County-2008:**

County residents – 525,903 – increase of 6.3% since 2004

Hispanic residents – 205,102 – 39% of population

Asian residents – 16,040 – 5% of population

African American – 9,624 – 3% of population

Two or more races – 6,416 – 2% of population

American Indian, Alaska Native, Native Hawaiian – 3,208 – less than 1%

**Statistics Regarding Senior Citizens in Stanislaus County:**

All persons over 60 – 78,605 – 15% of County population – 2009 estimate

Over 55, Non-Hispanic Caucasian – 69,586 – 13% of County population

Over 55, Hispanic – 18,459 – 9% of Hispanic population, 3.5% of County population

Grandparents Living With Minors – 12,586

Grandparents With Sole Responsibility for Raising Grandchildren – 1,196

To determine eligibility for federally and state funded programs the benchmark is the Federal Poverty Line, currently \$10,830 annually for a single person. The approximate number of persons over 55 in Stanislaus County who earned less than the Federal poverty limit in 2007 was 7,695, plus or minus 3,455. The mean number represents 1.53% of the senior population and 11.35% of the total population. For persons of Hispanic origin, approximately 20% (38,382) are below the poverty level. Of those persons, approximately 2,950 are over the age of 55, 1.51% of the total Hispanic population and 7.7% of the Hispanic persons who are considered to be poor. In 2007 it was estimated that 8.9% of the population over 65 in Stanislaus County earned less than the Federal Poverty Level. That represented a 3.4% increase since 2004, the only group that showed an increase for living below the Poverty Level. In addition, the number of persons considered to be poor was greater in Stanislaus County than in the state of California.<sup>1</sup>

Another measure of income security that highlights the cost of living in particular areas is the California Family Self-Sufficiency Standard. This measure considers the costs of major areas such as housing, food, transportation, medical costs and various taxes, to determine the average income needed to maintain a basic standard of living. The Standard takes into account the particular area of the state. For Stanislaus County, a single adult, on average, would need approximately \$21,900 annually, or \$1,825 per month to meet his or her basic needs. A couple would need approximately \$32,000 annually or \$2,670 per month. Seniors or disabled persons living on Social Security alone are forced to make choices that can put their health and well being at risk. Approximately 30,000 Stanislaus County residents 55 and older receive less than \$20,700 annually, 30% of the seniors and 5.8% of the general public. Many of the “safety net” programs exclude people receiving higher incomes than the Federal Poverty Limit.

According to data summarized in the Stanislaus County Community Health Assessment, conducted during the spring and summer of 2008:

“(T)he average Social Security payment of \$12,077 was not enough for a senior to live on, yet one out of three seniors in California relied exclusively on Social Security to cover their basic expenses. According to the California Elder Economic Security Standard, the SSI program put one at an income level that was far below what it cost to cover one’s basic living expenses....(O)nly seniors in Stanislaus County who had their home mortgage paid off had enough income to meet their expenses. Those who were renting or who were still paying a mortgage on their home did not have enough retirement income to meet their living expenses.”<sup>2</sup>

In connection with concerns about sufficient income to meet needs are the concerns about general health and a person’s ability to care for his or her basic needs. There are at least 5,775 seniors and disabled persons who are currently using services that are designed to keep them in independent homes and apartments. This number is about 7.6% of the senior population and is the approximate number that represents people in danger of institutionalization. This figure likely underestimates the number of seniors or disabled persons that are dependent upon other people due to the fact that many seniors will not or have not attempted to contact agencies for various services or programs. In addition, many families will assume care of a loved one without accessing outside services, another factor in accurately estimating the number of dependent elders in the larger

<sup>1</sup> U.S. Census Bureau, American Community Survey, Poverty in Past 12 Months, 2008.

<sup>2</sup> Stanislaus County Community Health Assessment 2008.



community. According to the UCLA Center for Health Policy Research, “Senior citizens in California’s central valley region have the worst health in the state and may provide a snapshot of the challenges California faces over the next two decades – a time in which the elderly population is projected to double.”<sup>3</sup> The November 2008 report contains statistics that indicate Stanislaus County seniors have the second highest rate of diabetes in the state, 31.3% (22,244). Seniors in the San Joaquin Valley have high blood pressure at a rate of 63.9% and 23% of the senior population is obese. About 23.9% of “low-income older adults in the San Joaquin Valley are food insecure, meaning that they have trouble during the month in obtaining sufficient nutritionally adequate food.”<sup>4</sup>

The economic downturn for California and the country has affected services for senior citizens in Stanislaus County. State funding for various services has been cut and federal funding has remained relatively constant for many years. The Area Agency on Aging has dedicated more time to assisting the agencies that contract with the AAA to seek other ways to continue meeting the needs of the senior citizens and disabled persons within the County.

The foreclosure crisis has hit seniors and disabled persons mainly through those persons who rent apartments or homes. Landlords have lost their properties and tenants have needed to find affordable housing, sometimes very quickly. Another housing issue that has been a major concern for seniors in Stanislaus County is that a number of mobile home park owners have raised the space rent in their parks to unreasonable and unattainable rates. Many seniors have been forced to find alternate housing due to their inability to pay the higher rates and the large expense to attempt to move their mobile homes. Many seniors have been forced to walk away from homes they thought were wise investments and the affordable means for them to live independently for many years.

The current unemployment rate for Stanislaus County is 16.9%, nearly twice the state rate. As is the case throughout the state and the country, the rising unemployment rate has affected the job market for seniors, especially those who are currently enrolled in the Senior Community Services Employment Program (SCSEP). It is difficult for very qualified persons to find employment in the current economy. It is more difficult for seniors who are learning new skills to find work outside this stipend program. The result is that seniors currently in the SCSEP program will need to remain in the program longer to be prepared to transition to unsubsidized employment after the economy begins to recover. In addition, other low-income seniors that need the kind of training SCSEP can give will not be able to be part of the program due to the current participants remaining in the program.

### **Description of the Area Agency on Aging (AAA)**

The Stanislaus County Area Agency on Aging (AAA) is the primary conduit for information about services for senior citizens in this area. The Director and staff actively advocate for the needs of seniors through various governmental and private agencies. They participate with other county, city, and private organizations to inform the public of the services offered through the AAA and the opportunities for seniors to be as active as they choose to be. The staff has taken part in countywide committees to assess health and transportation needs of senior citizens and disabled persons, in relation to the rest of the population. The AAA staff and Commission on Aging members have assisted in raising the awareness of the needs of senior citizens as active members of society.

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<sup>3</sup> “Center News”; Gwen Driscoll; *UCLA Center for Health Policy Research – News – November 20, 2008.*

<sup>4</sup> *Ibid.*

The Commission on Aging, the advisory Board for the AAA, is composed of seniors, service provider representatives, members of citizen groups, family caregivers and retired government workers. All are aware of the challenges facing the senior citizens in Stanislaus County. All the Commission members serve with the commitment to enhance the lives of County residents, especially seniors and disabled persons.

One of the new ventures for the Commission on Aging, with the endorsement of the AAA staff, is the launch of the Stanislaus Senior Foundation. The Foundation is a non-profit group that is in the process of raising funds to augment the services currently funded by the Older Americans and Older Californians Acts and promote new avenues to help seniors maintain their independence. The volunteers at the Foundation will be working to promote partnerships with governmental and private agencies and to discover creative ways to further support seniors as they strive to remain independent. Many of the volunteers associated with the Foundation are seniors or caregivers and they are dedicated to helping find ways to assist other seniors in Stanislaus County.

The majority of the services funded through the AAA are contracted to county or non-profit agencies: meals programs, legal services, ombudsman, elder abuse prevention, assisted transportation, homemaker, adult day care, surplus food distribution, health promotion, and employment training programs. These partners have proven to be invaluable in the mission to assist seniors remain independent and engaged in the life of the community. In addition, the AAA provides the Health Insurance Counseling and Advocacy Program (HICAP), Family Caregiver Support Program, Linkages, and Information and Assistance Program as direct services. In each of these direct services the staff of the AAA has fostered relationships among vendors and agencies to accomplish the goals of providing the best services to seniors and disabled persons.

The AAA is active in sponsoring a group called Services to Older Adults Advisory Council (STOAAC), a monthly meeting of agencies and companies that provide services or information for senior citizens. One AAA staff member maintains minutes for this group and arranges for a speaker for each meeting. Each agency or company representative is given the opportunity to talk about their program or upcoming events. This meeting is a chance to network with other professionals who work in the field of aging services.

In the last few years the AAA staff has established a relationship with a faith-based group called Advancing Vibrant Communities (AVC). The staff at AVC maintains a volunteer database of people willing to assist community members with services such as furniture donation, yard work, minor home repairs, rides to doctor appointments, and friendly visiting. Volunteers are supervised by retired craftsmen and experienced professionals willing to donate their time. The dedicated staff and volunteers at AVC are part of a network of persons assisting seniors and disabled persons to be comfortable and safe in the community.

The Disability Resource Agency for Independent Living (DRAIL) exists as a resource for people who need assistance and direction in finding the best options to remain in the community. One of their staff members is part of the Commission on Aging, keeping the advisory commission up to date on the needs and activities of those who face particular challenges. The AAA refers seniors and other clients to DRAIL for assistance in finding devices and programs that can prevent them from the possibility of living in an institution.

One of the county departments that the AAA staff works closely with is the Behavioral Health and Recovery Services (BHRS) Department. Over the last year when the focus and funding for mental health services has been shifted to Prevention and Early Intervention (PEI) initiatives, the staff of the BHRS and AAA have been planning ways that seniors can be assisted to deal with depression, isolation, loneliness and substance abuse. Several of the narrative objectives highlight this collaboration. We look forward to developing programs that will meet the needs of seniors without compromising their sense of dignity.

As mentioned earlier, the seniors in the Central Valley have high rates of obesity and diabetes, when compared to the State of California and the rest of the country. Many of these seniors find it necessary to use the services of local kidney centers to deal with some of the complications of diabetes. The staff of the AAA maintains communication with these centers, referring potential clients to them and receiving referrals when their staff identifies a senior citizen in need of the services offered through the AAA. The seniors accessing dialysis treatment are among those who need greater assistance with transportation.

The Senior Fall Prevention Coalition of Stanislaus County continues to meet and be advocates for programs that will highlight the means for seniors to safely live independently in their homes. The Coalition includes AAA staff; representatives from the Healthy Aging Association; In Home Supportive Services; Stanislaus County Health Services Agency; the homemaker & assisted transportation provider; Adult Protective Services; AARP; BHRS; fire departments; physical therapists; California State University, Stanislaus Physical Education & Health Department; and the senior meals program provider. They have conducted a survey and needs assessment in the various communities throughout the county and were a significant part of the annual Healthy Aging Summit in October 2008. A resource guide was produced and is distributed to clients via each of the coalition partners. This guide will be reprinted as necessary and will be part of the information distributed through the Information and Assistance Program and the events that the staff attends with the Info Van. Plans for the coming year include launching a series of classes called "A Matter Of Balance", for which there is a new Program Development Objective. The Coalition continues to meet to address this very important area, and a special area will be reserved for fall prevention issues at the Healthy Aging Summit in October 2009.

### **Emergency Preparedness**

The AAA staff has been active with the local Office of Emergency Services (OES) and the County Board of Supervisors, participating in the planning process to assist all County residents in the event of an emergency. During and after a disaster the staff of the AAA will be part of a countywide effort to respond to emergency needs for all citizens. The staff of the department will be contacted by the staff of the OES and directed as to how they may assist the efforts that will be coordinated by the OES.

If it is safe for staff members to be in the AAA office and their personal concerns are accommodated, the AAA staff will assist the OES in providing information to seniors and caregivers regarding shelters, evacuation routes, personal assistance, and availability of food and water. If the AAA office is not safe to use, the AAA staff will arrange to handle calls through a home computer system.

Through the activities of the Info Van and the I&A office, the AAA will provide information to seniors, disabled persons and caregivers about the recommended items and means to

prepare for an emergency. That information will include lists of items needed to have ready should a senior citizen need to be evacuated to a shelter. Other information would include items needed to have on hand if it is determined that the best action is to remain at home for an extended period of time. Information about radio and telephone stations that will supply current information about the emergency and recommendations for safely enduring the emergency are available through the I&A program.

For the most essential services, the AAA contracts with the Howard Training Center to provide the congregate meals and the home-delivered meals. The AAA staff will work to assist Howard Training Center to procure agreements for the alternate means to cook and serve meals to a wide variety of sites and in homes, if those homes and sites are safe places for seniors to be.

Following an emergency the I&A staff will be the principle point of contact for information about how a senior can be assisted to return to normal. The I&A staff will gather information from the OES, the agencies designated to provide temporary assistance, and information about how to get assistance to make necessary repairs to homes. The AAA staff will assist seniors with the completion of forms to apply for federal and state assistance, such as with the Federal Emergency Management Agency.

The AAA staff, coordinating with the OES and other county agencies, is helping to develop a Continuity of Operations Plan (COOP). This plan outlines the steps the AAA staff will take to assure that services will be available as soon as possible after an emergency. The plan outlines the resources and processes needed by all staff members to accomplish the essential functions of each agency of the county.

### **The Mission Statement**

The reasons for the Stanislaus County Area Agency on Aging to exist and the purpose in the community are:

- ◆ To provide leadership in addressing issues that relate to older persons in Stanislaus County.
- ◆ To develop community-based systems of care that provide services which support independence within Stanislaus County's interdependent society, and which protect and enhance the quality of life of older persons and persons with functional impairments.
- ◆ To promote citizen involvement in the planning and delivery of services to older persons and persons with functional impairments.

### **The Planning Process – Establishing Priorities**

Planning for services to seniors and disabled persons in Stanislaus County is an ongoing process. Through the current programs and the involvement of the members of the Commission on Aging, the staff attempts to find numerous and various ways to meet the needs of our diverse population. The current resources from the Older Americans and Older Californians Acts allow the staff to interact with non-profit agencies and other county departments to comply with the guidelines of those sources. The staff of the AAA solicits information from the providers regarding expressed needs of their current clients. The staff attempts to emphasize at every opportunity the availability of information from the AAA Information and Assistance Program.

The AAA staff is active in the monthly group, Services to Older Adults Advisory Council (STO AAC), a group of representatives from across the spectrum of agencies that assist seniors. Anyone can attend these meetings and express concerns about a particular issue as well as publicize

the ways that their particular agency is seeking to assist seniors or disabled persons. Frequently both general and specific issues are addressed at these meetings. The AAA staff and Commission on Aging members receive ideas and recommendations regarding services that are new, improved or need improving.

As part of the AAA's involvement with elder abuse prevention strategies, the AAA staff attend meetings of the Stanislaus Elder Abuse Prevention Alliance (SEAPA). The participants at these meetings plan events to highlight elder abuse and ways to prevent it as well as deal with issues involving members of the senior communities. Meetings are held in various communities of the county-Modesto, Turlock, Oakdale, Riverbank, and Newman. The meetings involve community members such as ministers, law enforcement personnel, bank employees, and other members of the local government. Each community plans their own events and has grown to engage seniors and families in understanding the laws and consequences of elder abuse. Participation by AAA staff in these forums allows them to interact directly with elders and families and aids in continuing to plan for more ways that the needs can be met. These forums and events are held in both rural and urban areas of the county.

The AAA staff, through monitoring of the programs, and technical assistance opportunities emphasizes the intent of the laws to be "seed money" to help the programs grow. Toward that end the AAA staff has offered the assistance of a grant writer to help the program personnel access applicable grant opportunities. In addition the AAA staff are frequently participants in fund raising activities for the non-profit programs including dinners, walk-a-thons, cooking tournaments, and benefit shopping experiences. This involvement with the programs helps the AAA staff understand the expressed needs in the community and therefore incorporate those needs in planning efforts.

The AAA staff is actively involved with committees formed by other county agencies such as the Health Services Agency. Examples of these committees include the Death Review Committee to address the issue of fall prevention; West Nile Virus Committee; Mobilizing for Action through Planning and Partnership (MAPP); and the Stanislaus Council of Governments (StanCOG). Involvement with these committees helps the staff promote the mission of the AAA to other groups in the county government while networking with people who represent different services throughout the communities. These committees include people outside of the county government structure and provide the AAA staff with information about needs beyond those expressed in the population currently accessing the AAA services. Understanding those needs helps the AAA staff work towards expanding the current scope of work being done.

For the current services being funded through the AAA, each provider is encouraged to distribute and collect feedback from their participants about the service. The satisfaction surveys give the provider the impetus to make changes to improve the service according to the expressed needs. For planning purposes, the AAA staff maintains communication with providers to understand the different needs and if there need to be changes made to the Area Plan and the contracts with the providers.

The AAA maintains the Information and Assistance Program as a direct service. Through this program the AAA staff has the opportunity to respond to seniors, disabled persons and family members of persons with specific needs. Those opportunities allow the staff to better understand how the Area Plan and associated programs should be modified or expanded.

### **Needs Assessment:**

A Needs Assessment Survey was done in November 2004 followed by a system-wide Customer Satisfaction Survey, done in December 2005. Based upon the results of these two surveys and feedback from various other sources, the AAA staff elected to retain the broad goals set for the 2005-2009 Area Plan and adjust the narrative objectives to meet current expressed needs. The broad goals are to Promote Health and Well-Being, Provide Information and Assistance, and Promote and Maintain Independence.

In late summer and fall 2008 the AAA staff and Commission on Aging members participated in administering two surveys of needs within the county, collaborating with the county Health Services Agency and the Stanislaus Council of Governments (StanCOG). The first survey through the Health Services Agency included participation by a variety of agencies and companies throughout the county, seeking a broad picture of the health of all county residents. The final report, the Stanislaus County Community Health Assessment, is an analysis of the data collected from the face-to-face surveys as well as information from other sources, such as data from existing programs. A special section has been dedicated to the needs of senior citizens. Results from the surveys have assisted the AAA by confirming what the staffs of our provider groups have reflected in the people currently being served. Residents of Stanislaus County are challenged by the rising cost of living and are accessing more services provided by the AAA. The need to find ways to expand those services has become greater as the national recession has deepened. The data from this survey and other studies have shown that the senior citizens of Stanislaus County have higher incidences of chronic diseases such as hypertension and diabetes. The AAA staff will be seeking ways to convey the means to obtain and maintain healthier lifestyles to better control these diseases and avoid other challenges, such as debilitating falls.

The survey associated with StanCOG involved an evaluation of needs for assisted transportation, focusing on seniors and persons with disabilities. As a result of anecdotal evidence from a variety of sources, a group from several agencies worked with StanCOG personnel to conduct focus groups and face-to-face surveys to determine if there are "unmet transit needs". The results proved there are a significant number of seniors and disabled persons who would benefit from affordable and accessible "through the door" transportation. The AAA currently contracts with Catholic Charities to provide assisted transportation throughout the county, but the need is greater than can currently be met with the limited funding and physical resources. The need is greatest for seniors who live outside of Modesto and Ceres and do not or should not drive their personal vehicle to medical or other appointments in these areas. Those appointments occur most often in Modesto and it is difficult for people who live in westside or eastside communities to obtain appropriate transportation that will meet their physical needs. The results of the survey prove that the county transit system staff needs to work to find the ways to meet the needs of a significant portion of the population. One of the new objectives listed below will involve the AAA staff and Commission on Aging members continuing their involvement in designing a new program to answer this significant need.

To comply with new California laws regarding the Lesbian, Gay, Bisexual and Transgender (LGBT) members of our area, the AAA staff has made contact with the local PRIDE Center. Informal discussions about particular needs of LGBT seniors reflect the desire for greater respect and recognition of their status, without prejudice. A staff member from BHRS has agreed to conduct a support/discussion group for LGBT seniors and caregivers (likely to include members of the Baby Boomer generation) in an effort to learn more about their needs within greater Stanislaus

County. Participation in this group will help us gauge the direction that services to this group should take in coming years. Plans are in place to market this new group through the local PFLAG group, at senior centers, meal sites, churches, restaurants, and on the PRIDE web site and through their newsletter.

The AAA staff conducted 11 public hearings to discuss the proposed Area Plan. The hearings have given the AAA staff and members of the Commission on Aging the opportunity to interact with current program participants and learn first hand about their concerns. The hearings were held in 9 different communities, including rural and culturally challenged areas of the county. Groups include participants in exercise classes, congregate meals programs, and an event organized by the Stanislaus Elder Abuse Prevention Alliance (SEAPA) in one of the rural areas. In addition one hearing was held at a STOAAC meeting involving agencies that assist seniors. A summary of the results of these hearings is in Section 9 of this Plan.

The needs of the Baby Boom Generation in Stanislaus County have not been solicited separate from previously mentioned surveys. The Stanislaus County Community Health Assessment surveys included adults in this cohort. At community outreach events the AAA staff attempt to engage people of all ages. The Title IIID provider, Healthy Aging Association, conducts exercise classes that are available to anyone over the age of 50, the heart of the Baby Boom Generation. In addition, the Family Caregiver Support Program includes a number from this generation caring for their aging relatives. The AAA staff accepts invitations to give informational presentations to civic groups and agency personnel as outreach events. Questions about services and concerns are addressed by the staff, giving them an opportunity to learn of various needs. The majority of the attendees of these presentations are in the Baby Boom Generation.

#### **Targeting:**

The staff of the AAA is committed to providing information about services and meeting many of the needs of all seniors in Stanislaus County. We are currently serving only approximately 6,000 (or 8%) of the population over the age of 60. We know that many seniors will never want or need our services, but we want them to know that the services are available. We are attempting to use the media, social contacts, community events, and our current participants to spread the word about the services and references available through the AAA.

In Stanislaus County the largest ethnic group is Hispanic, with over 39% of residents identifying with this group. For those county residents over 55, approximately 9% are Hispanic. These folks live in all the various communities in the county, with more persons located in rural areas on the east and west side communities of Oakdale, Riverbank, Patterson, Westley, Grayson and Newman. Brochures for all our providers are printed in English and Spanish. The current AAA programs all employ persons who are bilingual in English and Spanish. Several of the narrative objectives are specifically directed towards assisting seniors in the Hispanic communities.

Another ethnic group whose numbers are increasing in the county is the Assyrian community, particularly in Turlock. Presentations by AAA staff have been made to various members of this group and the staff has included a translator who is on-call to assist when needed. Though attempts have been made to convey information about services to the various Asian communities, the AAA staff has been unsuccessful in assessing and meeting the needs of the seniors in these communities. The prevailing attitude and expectation for these communities is that the extended family will care for their elders. In addition, partly due to elders' experiences in their

country of origin, many are afraid of contact with or inclusion in programs funded by the government. These deep-seated attitudes have made it difficult for the AAA staff to assist the seniors in these communities.

To meet the needs of folks in rural areas as well as those with cultural challenges, the service providers work throughout the county. Congregate meals and exercise classes are available in Newman to the south, Patterson to the west, Waterford to the east, and Oakdale to the northeast, as well as Modesto, Ceres and Turlock along the Rt. 99 corridor. In the rural, mostly Hispanic community of Grayson, a Young at Heart class is taught in Spanish and is followed by lunch from the Senior Meals Program. HICAP bilingual staff members have visited Grayson and Patterson to bring information about their services. Catholic Charities, the contracted provider for the Homemaker, Assisted Transportation, Elder Abuse and Long Term Care Ombudsman programs serves seniors throughout the county. SEAPA Senior Information Days are held in Turlock, Modesto, Newman, Riverbank and Oakdale, involving members of the extended local communities. The Senior Community Services Employment Program (SCSEP) has participants from all areas of the county. Miller's Place Adult Day Care and Resource Center and the Family Caregiver Support Program assist caregivers in and from all areas of the county. There are Brown Bag sites throughout the county and Linkages clients are found in every community.

The Info Van is used to visit various places in the county, both urban and rural, with information about the AAA services and referrals to other agencies. The AAA staff takes the van to senior events and to community festivals during the spring, summer and fall. Information is available in Spanish and English in the van, with brochures from a wide variety of agencies beyond the providers of AAA services. In addition, the AAA staff will partner with the Family Resource Centers located in rural and lower income areas of the county to provide information about senior services.

Over the last year there have been major changes to the Long Term Care Ombudsman Program in Stanislaus County. There was a change in leadership and participation by certified volunteers and the local program lost more than 30% of the expected funding due to state budget cuts. Both of these situations made it necessary to make changes in the administration of the Ombudsman Program. To meet the challenges the provider has recruited new volunteers, training and certifying them to handle the calls and concerns expressed to the program. The staff and funding challenges have made it necessary to estimate a decrease in some services listed on the following Service Unit Plan (SUP), relative to the baseline year of 2006-2007. The decrease in services would include ombudsman attendance at resident council and family council meetings, estimated consultations to individuals, and community education. The estimated target numbers represent the potential service numbers, given the current number of certified ombudsmen, as well as new trainees. The goal in coming years will be to increase service levels in all categories. The AAA staff understands the necessity of keeping a presence in all the facilities to ensure the comfort and safety of the residents. Assisting the provider agency to assure the continuation of the oversight of care homes is a top priority of the new Area Plan.

As cited in Section 2, Description of the PSA, Stanislaus County has a number of small cities and towns, and significant rural areas that are a distance from Modesto, where most of the services are available. This is particularly true about medical services, including 3 of the 5 hospitals, with only one of those hospitals located outside the Route 99 corridor in a small city, Oakdale. Public transportation from areas outside of Modesto is minimal and can be difficult to



navigate for seniors needing assistance. One of the narrative objectives listed below will be to work with the StanCOG to bring assisted transportation services to seniors in more areas of the county. The AAA will be looking for creative ways that some of the non-profit agencies can find funding for transportation.

Another area of concern and targeting for the AAA is the population of seniors that have income and assets that exceed the Federal Poverty Limit, but whose financial means are not sufficient to meet their basic needs or pay privately for extra services, such as housekeeping help. Many of these seniors live alone with little or no family support to assist them with maintaining their homes or for transporting them to events, appointments or basic shopping opportunities. Seniors without the means to pay for services or the support system to help them are in danger of becoming isolated and are at risk for developing depression. The AAA staff has been working with the staff of the County Behavioral Health and Recovery Services (BHRS) to develop programs such as a Senior Peer Counseling Program and the Program to Encourage Active, Rewarding Lives for Seniors (PEARLS). These programs are attempts to reach out to seniors that need someone to talk to and share experiences where the seniors are most comfortable, in their homes. Remaining engaged in the outside world can prevent depression and improve the quality of life for these seniors. The AAA staff will be assisting in the development of these programs, if they are approved as part of the BHRS Prevention and Early Intervention proposal currently being reviewed by the State Mental Health Department.

The Homemaker, Assisted Transportation and Meals Programs have all been successful in reaching seniors that need assistance in one or more areas to remain relatively independent in their homes and communities. The AAA staff will continue to be active in assisting the staff of the providers of these programs to find other sources of funding beyond the money available through the Older Americans and Older Californians Acts. Expanding these programs will make it possible for the low and moderate income seniors to remain in their homes as long as possible. Toward that end the AAA staff has offered the time of a grant writer to assist providers in applying for other sources of funding.

In addition, the AAA staff has supported the creation of the Stanislaus Senior Foundation to solicit donations that will directly benefit established and new programs within the county. An open house was recently held to highlight the growing needs of senior citizens and the programs that are available to them. The open house included a film that was centered on the problem of elder abuse, ways to avoid abuse and all those who are affected by abuse. The Foundation is also, through its fundraising efforts, bringing awareness of the impact the economic crisis is having on government funding and how the decreasing support can affect the lives of senior citizens. One prime example is the decrease in state funding for the elder abuse and ombudsman programs.

A new area of targeting is the Lesbian, Gay, Bisexual and Transgender (LGBT) population in Stanislaus County. While there has not been any formal needs assessment done with this population, informal discussions have been held with the staffs from the BHRS Department and the local PRIDE Center. Much of the focus in Stanislaus County has been on disease prevention within the LGBT community and on the needs of younger LGBT persons with the challenges they face when realizing their sexual identity. It is believed that many of the single persons caring for aging parents in Stanislaus County may be part of the LGBT community. Those caregivers are likely to be in the Baby Boom generation or to be in the younger cohort of the aging community. As cited in the Needs Assessment portion of this report, the AAA staff is in the process of establishing a

support/discussion group for seniors and others. It is hoped that this group will become the starting point for the AAA staff and others to understand the role they may have in assisting persons of the LGBT community.

**Public Hearings:**

**PSA #30**

**PUBLIC HEARINGS**

**Conducted for the 2009-2012 Planning Period**

**CCR Title 22, Article 3, Section 7302(a)(10) and Section 7308; OAA 2006 306(a)**

<u>Fiscal Year</u>	<u>Date</u>	<u>Location</u>	<u>Number of Attendees</u>	<u>Presented in languages other than English?<sup>5</sup> Yes or No</u>	<u>Was hearing held at a Long-Term Care Facility?<sup>6</sup> Yes or No</u>
<u>2009-10</u>	<u>2/09</u>	<u>Modesto Sr. Ctr.</u>	<u>55</u>	<u>No</u>	<u>No</u>
	<u>2/09</u>	<u>Patterson Sr. Ctr.</u>	<u>40</u>	<u>No</u>	<u>No</u>
	<u>3/09</u>	<u>Maddux Ctr, Mod.</u>	<u>19</u>	<u>No</u>	<u>No</u>
	<u>3/09</u>	<u>Turlock Meal Site</u>	<u>20</u>	<u>No</u>	<u>No</u>
	<u>3/09</u>	<u>Hughson Meal</u>	<u>20</u>	<u>No</u>	<u>No</u>
	<u>3/09</u>	<u>Ceres Meal Site</u>	<u>10</u>	<u>No</u>	<u>No</u>
	<u>3/09</u>	<u>Newman Exercise</u>	<u>15</u>	<u>No</u>	<u>No</u>
	<u>3/09</u>	<u>Newman Meal</u>	<u>16</u>	<u>No</u>	<u>No</u>
	<u>3/09</u>	<u>Newman 50+ Club</u>	<u>45</u>	<u>No</u>	<u>No</u>
	<u>3/09</u>	<u>Oakdale Exercise</u>	<u>40</u>	<u>No</u>	<u>No</u>
	<u>3/09</u>	<u>Grayson Meal</u>	<u>10</u>	<u>Yes</u>	<u>No</u>
	<u>4/09</u>	<u>STOAC</u>	<u>32</u>	<u>No</u>	<u>No</u>
	<u>4/09</u>	<u>Riverbank Event</u>	<u>100</u>	<u>Yes</u>	<u>No</u>
<u>2010-11</u>					
<u>2011-12</u>					

**Below items must be discussed at each planning cycle's Public Hearings**

**1. Discuss outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals.**

One of the Commission on Aging members works for the Disability Resource Agency for Independent Living (DRAIL) and has been included with other Commission members in preparing and presenting the Area Plan to the community. The surveys that were used to determine priorities and programs were done with the inclusion of homebound and disabled older adults. In addition, the Hearings listed above included some participants who are disabled. Several narrative objectives were modified due to the input gathered at the meetings.

**2. Proposed expenditures for Program Development (PD) and Coordination (C) must be discussed at a public hearing. Did the AAA discuss PD and C activities at a public hearing?**

Yes       Not Applicable if PD and C funds are not used

No, Explain:

\_\_\_\_\_

**3. Summarize the comments received concerning proposed expenditures for PD and C, if applicable.**

\_\_\_\_\_ The comments and questions from seniors in the rural areas of the county included expanding services to these areas, and finding the means to make it easier to attend appointments or events in Modesto. Of particular interest in all areas of the county were the Farmers Market Coupons. In the localities where there is not a Certified Farmers Market, there was great interest in creating an opportunity for seniors to get and spend the coupons in those towns, bringing certified farmers to a specific location. Another request was for increasing the number and availability of some of the exercise classes. In all areas of the county, seniors are very concerned about being able to get transportation to and from doctor appointments, particularly outside of Modesto.

**4. Were all interested parties in the PSA notified of the public hearing and 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

No, Explain:

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

No specific comments were made.

**6. Summarize other major issues discussed or raised at the public hearings.**

See answer to Question 3.

**7. List major changes in the Area Plan resulting from input by attendees at the hearings.**

\_\_\_\_\_ Objective 2.10, coordinating with utility companies to work with seniors to assist them in making their utility costs more affordable, was added after one of the hearings.

### **Identification of Priorities:**

As has been stated earlier in this report, the AAA staff is concerned for the welfare of all the seniors in Stanislaus County. We are particularly concerned about seniors who are economically, culturally or geographically challenged. This includes people who are struggling to meet everyday needs, though they may not qualify for government funded programs. Our outreach efforts and service priorities include communities in each of the outlying areas of the county, as well as the largest cities in the center of the county. All of the provider agencies and the AAA staff include employees who are bilingual in English and Spanish. Efforts are being made to provide services to seniors that are part of other minority groups, such as the Assyrian community.

The Priority Services required by law are well represented in all parts of the Area Plan. The Assisted Transportation Program is contracted to a local non-profit agency. Information and Assistance and Outreach are done through the AAA office, as well as through each of the programs currently under contract. Homemaker, In-Home Respite and Daycare Respite are provided through contracts and collaboration with the AAA. Minor Home Modification needs are referred to municipal and non-profit groups in various communities. The Senior Law Project is under contract with a non-profit agency and they maintain a memorandum of understanding with the agency currently under contract for the Long Term Care Ombudsman Program.

Through the surveys done in previous years and using data gathered from other sources it was determined that the AAA staff would continue to work towards three main goals. Those goals are to Promote Health and Well-Being among seniors and caregivers; increase the amount of Information and Assistance available to the general public; and to Promote and Maintain Independence in the senior and disabled populations. The Service Unit Plan supports these goals and the Narrative Objectives propose the details as to how the AAA staff, the provider agencies, and coordinating organizations will work together towards expanding and enhancing them.

A report from the Health Policy Research Center at UCLA using data from 2001-2005 indicates that "The San Joaquin Valley ... has particularly high rates of sedentary lifestyle, obesity and falls. 15.3% of elderly in the San Joaquin Valley reported a fall in the past 12 months – more than three points higher than all other regions."<sup>7</sup> The work that the AAA staff is doing with the Healthy Aging Association and the Fall Prevention Coalition is an attempt to decrease these figures and allow the growing population of senior citizens to increase and maintain a good quality of life. The objectives listed include continuing the exercise classes done with Title IIID funding, Health Promotion/Disease Prevention. These classes assist seniors by increasing their strength, assisting them to maintain healthy weight and improve their balance. Along with the classes, a Fall Prevention Coalition that includes staff from a variety of agencies and groups will continue to promote all the means to prevent falls and thereby maintain a good quality of life for the population. Resource guides outlining ways to improve lifestyles to prevent falls will be printed and distributed throughout the county via outreach events. A plan for the future is to provide and conduct a set of classes called "A Matter of Balance" to help seniors identify the causes of their fear of falling and how that fear can be managed, with the outcome that a debilitating and possibly life-threatening fall is prevented. In addition, the AAA staff serves on the Health Services Agency Death Review Team in an attempt to address situations that have resulted in death due to falls.

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<sup>7</sup> "Center News"; Gwen Driscoll; UCLA Center for Health Policy Research – News – November 20, 2008.

Knowing the importance of proper nutrition and with the recognition that healthy choices are sometimes difficult due to financial reasons, the AAA staff will continue to seek ways to bring Farmers Market Coupons to the communities that don't currently have markets. The coupons will continue to be available at the established certified markets in Modesto, Riverbank and Oakdale. With the provision of these coupons the AAA seeks to assist seniors purchase some of our wonderful local produce and assist local farmers in the process.

The mental health needs of seniors throughout the County has become a priority due to anecdotal evidence and the responses to survey questions in the Stanislaus County Community Health Assessment, done in 2008. The assessment data showed that 24% of seniors surveyed "reported having felt so sad or hopeless almost every day for two weeks or more in a row that they stopped doing some usual activities. Of those who needed mental health treatment in the last 12 months, 31% were unable to receive treatment."<sup>8</sup> The reasons given for not getting treatment for mental illness included issues such as lack of insurance coverage and personal feelings about asking for help. Many people do not associate feeling sad with specific mental illness such as depression. The AAA staff is working with the staff of the Behavioral Health and Recovery Services (BHRS) Department to design programs that could address depression symptoms that could lead to isolation and self neglect. Funding will come from the portion of the Mental Health Services Act dealing with Prevention and Early Intervention.

Potential programs include a Senior Peer Counseling Program, access to a program called "Senior Center Without Walls", and the new Program to Encourage Active, Rewarding Lives for Seniors (PEARLS). These programs will be accomplished in the home of a senior, reducing the stigma often associated with mental illness. For seniors who are not able to participate in outside activities, these programs could give them the means to prevent depression or deal with other mental illnesses. Another concern of the AAA staff and other agencies is the potential problems associated with substance abuse, either through the use of alcohol or drugs. Programs will be designed to help agencies identify seniors who are participating in these dangerous means of coping with issues and assist the agency personnel in guiding the seniors towards healthier habits.

The AAA staff and the contracted service providers have as an ongoing issue the need to convey information about services for senior citizens to the general public and seniors in particular. Toward that end the AAA staff will continue to participate in community events throughout the county, particularly those that are directed towards the needs of senior citizens. The Stanislaus Elder Abuse Prevention Alliance (SEAPA) will be holding information meetings/events in all areas of the county. These meetings include local law enforcement members, clergy persons, and various agencies. The AAA staff participates in the planning of these events and providing resources for seniors, disabled persons and caregivers that will help avoid abuse in various forms. Additionally, the AAA staff participates in local festivals involving families in an attempt to reach more of the general public with information. The festivals and events are held in various communities, including those that are aimed at reaching minority groups such as the Hispanic community. The DVD that was produced in 2007 highlighting the programs provided through the AAA will continue to be broadcast on the local public access channel maintained by the county.

As in other areas of the country, the agencies that assist seniors in Stanislaus County have seen increases in requests for information or assistance, and conversely, funding that has been

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<sup>8</sup> Stanislaus County Community Health Assessment 2008, pg. 140.

effectively stagnant. The AAA is committed to assisting these agencies obtain additional grant funding to sustain and expand services where needed. The Commission on Aging has established the Stanislaus Senior Foundation that will specifically seek donations to be used to assist the provider agencies as the senior population and the costs of doing business increase. The AAA staff will also assist agencies in developing new volunteers to serve the needs of the seniors and disabled persons. This includes promoting the HICAP, Ombudsman and Senior Meals Programs as ways that citizens can volunteer their time and energy.

Another coordination effort between the AAA staff and the BHRS is a new support/discussion group to be held at the local PRIDE Center. This group will be for seniors and caregivers that identify themselves as lesbian, gay, bisexual or transgender. The aim of this group is to give these seniors a forum to discuss their challenges and to give the AAA staff a better understanding of how to meet the needs of this group.

As has been stated in other areas of this plan, the largest minority group in Stanislaus County is the Hispanic population. The AAA staff is actively involved with the Latino Community Roundtable, the Hispanic Leadership Council, and El Concilio. These groups explore and meet the needs within the Hispanic population. The involvement by the AAA staff is an attempt to keep the needs of seniors in the forefront of the leaders of these groups-to insure that seniors are considered to be as much a part of the family as all other age groups. In addition the management of the local Gallo Center for the Arts has included entertainment that appeals to the Hispanic population in particular. The AAA has been given the opportunity to coordinate with the Gallo Center to provide free tickets to these events to Hispanic seniors.

## Narrative Goals and Objectives

### **Goal #1-Promote Health and Well-Being**

We intend to promote better health and well-being for the senior citizens of Stanislaus County through attention to life transitions, physical and emotional needs.

#### **Rationale:**

- ❖ The needs assessment survey showed that physical activities such as doing heavy housework (72%), shopping (46.3%), and walking (44.8%), were the activities that most of the respondents identified as most difficult.
- ❖ Results of the needs assessment survey showed that those respondents who exercised regularly had less difficulty in accomplishing activities of daily living.
- ❖ Other results showed that 41.1% of respondents said depression was a problem and 38.5% identified loneliness as a significant issue.

#### **Objectives:**

- 1.1** The AAA staff will partner with the Behavioral Health and Recovery Services (BHRS) Department and other community organizations to implement three programs that address the mental health needs of seniors and disabled persons. These will be part of the Mental Health Services Act Prevention and Early Intervention (PEI) initiative. Proposed programs include a Senior Peer Counseling program and PEARLS (Program to Encourage Active, Rewarding Lives for Seniors). These programs are intended to reduce the incidence of depression in physically impaired and socially isolated older adults in their own homes.  
*Outcome:* The creation and implementation of at least one program during the year.  
*Measurement:* Successful creation of at least one program and the number of participants enrolled. **To be accomplished 7/1/09-6/30/10. New Program Development Objective.**
- 1.2** The AAA staff will coordinate with BHRS to conduct depression screenings at the nutrition sites throughout the County during October, Depression Screening Month. In addition, BHRS staff will conduct depression screenings at the annual Healthy Aging Summit, October 9, 2009. *Outcome:* Seniors will have the opportunity to address symptoms, causes and results of depression. *Measurement:* Attendance at the screening sessions and by participation in follow-up sessions by the BHRS. **To be accomplished by 10/31/09. New Coordination Objective.**
- 1.3** The AAA staff will work with local governments to promote the availability and distribution of free USDA Farmers Market Coupons to qualified low-income senior citizens throughout the County. Particular attention will be given to establishing new markets and opportunities for seniors in the west side communities of Westley, Grayson, Patterson, and Newman. The coupons will continue to be available at established markets in Modesto, Riverbank and Oakdale and from certified farmers at their individual farm stands.  
*Outcome:* Markets will be available for seniors to attend and take advantage of the Farmers Market Coupons in under-served areas of the County. *Measurement:* Number of new areas served, coupons distributed and the redemption of the coupons. **To be accomplished by 6/30/10. New Program Development Objective.**
- 1.4** During May 2010, Older Americans Month, the AAA staff and Commission on Aging members will highlight the accomplishments of senior citizens in the County. A Proclamation will be sought from the Board of Supervisors to recognize May as Older



Americans Month and an outstanding senior from each District will be nominated and honored at a meeting of the Board of Supervisors in May. *Outcome:* The Proclamation will be granted and senior citizens will be recognized at a Board of Supervisors meeting. *Measurement:* Dates secured for the events and specific seniors are honored. **To be accomplished by 5/31/10. New Coordination Objective.**

- 1.5** In October 2009, the AAA staff will coordinate with the Healthy Aging Association staff to sponsor the Healthy Aging Summit. The Summit will include free health screenings, flu shots and information about healthy living for seniors and caregivers. *Outcome:* The Summit will be held October 9, 2009. *Measurement:* Number of attendees at the Summit and number of screenings done. **To be accomplished by 10/9/09. New Coordination Objective.**
- 1.6** The AAA staff will coordinate with AARP to conduct a Medication Management Seminar at the Healthy Aging Summit. *Outcome:* Seniors and caregivers will gain understanding about the use and potential abuse of various medications. *Measurement:* Number of participants for whom medications are reviewed. **To be accomplished 10/9/09. New Coordination Objective.**
- 1.7** As the recipient of Title III D funding, the Healthy Aging Association staff will conduct strength training, Tai Chi and aerobic classes throughout the County to assist seniors in achieving and maintaining optimal health and preventing injuries. *Outcome:* Seniors will have the opportunity to exercise in an atmosphere designed to meet their specific needs. *Measurement:* Number of classes available, number of participants, and the satisfaction of those participants. **To be accomplished 7/1/09-6/30/10. New Objective.**
- 1.8** The Healthy Aging Association and AAA staff will offer the program, "A Matter of Balance: Managing Concerns About Falls". The Healthy Aging Association and AAA staff members will train Balance Coaches to teach participants how to overcome their fear of falling and practical steps to increase their health to avoid falls. *Outcome:* A minimum of 96 seniors will increase their understanding about methods to prevent debilitating falls. *Measurement:* Number of participants and the evaluation of their progress at the end of the set of classes. **To be accomplished 7/1/09-12/31/09. New Program Development Objective.**
- 1.9** The AAA staff will work with the provider of the Home Delivered Meals and the Congregate Meals to improve the quality and delivery of meals. Additional funding will be sought to expand the programs. *Outcome:* The AAA staff and dietician will develop specific standards for the meals and require the provider to meet those standards. *Measurement:* The creation of the standards and a bi-annual review of the menu cycle. **To be accomplished 7/1/09-6/30/10. New Program Development Objective.**
- 1.10** The AAA staff will work with the provider of the meals programs to design a program utilizing volunteers. Volunteers would be an integral part of a sustainable expansion of congregate sites, particularly into rural areas. *Outcome:* Volunteer positions will be created and implemented. 10,000-15,000 more meals will be provided during the year. *Measurement:* Implementation of a volunteer program and the additional number of meals served. **To be accomplished 7/1/09-6/30/10. New Program Development Objective.**

- 1.11 The AAA staff will coordinate with the staff of the Gallo Center for the Arts to arrange for seniors to participate in special cultural events, especially Hispanic seniors, at little or no cost to them. Preference will be given to seniors who are geographically and financially challenged, with staff facilitating arrangements for the event. *Outcome:* Seniors will have the opportunity to have access to cultural events in Modesto and enhance their quality of life. *Measurement:* The number of events and number of seniors that attend. **To be accomplished 7/1/09-6/30/10. New Coordination Objective.**
- 1.12 The AAA staff will work with BHRS staff to establish and conduct a support group for seniors and disabled persons in the Lesbian, Gay, Bisexual and Transgender (LGBT) community. *Outcome:* LGBT seniors will have a forum to share experiences and challenges. *Measurement:* The group established and by the number of participants. **To be accomplished 7/1/09-6/30/10. New Program Development Objective.**
- 1.13 The AAA staff will work with the Long Term Care Ombudsman staff to train and certify new Ombudsman volunteers. *Outcome:* By the end of fiscal year 2008-2009 the Stanislaus County Ombudsman Program will have 30 trained, certified and active volunteers. *Measurement:* The number of training classes conducted and the number of volunteers in the Ombudsman Program. **To be accomplished 7/1/09-6/30/10. New Objective.**

**Goal #2-Information and Assistance**

We intend to make available to seniors and caregivers information regarding services and agencies that will assist them to achieve or maintain a beneficial lifestyle.

Rationale:

- ❖ Having enough money to meet expenses was one of the top issues that was identified as a concern for 39.3% of the respondents of the needs assessment survey.
- ❖ Of the respondents to the survey, 35.7% said that getting information about services was a major issue and 30.8% identified obtaining services and benefits as a concern.
- ❖ As the population continues to age it will become more vital that the AAA be the conduit for information about senior services in the county.

**Objectives:**

- 2.1 The AAA Information and Assistance staff will provide guidance in completing applications for property tax postponement, Dial-a-Ride and discounts on utilities. This guidance will be available in both English and Spanish. *Outcome:* Seniors needing assistance to complete appropriate applications will be aided by the AAA staff. *Measurement:* Measurement will be by the number of applications completed for applicable discounts. **To be accomplished 7/1/09-6/30/10. New Objective.**
- 2.2 The AAA staff will request that the DVD that explains the various programs of the AAA to be broadcast on the County public access cable channel and on the Information TVs that play in the Community Services Agency waiting areas during Older Americans Month, May 2010. *Outcome:* Information about AAA services will be available via television. *Measurement:* The number of times the DVD is played and calls to the I&A line. **To be accomplished 5/1/10-5/31/10. New Objective.**

- 2.3** The AAA staff and members of the Fall Prevention Coalition will make presentations to various groups to explain the importance and means to prevent debilitating falls. *Outcome:* Information will be conveyed to members of the public about fall prevention. *Measurement:* Number of presentations and attendance at the presentations. **To be accomplished 7/1/09-6/30/10. New Coordination Objective.**
- 2.4 The AAA staff and members of the Fall Prevention Coalition will update and distribute copies of a Resource Guide to assist consumers in taking steps to prevent falls. *Outcome:* Through the AAA I&A office, the Info Van, and the offices of Coalition members the Guides will be distributed. *Measurement:* The number of Guides produced and distributed. **To be accomplished 7/1/09-6/30/10. New Coordination Objective.**
- 2.5 The AAA staff will participate with El Concilio, the West Side Community Alliance, and the Hispanic Leadership Council to sponsor events within the Hispanic community, particularly in the rural areas of the County. With the use of bilingual staff, information will be conveyed about services available through the AAA. *Outcome:* Members of the Hispanic population will understand the role of the AAA in their lives and the possibilities for assistance through the AAA. *Measurement:* The number of events and participation by the community. **To be accomplished 7/1/09-6/30/10. New Coordination Objective.**
- 2.6 The Commission on Aging Public Relations Committee, with assistance from AAA staff, will present information to City Councils and Municipal Advisory Councils in unincorporated areas of the County regarding services available through the AAA. *Outcome:* Members of governing bodies and the general public will hear about the AAA, and be able to make appropriate referrals to the AAA and their partner agencies. *Measurement:* Number of presentations made. **To be accomplished 7/1/09-6/30/10. New Program Development Objective.**
- 2.7 The AAA staff through the Info Van will attend meetings and community functions, distributing information about services for senior citizens and caregivers in the rural areas of the County, particularly during May 2010, Older Americans Month. The staff will distribute information individually as seniors and caregivers visit the van. *Outcome:* People in the rural areas of the County will be aware of the services available through the AAA. *Measurement:* The number of meetings and events attended by the staff and the number of people who receive information. **To be accomplished 7/1/09-6/30/10. New Objective.**
- 2.8 The AAA staff will coordinate with the Stanislaus Elder Abuse Prevention Alliance (SEAPA) to attend and sponsor seminars and information days that warn seniors and caregivers about potential elder abuse. Seniors and caregivers will be given information on how to avoid abuse and what to do if abuse is suspected. The staff will distribute information individually as seniors and caregivers visit the Info Van or information table. *Outcome:* Seniors will receive information about elder abuse, how to prevent it and AAA services. *Measurement:* The number of events and the number of attendees at the events. **To be accomplished 7/1/09-6/30/10. New Coordination Objective.**
- 2.9 The AAA staff will work with the United Way of Stanislaus and the Mother Lode to promote the use of the 211 Information and Referral Service at senior and community events. The AAA staff will also advise the United Way staff regarding services for senior

citizens in Stanislaus County. *Outcome:* The community will become informed about the 211 Service. *Measurement:* The number of events and the amount of literature distributed. *To be accomplished 7/1/09-6/30/10. New Coordination Objective.*

- 2.10 The AAA staff will coordinate with the staff of the Modesto Irrigation District (MID) and other utility companies to promote various energy efficiency efforts to help seniors manage their utility bills. *Outcome:* Seniors throughout the county will receive information and assistance reducing the cost of their utilities. *Measurement:* The number of projects sponsored by MID and other utilities and coordinated with the AAA. *To be accomplished 7/1/09-6/30/10. New Coordination Objective.*

**Goal #3-Promote and Maintain Independence**

We intend to assist seniors and caregivers in promoting and maintaining the optimum conditions to remain independent in the community.

**Rationale:**

- ❖ Approximately 30% of needs assessment respondents identified transportation as an issue.
- ❖ The number of family caregivers that require assistance to maintain the best conditions to continue providing care at home has increased.
- ❖ Approximately 72% of needs assessment respondents identified heavy housework and approximately 45% identified light housework as issues to maintain their independence.

**Objectives:**

- 3.1 The Stanislaus Senior Foundation, AAA staff, and the Commission on Aging will partner to seek funding to expand services through each of the Older Americans Act and Older Californians Act programs. *Outcome:* The programs will have additional resources to provide expanded services to seniors in rural areas, and the growing population in the urban areas of the County. *Measurement:* The additional services provided and the greater numbers of seniors served. *To be accomplished 7/1/09-6/30/10. New Program Development Objective.*
- 3.2 The AAA staff will coordinate with the Stanislaus Council of Governments (StanCOG) to promote the expansion and coordination of specialized paratransit services to seniors and disabled persons in the rural west and east sides of the County. *Outcome:* Specialized paratransit services will be effectively coordinated between cities to better assist seniors and disabled persons as they navigate throughout the County. *Measurement:* Number of new routes available and greater opportunities for seniors as gauged by the number of seniors served. *To be accomplished 7/1/09-6/30/10. New Program Development Objective.*