

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

DEPT: Aging & Veterans Services

BOARD AGENDA # *B-2

Urgent

Routine

AGENDA DATE April 20, 2010

CEO Concurs with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Approval of Area Agency on Aging Fiscal Year 2010-2011 Planning and Service Area (PSA) Plan Update

STAFF RECOMMENDATIONS:

1. Approve the Area Agency on Aging's Fiscal Year 2010-2011 Planning and Service Area (PSA) Plan Update.
2. Authorize the Chair of the Board of Supervisors and the Director of the Area Agency on Aging to sign the Transmittal Letters to the California Department of Aging.
3. Return original signed Transmittal Letters to the Area Agency on Aging.

FISCAL IMPACT:

The projected PSA Plan Budget for Fiscal Year 2010-2011 is \$2,675,236. The budget is made up of \$2,052,691 from the California Department of Aging, \$191,353 from the County's matching share of Area Agency on Aging administration to fulfill federal Older Americans Act and state mandates, and \$431,192 from contracting providers for the minimum required match for each program, which includes cash / in-kind contributions.

BOARD ACTION AS FOLLOWS:

No. 2010-203

On motion of Supervisor O'Brien, Seconded by Supervisor DeMartini
and approved by the following vote,

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

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

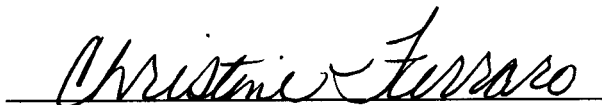
1) Approved as recommended

2) Denied

3) Approved as amended

4) Other:

MOTION:



ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

APPROVAL OF AREA AGENCY ON AGING FISCAL YEAR 2010-2011 PLANNING AND SERVICE AREA (PSA) PLAN UPDATE

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DISCUSSION:

The Area Agency on Aging is designated by the California Department of Aging and the local Board of Supervisors to be the lead agency in the County for advocacy, planning, and program development on behalf of older persons in the County. The mission of the Area Agency on Aging is:

“To maintain, enhance, and improve the quality of life for seniors in Stanislaus County by developing systems of home and community-based services which promote independence and self-sufficiency.”

The 2010-2011 Planning and Service Area Plan Update provides an update of goals and objectives for the Area Agency on Aging’s Three-Year planning document (the 2009-2012 Planning and Service Area Plan). The updated version of the Plan also integrates any new objectives in the Area Plan Budget for Fiscal Year 2010-2011 that begins on July 1, 2010.

The Area Agency on Aging will continue working on the following three goals:

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.
2. **Provide 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.
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.

This Area Plan Update integrates four new objectives into the Three-Year 2009-2012 Area Plan. These new objectives will fall under Goals # 1 and # 2.

1. Objective # 1.14: The Area Agency on Aging (AAA) and Healthy Aging Association staff members will monitor the progress of the “Matter of Balance” classes. Balance Coaches, trained by AAA and Healthy Aging Association staff, will teach participants how to overcome their fear of falling and practical steps to increase their health to avoid falls. A minimum of 96 seniors will increase their understanding about methods to prevent debilitating falls.
2. Objective # 1.15: The AAA staff will coordinate a Friendly Visitor Program, utilizing volunteers to spend time with home-bound seniors. The Program will be an effort to prevent depression and keep seniors engaged in the community.
3. Objective # 2.11: The AAA staff will partner with the Modesto Irrigation District (MID) and the Disability Resource Agency for Independent Living (DRAIL) to purchase and install voice programmable thermostats for qualified senior citizens and disabled persons.
4. Objective # 2.12: The AAA staff will work with the members of the Fall Prevention Coalition to sponsor the Fall Prevention Program at the Healthy Aging Summit, October 8, 2010. The Program will present the ways seniors and caregivers can make changes in their environment and improve their overall health to prevent potential falls.

**APPROVAL OF AREA AGENCY ON AGING FISCAL YEAR 2010-2011 PLANNING AND SERVICE
AREA (PSA) PLAN UPDATE**

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A copy of the updated Plan is available from the Clerk of the Board of Supervisors.

POLICY ISSUES:

By approving the Fiscal Year 2010-2011 Update of the Three-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 priority of ensuring *A healthy community*.

STAFFING IMPACT:

There are no staffing impacts associated with this request.

CONTACT PERSON:

Margie Palomino, Director. Telephone: (209) 558-7825

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

1. Jeff Grover



APR 20 2010

Stanislaus County Board of Supervisors¹

Date

2. Kim Mallock

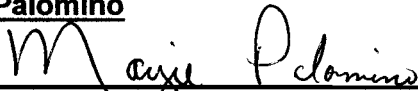


4/12/10

Stanislaus County Commission on Aging

Date

3. Margie Palomino



4/12/10

Director, Aging and Veterans Services

Date

¹ Original signatures or official signature stamps are required.

Area Plan Update
PSA 30 - Stanislaus County
July 1, 2010 – June 20, 2011

View of PSA 30-Stanislaus County-Targeting and Priorities:

The first year of the 2009-2012 Area Plan has been a challenging year for all members of the senior services community. The state and national budget crisis produced the dissolution of some key services that affected some of the most vulnerable members of our society. While government funding has remained stagnant or has been reduced, the staff of the Area Agency on Aging and the members of the Commission on Aging have sought other ways to assist seniors, and disabled persons, remain as independent in the community as possible. Partnerships and collaborations with various groups have become more important and the AAA staff has been able to tap the underutilized group of potential volunteers in our County. This Update will outline some of the new challenges the AAA staff has faced and the potential solutions to continuing to serve the senior citizens of Stanislaus County.

Population Estimates:

Total population of Stanislaus County: 527,004

Persons over age 55: 110,983 21 % of total population

Persons over age 60: 81,495 15.5% of total population

Persons over 60 with minority status: 24,849 5% of total, 30% of senior population

Persons over 60 who are Hispanic: 16,623 3% of total, 20% of senior population

Rural vs. Urban Population: estimates 17% of County population live in cities with populations under 25,000. Approximately 48% of the population lives in Modesto and Ceres.

Area Agency on Aging Responses to Current Situations in Stanislaus County:

The necessary budget cuts in 2009 forced the dissolution of several programs in Stanislaus County. Funding for Linkages, the Adult Day Care and Resource Center (ADCRC), and the Brown Bag Program was eliminated, forcing a situation where a number of seniors lost vital support services. The Linkages clients lost the social workers who assisted them by finding services and being attentive to their needs. The ADCRC, the only adult day care in Stanislaus County, lost a significant grant that assisted the staff in keeping their fees affordable for the caregivers of people with dementia. The seniors that qualified as low income and took advantage of the Brown Bag Program formerly had the opportunity to receive life-sustaining food twice per month. The seniors can still get help with food by receiving government commodities that are distributed at the same sites and through the same non-profit organization. The difference is that the seniors now receive food assistance only once per month, instead of twice.

To address some of the needs that were being met by the Linkages Program, the AAA staff has reserved some funds to augment the information given out through the Information and Assistance (I&A) Program. This involves doing deeper follow-up and assistance than the usual I&A program, and allows a senior or caregiver the chance to have a little more attention to be able to maintain their independence.

In addition, the AAA staff has instituted a Friendly Visitor Program specifically to meet the emotional needs of home-bound seniors. This new program is the result of losing the funding for

the Linkages Program. The volunteers are able to fulfill one of the components of the former Linkages Program by providing a connection for the seniors to the community and to the AAA staff. This enables the AAA staff to potentially refer the seniors to other services in a way that would not be practical without the assistance of the volunteers.

The AAA staff has been awarded the contract to work with the Stanislaus County Behavioral Health and Recovery Services (BHRS) Department to bring programs to home-bound seniors that will attempt to prevent depression and potential substance abuse. These programs include PEARLS, (Program to Encourage Active, Rewarding Lives for Seniors), Senior Peer Counseling and participation in the Senior Center Without Walls. These programs also carry the possibility of adding another dimension to the Friendly Visitor Program.

One of the partnerships that has been successful is with the Modesto Irrigation District (MID), to assist seniors and disabled persons be able to handle their utility costs. The AAA staff continues to promote programs for low income seniors to receive discounts on their bills. They also promote the program from MID that gives a discount for a senior with medical needs that require the greater use of electricity, such as oxygen dependency. New this year is a program whereby the AAA staff, in conjunction with the Disability Resource Agency for Independent Living (DRAIL), will identify, purchase and install specialized thermostats that can be programmed through voice activation. This program will receive grant funding from MID to accomplish it.

The continuing recession is most problematic for senior citizens on fixed incomes. Cut-backs to government safety-net programs have affected seniors that have relied on case management services, in-home assistance, food donations, adult day care, and housing opportunities. In addition, many seniors have had the added challenge of providing shelter and/or support to adult children or grandchildren who have lost jobs and have lost the means to support themselves. Extended families are relying on the elder's income and living together, adding strain on the elder's limited income.

The American Relief and Recovery Act (ARRA) funds have been used to bolster both the Congregate and Home Delivered Meals Programs. In the Congregate Meals Program, a site was re-opened in Riverbank, staffed exclusively by volunteers, and has consistently attracted an average of 20 seniors 3 days per week in this rural area. In Patterson the meals site was moved to the new senior center and has experienced significant growth. New volunteers will be assisting with the Home Delivered Meals program.

In the Senior Community Service Employment Program (SCSEP), 7 seniors are receiving training through the use of ARRA funds. These are in addition to the 14 regular participant slots. The AAA is anticipating adding 5 more slots with new regular program funding. These additional slots will take over when the ones funded through the ARRA end in June, for a new total of 19 slots through June 2011. Though the unemployment rate of 19.1%, one of the highest in California and the nation, the SCSEP provides qualified seniors with some income while they train for applicable positions. The SCSEP is part of the County employment office, Alliance Worknet, and is connected into their resources to assist seniors find appropriate work.

The combination of the loss of the Linkages Program, which the AAA was doing as a direct service, and the increase in multiple expenses for Stanislaus County forced the staff to take a 5% pay cut in the way of 4 hours every 2 week pay period. In addition, "extra help" positions were eliminated resulting in the Department doing the same work with less staff. One of the consequences is that the person dedicated to the Info Van and associated outreach has been laid off and remaining staff and volunteers are doing the work of outreach in the communities of Stanislaus

County. The staff is less able to attend as many community events as in years past. The outreach focus remains with senior-specific events, such as the collaboration with the Stanislaus Elder Abuse Prevention Alliance (SEAPA), and health-centered fairs. Because of involvement by law enforcement, the banking industry, local health care, other non-profit agencies and the AAA, information is being taken to various parts of the County, including rural and culturally challenged areas. These include communities on the west and east sides of the County, away from the cities of Modesto, Ceres and Turlock. Family health fairs are a priority for involvement by the AAA and the Commission on Aging. These occur especially in the rural areas of the County and can feature emphasis on reaching culturally disadvantaged persons, including seniors.

The response to the distribution of Farmers Market Coupons at the end of last fiscal year was an illustration of the state of the economy in Stanislaus County. A greater number of qualified, needy seniors sought the coupons than were available, particularly in the rural communities. There is every expectation that the response in 2010 will be as great or greater.

The AAA staff continues to be involved in helping seniors handle expenses that are beyond their income. The AAA was one of the partner agencies that assisted seniors accessing funds from the Emergency Food and Shelter Program. This federal program awarded grants to agencies to help with utility bills and other essential daily needs. The AAA staff helped with completion of forms, translation, and obtaining the required documentation. They also advocated for seniors as they accessed this one-time assistance. This assistance will continue in the coming year.

Section 9 - Public Hearings: *CDA Requirement*

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?¹ Yes or No</u>	<u>Was hearing held at a Long-Term Care Facility?² Yes or No</u>
2009-10	2/09	Modesto Sr. Ctr.	55	No	No
	2/09	Patterson Sr. Ctr.	40	No	No
	3/09	Maddux Ctr, Mod.	19	No	No
	3/09	Turlock Meal Site	20	No	No
	3/09	Hughson Meal	20	No	No
	3/09	Ceres Meal Site	10	No	No
	3/09	Newman Exercise	15	No	No
	3/09	Newman Meal	16	No	No
	3/09	Newman 50+ Club	45	No	No
	3/09	Oakdale Exercise	40	No	No
	3/09	Grayson Meal	10	Yes	No
	3/09	STOAC	32	No	No
	4/09	Riverbank Event	100	Yes	No
4/09					No
2010-11	4/10	Hammon Senior Center-Patterson	—	—	No
2011-12	—	—	—	—	—

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?

X 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.

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?

X 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.

Section 11 - 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.**
Area Plan Update 2010-2011: The AAA staff has been awarded the contract to coordinate the PEARLS and Senior Peer Counseling Programs. The AAA staff will work with the staff of the BHRS to develop these programs in the new fiscal year. *See Outcome and Measurement listed above.* **To be accomplished 7/1/10-6/30/11. Continuing 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. Completed October 2009.**
Area Plan Update 2010-2011: 200 seniors were screened at the Healthy Aging Summit and at the Nutrition Sites around Stanislaus County. Screening for depression will continue in October 2010. *See Outcome and Measurement listed above.* **To be accomplished by 10/31/10. Continuing 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. In June and July 2009, new markets were opened in Patterson and Ceres. Completed July 2009.***

Area Plan Update 2010-2011: These markets and the already established markets in Modesto, Riverbank and Oakdale will continue to be the focus for the distribution of the coupons. The AAA staff will attend the available markets and dedicate outreach time to promoting healthy living and giving information about other services for senior citizens. **Continuing 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.***

Area Plan Update 2010-2011: The outstanding seniors will be honored at the May 18, 2010 Board of Supervisors Meeting. Work towards honoring seniors will begin in January 2011, with the anticipated result that 5 seniors will be honored in May 2011. *See Outcome and Measurement listed above. * ***To be accomplished by 5/31/11. Continuing 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. Completed.***

Area Plan Update 2010-2011: The Summit will be held October 8, 2010. *See Outcome and Measurement listed above. * ***To be accomplished by 10/8/10. Continuing 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. Completed.***

Area Plan Update 2010-2011: The AAA staff will coordinate with AARP representatives to distribute information about drug interactions and how medications can affect various parts of seniors' lives at the Healthy Aging Summit. The Summit will be held October 8, 2010. *See Outcome and Measurement listed above. * ***To be accomplished by 10/8/10. Continuing 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.***
Area Plan Update 2010-2011: Anecdotal evidence has shown that the participants in these senior-specific exercise programs have reported the health benefits of the classes. Those benefits include successful recovery from illness or surgery, increased strength and flexibility, and maintaining or achieving optimal health. The ultimate benefit is that seniors are able to remain independent, accomplishing goals beyond the basic activities of daily living. ***Ongoing 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. Completed first class and trainer class, April 2010.***
- 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. Completed February 2010.*** Changes in the meals have been implemented, with new menus that will be seasonally adjusted. A satisfaction survey will be done annually.
- 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.***
Area Plan Update 2010-2011: A meal site was re-opened in Riverbank, staffed completely by volunteers, currently serving an average of 20 seniors 3 days per week. One of the Home Delivered Meals routes has been assigned to a new volunteer. The AAA staff will continue to work with the provider of the meals programs to increase the number of meals served and the number of volunteers involved with both programs. ****Outcome and Measurement, see above*. To be accomplished 7/1/10-6/30/11. Continuing 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.*

Area Plan Update 2010-2011: A member of the Commission on Aging is part of the Gallo Center Senior Advisory Committee to increase the participation of seniors in cultural events. In January 2010 a new program, Senior and Student Rush, was instituted whereby seniors can get discounted tickets the same day as a performance. The AAA staff, the Commission on Aging members and the staff at the Gallo Center will continue to find ways for seniors to have the chance to participate in events at the Center. *To be accomplished 7/1/10-6/30/11. Continuing Coordination Objective.*

- 1.12 The AAA staff will work with BHRS staff to establish and conduct a support group for seniors, caregivers 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.*
Area Plan Update 2010-2011: The support group was established and has an average of 3 participants monthly. The AAA staff has updated the flyer and the BHRS staff will continue marketing and conducting the group. **Completed and Continuing 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.*
Area Plan Update 2010-2011: Effective March 1, 2010, 29 volunteers have completed the entire process and are active, 1 additional volunteer is waiting for certification. Classes will continue to be offered to increase the number of active volunteers, with a goal of 10 additional volunteers by June 30 2011. **Completed and Continuing Objective.**
- 1.14 The AAA and Healthy Aging Association staff members will monitor the progress of the "Matter of Balance" classes-see Objective 1.8. *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 7/1/10-6/30/11. New Coordination Objective.*
- 1.15 The AAA staff will initiate and coordinate a Friendly Visitor Program to reach out to homebound seniors and disabled persons. The Program will utilize volunteers to spend time with seniors in an effort to prevent depression and keep them engaged in the community. *Outcome:* Seniors and disabled persons will maintain connections with community services. *Measurement:* 40 volunteers will be matched with needy seniors or disabled persons. *To be accomplished 7/1/10-6/30/11. New Program Development 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.***
Area Plan Update 2010-2011: The AAA staff continues to be available to assist seniors and their caregivers access appropriate services that will help them maintain the best quality of life in their homes. The Spanish/English bilingual staff will continue to be available for this assistance. **Continuing 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 TV's 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.***
Area Plan Update 2010-2011: The DVD is shown regularly on various public access channels throughout the County. **Continuing 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.***
Area Plan Update 2010-2011: The AAA staff and members of the Fall Prevention Coalition have made and will continue to make presentations throughout the County. ****Outcome and Measurement-see above*. To be accomplished 7/1/10-6/30/11. Continuing 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.***

Area Plan Update 2010-2011: The Resource Guides were reprinted and distributed at the Healthy Aging Summit, through various AAA programs and the members of the Coalition. The Guides will continue to be distributed throughout the community, with the involvement of all members of the Fall Prevention Coalition. *To be accomplished 7/1/10-6/30/11.*
Continuing Coordination Objective.

- 2.5 The AAA staff will participate with El Concilio, the West Side Community Alliance, and the Hispanic Leadership Council to take information about services available through the AAA to the Hispanic community, particularly in the rural areas of the County. Bilingual staff will be used to accurately convey this information on an individual basis to seniors and caregivers. *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 contacts made at various events. *To be accomplished 7/1/09-6/30/10.* **New Coordination Objective.**

Area Plan Update 2010-2011: The AAA staff has participated in outreach events in the Hispanic communities throughout the County. The staff has also participated in planning sessions with the West Side Community Alliance and the Hispanic Leadership Council to increase the awareness of and participation in services available through the AAA. Participation in events and planning sessions will continue. *To be accomplished 7/1/10-6/30/11.* **Continuing 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 Coordination Objective.**

Area Plan Update 2010-2011: The Public Relations Committee, with help from AAA staff, has changed the focus of the outreach efforts. Presentations will be made to residents in senior apartments and housing complexes. In addition, the Public Relations Committee will assist the AAA staff at various outreach events and fairs. *To be accomplished 7/1/10-6/30/11.* **Continuing Coordination 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.**

Area Plan Update 2010-2011: The AAA staff will continue to use the Info Van to attend meetings and community events in various areas of the County to disseminate information about senior services. In addition the AAA staff will use the contacts with partner agencies to convey information in various parts of the County. **Continuing 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.

Area Plan Update 2010-2011: The AAA staff will continue to be active in the planning and participation in various SEAPA forums throughout the year and in all areas of the County.

To be accomplished 7/1/10-6/30/11. Continuing 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.***

Area Plan Update 2010-2011: The AAA staff will continue to work with the United Way to promote accurate information about the 211 system and with the United Way staff to keep them current on available services for seniors. ***To be accomplished 7/1/10-6/30/11. Continuing 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.***

Area Plan Update 2010-2011: The AAA staff will continue to coordinate with the utility companies to assist seniors manage their utility costs. ***To be accomplished 7/1/10-6/30/11. Continuing Coordination Objective.***

- 2.11 The AAA staff will partner with the Modesto Irrigation District (MID) and the Disability Agency for Independent Living (DRAIL) to purchase and install voice programmable thermostats for qualified seniors and disabled citizens. *Outcome:* Impaired seniors and disabled persons will be able to control the temperature in their homes via the specialized thermostats. *Measurement:* A maximum of 10 persons will receive the thermostats. ***To be accomplished 7/1/10-6/30/11. New Coordination Objective.***

- 2.12 The AAA staff will work with the members of the Fall Prevention Coalition to sponsor the Fall Prevention Program at the Healthy Aging Summit, October 8, 2010. The Program will involve the participation of all members of the Coalition to present the ways seniors and caregivers can make changes in their environment and improve their overall health to prevent potential falls. *Outcome:* Seniors and caregivers will be given the tools needed to prevent falls. *Measurement:* Participation by members of the Coalition and the number of seniors that visit the Fall Prevention area of the Summit. ***To be accomplished 10/8/10. 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.***
Area Plan Update 2010-2011: The AAA staff and Commission on Aging members are in the process of establishing the Stanislaus Senior Foundation as a Not-for-Profit, 501c3 foundation. The expectations, outcome, and measurement will continue. *To be accomplished 7/1/10-6/30/11. **Continuing 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 Coordination Objective.***
Area Plan Update 2010-2011: The AAA staff, the personnel of StanCOG, and members of the Commission have assisted in the establishment of a Coordinated Transportation Service Agency (CTSA) that will manage the new service throughout the County. The preliminary Request for Proposal (RFP) is being developed, with the anticipated result of this new service to begin within the year. This coordination effort will continue. **Outcome and Measurement-see above*. *To be accomplished 7/1/10-6/30/11. **Continuing Coordination Objective.****