

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

DEPT: <sup>ml</sup> Aging & Veterans Services

BOARD AGENDA # \*B-1

Urgent

Routine

AGENDA DATE April 24, 2012

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 2012-2016 Area Plan

STAFF RECOMMENDATIONS:

Approve the Area Agency on Aging's Four-Year 2012-2016 Area Plan and authorize the Chairman 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 2012-2013 is \$2,068,755. The budget is made up of \$1,757,200 from the California Department of Aging, \$179,597 from the County's match share of Area Agency on Aging administration to fulfill Federal Older Americans Act and State mandates, and \$131,958 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 2012-2013 proposed budget.

BOARD ACTION AS FOLLOWS:

No. 2012-184

On motion of Supervisor Withdraw Seconded by Supervisor Monteith

and approved by the following vote,

Ayes: Supervisors: Chiesa, Withdraw, Monteith, De Martini and Chairman O'Brien

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:



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 48 years the Older Americans Act has been updated to reflect the trends in the 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 2012-2016 Area Plan is intended to be in effect with the new Fiscal Year, July 1, 2012, and continue through June 30, 2016. 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-Provide Information and Assistance to Senior Citizens, Caregivers and Disabled Persons

Objective 1.1: Update the DVD produced in 2008 to highlight services available for seniors and caregivers.

1.2: Update and distribute the Fall Prevention Resource Guide.

1.3: Coordinate with the Stanislaus Elder Abuse Prevention Alliance (SEAPA) to inform the public about preventing elder abuse.

1.4: Continue installing specialized thermostats to assist MID (Modesto Irrigation District) customers who are visually impaired.

1.5: Co-sponsor the Healthy Aging and Fall Prevention Summit, October 12, 2012.

1.6: Provide counseling for Medicare beneficiaries throughout the County with satellite opportunities in Oakdale and Patterson once per month.

1.7: Promote transportation services through the Coordinated Transportation Services Agency's (CTSA) Mobility Training and Bridges programs.

Approval of Department of Aging and Veterans Services (Area Agency on Aging) Four-Year  
2012-2016 Area Plan

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- 1.8: Work to advocate on transportation issues through the Stanislaus Council of Governments (StanCOG) Social Services Transportation Advisory Committee and the CTSA Mobility Advisory Committee.
- 1.9: Increase the resources of senior service providers and help keep seniors as independent as possible for as long as possible by assisting the Stanislaus Senior Foundation in its fundraising efforts.
- 1.10: Promote programs and encourage participation by diverse populations within the County, including seniors of various ethnic backgrounds and LGBT (Lesbian, Gay, Bisexual, and Transgender) seniors and caregivers.
- 1.11: Update the Aging Services web page to include a calendar of all senior events involving senior Citizens throughout the County.

Goal #2: Promote Health and Well-Being for Senior Citizens, Disabled Persons, and Caregivers

Objective 2.1: Promote May as Older Americans Month by highlighting the accomplishments of seniors from throughout the County.

- 2.2: Promote the benefits of exercise to increase strength and balance and prevent injuries.
- 2.3: Encourage the work of the Long Term Care Ombudsman program to assist seniors in care homes.
- 2.4: Coordinate with Behavioral Health and Recovery Services (BHRS) to address depression and isolation in seniors through PEARLS (Program to Encourage Active, Rewarding Lives for Seniors), Peer to Peer Counseling, the Friendly Visitor Program, and Senior Center Without Walls.
- 2.5: Expand the PEI (Prevention & Early Intervention) programs by developing a “navigation“ role of the PEARLS counselors. Continue to recruit and train volunteers for the Peer Counseling and Friendly Visitor programs.
- 2.6: Partner with the Healthy Aging Association and the Second Harvest Food Bank to expand the Green Bag Program, providing access to fresh fruits and vegetables for seniors throughout the County.
- 2.7: Coordinate with senior service providers, AARP, and the Community Services Agency to promote utilization of the congregate meals program, and enrollment in various other services.
- 2.8: Partner with the Healthy Aging Association and the Community Services Agency to provide nutrition education through the SNAP-Ed (Supplemental Nutritional Assistance Program - Education) program at exercise and housing sites throughout the County.

**POLICY ISSUES:**

By approving the Four-Year 2012-2016 Area Plan, Stanislaus County will be able to continue to provide Older Americans Act aging services to residents of Stanislaus County, consistent with the Board of Supervisors' 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 2012-2016 Area Plan.

**CONTACT PERSON:**

Margie Palomino, Director. Telephone: (209) 525-4601

TRANSMITTAL LETTER

Four-Year Area Plan

2012-2016

AAA Name: Stanislaus County Area Agency on Aging

PSA 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. William O'Brien

  
\_\_\_\_\_

4/24/12

Chairman, Stanislaus County Board of Supervisors

Date

2. Patricia Fantazia

  
\_\_\_\_\_

4-17-2012

First Vice President, Stanislaus County Commission on Aging

Date

3. Margie Palomino

  
\_\_\_\_\_

4-17-12

Director, Stanislaus County Area Agency on Aging

Date

## **Area Plan 2012-2016**

### **Section 1: 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.

### **Section 2: Description of Planning and Service Area (PSA) 30-Stanislaus County**

Stanislaus County is the public entity that encompasses PSA 30. The county is located in the Central Valley, the middle of the State. It is also roughly midway between the San Francisco Bay Area and major attractions in the Sierra Nevada mountain range, such as Yosemite National Park. The County is governed by a Board of Supervisors, having five districts, with one supervisor per district. There are 9 incorporated cities in the county and 11 unincorporated rural areas. Of the cities, Modesto is the largest with over 201,000 residents, according to the 2010 census, and is the county seat. Census data also shows that approximately 39% of the population lives in either rural areas or smaller cities and are dependent upon agriculture for their livelihood. Two freeways bisect the county, Interstate 5 and State Highway 99. The larger incorporated cities cluster around Highway 99 and I-5 skirts the west side of the County. Much of the remainder of the county is rural farm and grazing land.

Stanislaus County grew in number of residents and housing units during the real estate boom that peaked in 2005. For many people the distance from the San Francisco Bay Area provided the opportunity to own a home at a lower price. However, the deep recession has hit the Central Valley very hard with foreclosures ranking third in the nation. The consequences seen throughout California are acute in Stanislaus County. The unemployment rate was 16.1% in December 2011. The possibility of businesses such as Patterson Vegetable Company closing and few new businesses opening or moving to the area has resulted in higher unemployment and more ways that families, including seniors, have been and will be affected. It has been difficult for small businesses to start and maintain viability in Stanislaus County in the current market.

One way that seniors have been impacted in this market has been due to adult children losing jobs and homes and moving back to be with aging parents. Anecdotes that have come to the AAA Information and Assistance line include questions about helping seniors when they are

attempting to support more family members on their limited income. Yet gas, food, and utility costs have continued to increase. The seniors on fixed incomes have not received a Social Security increase in the last few years, aggravating an already difficult situation. Seniors who rent their homes have been affected when landlords face foreclosure and the seniors have to move, despite having kept up with rent, etc. Seniors in mobile home parks have experienced increased space rents causing many seniors to either lose their homes or sell quickly at a loss, forcing them to move. As in other areas of the state and country where foreclosures have been high, local tax revenues have decreased, making it more difficult for local government to continue various services, along with the drastic statewide cuts in senior services.

The current Federal Poverty Limit (FPL) is \$11,170 for a single person and \$15,130 for a two person household. According to the California Department of Finance and the Census Bureau, following are the population projections for 2012:

<u>Population</u>	<u>Total</u>	<u>% of pop.</u>	<u>% of senior pop.</u>	<u>Seniors below FPL</u>	<u>% of senior pop</u>
Stanislaus County	585,737				
Pop. 55+	120,458	21%			
Pop. 60+	88,945	15.2%		8,278	9.3%
Hispanic 55+	26,877	4.6%	22.3%		
Hispanic 60+	18,891	3.2%	21.2%	2,834	3.2%
Asian 55+	7,104	1.2%	5.9%		
Asian 60+	6,231	1.1%	7%	872	1%
Other minorities 55+	6,187	1.1%	5.1%		
Other minorities 60+	4,367	0.7%	4.9%	742	0.8%

Government, education and agricultural businesses comprise the main employers in Stanislaus County. Beyond K-12 education, the Modesto Junior College and the California State University, Stanislaus provide opportunities for higher education. They are still a relatively affordable means for higher education for all ages. In addition, several technical schools are located within the County and there are satellite campuses for other institutions including Chapman University and the University of Phoenix. These institutions give county residents a variety of choices for training and education.

Agriculture in Stanislaus County claims approximately 80 percent of the land. Rural areas include dairies and ranches that support the cattle industry, almond and walnut production, tomatoes, poultry, eggs, wine grapes, and stone fruits like peaches, apricots and nectarines. Farm stands along roadways and weekly farmers markets provide opportunities for the population to enjoy fruits and vegetables that are locally grown. A number of national companies have packing and processing plants in the county. These include Con Agra, Frito-Lay, Blue Diamond

Almonds and Seneca Fruits. Sconza Candy Company, a family-owned company, moved their operations from Oakland to Oakdale when Hershey moved out. Stanislaus Foods, another locally owned company processes tomatoes from all over the valley and distributes them nationally. Modesto is home to the Gallo Winery, the world's largest winery. Other smaller agricultural related companies are located within the county. As in all areas of the country where agriculture is a main industry, the weather dictates the potential prosperity in Stanislaus County. The industry is highly dependent upon annual precipitation and stability of the climate. Currently there is a fear that meager rainfall in the fall of 2011 will continue in early 2012 and be a predictor of drought conditions. Those conditions will impact the viability of smaller businesses and can ripple through the rest of the economy as prices continue to rise, making it more difficult for seniors and disabled persons to stretch their limited income.

The Elder Economic Security Standard Index (Elder Index) is a guideline that includes the cost of food, housing, transportation, health care (if someone is in good health), and miscellaneous expenses such as telephone and utility services. The Elder Index shows that everyone incurs expenses in addition to food, and sheds light on the fact that many seniors with incomes above the FPL are struggling to meet those expenses. For Stanislaus County the Elder Index shows that the income needed to meet basic needs for a single person is \$14,792, if that person is healthy, owns his or her home, and doesn't have a mortgage. If that person rents a one bedroom apartment, the estimated minimum income needed in Stanislaus County is \$19,064. The Federal Poverty Guideline (FPL), the figure used to determine if a single person qualifies for low income assistance in various programs is \$11,170. For couples that are healthy, own their home without a mortgage the basic amount needed, according to the Elder Index, is \$21,658. For a couple that rents their home, the figure is at least \$25,930 to have their basic needs met. The FPL for couples is \$15,130. Using data from 2010, it is estimated that 8% of the population over 65 have incomes below the FPL. Additionally, over 40% of the population over 65 has income that exceeds the FPL, but is less than the Elder Index figures. The results of the Needs Assessment Survey conducted in late 2011 showed that the top two concerns of seniors are the cost of energy/utilities (63%) and meeting expenses (55%). The combination of the Elder Index evidence and the survey results, indicate that there are significant opportunities to assist seniors in the county. For the respondents that chose to reveal their monthly income, approximately 38% of couples have incomes less than 125% of the FPL (\$18,384 annually) and approximately 54% of single persons have incomes less than \$13,608 annually (125% of the FPL). Areas that have the highest number of seniors whose incomes are at or below the FPL include eastern



Oakdale, central Modesto, Empire and northwest Modesto. The tract in northwest Modesto also has a high number of seniors. Other tracts with a high percentage of seniors include areas where mobile home parks have been built. Another finding in the latest Census is that the Modesto Metro Area has the 6<sup>th</sup> highest rate of persons at or below the FPL in the nation -19.9% of the population.

A concern for all county residents is air pollution, caused in part by cars and other vehicles. Beyond the air quality issue are the continuing needs for improving roads and traffic issues in and around the cities and rural areas of the county. A growing concern for the senior and disabled populations in the county is how to maintain safe, accessible environments whether or not a person is able to drive a private vehicle. As seniors age in place many are relinquishing their licenses and require alternative ways to maintain their chosen lifestyles. A public authority, the Stanislaus Council of Governments (StanCOG), works with the various governments in the county to “create real solutions to regional transportation issues”. The StanCOG Board has representation from the Board of Supervisors and each of the 9 cities. The staff of the AAA and members of the Stanislaus County Commission on Aging (the AAA’s advisory council) are members of a subcommittee, the Social Services Transportation Advisory Committee, to keep the needs of senior citizens and disabled persons an integral part of the planning process for transportation needs. In addition, a new agency has been established to coordinate transportation needs for senior citizens and disabled persons. This agency is the Consolidated Transportation Services Agency (CTSA). Their mission includes helping seniors learn how to use public transportation, arrange and administer a program whereby volunteers can be reimbursed for providing rides to seniors, increase the availability of door-through-door transportation services, and act as a referral service to various other means of transportation for seniors and disabled persons. The AAA staff and Commission on Aging members have been instrumental in working with agencies to assist seniors maintain their independence by taking advantage of these new transportation services.

The Stanislaus County Department of Planning and Community Development recently surveyed people throughout the county for their opinions about needs within their communities as part of the planning process. In the Public Service category, respondents stated that Senior Services should have a high priority when the County releases information about Community Development and Block Grant applications. In the past the AAA staff has assisted various applicants as they have applied for these funds. The AAA staff will continue to collaborate with

the Department of Planning and Community Development to ensure that agencies whose mission includes services to seniors are given the opportunity to apply for any available grants.

**Section 3. Description of the Area Agency on Aging (AAA)**

The Stanislaus County AAA has been the County’s principal source for senior services since 1981. In addition to the services funded through the Older Americans Act (OAA), the AAA staff has successfully forged partnerships with other County departments, not for profit organizations, government agencies, and local businesses. The result has been services that have enhanced the basic services offered through the OAA and the opportunity to reach out to people in all areas of the county and to many of the diverse populations that call Stanislaus County home.

During the current fiscal year, the Multipurpose Senior Services Program (MSSP) officially became part of the Department of Aging and Veterans Services. The staff has been collocated with the AAA for about 2 years, but is now part of the Area Agency on Aging staff. The biggest advantage to having this program as part of the AAA is that collaboration on various points to assist the neediest and most frail senior citizens is more natural when they are actually part of the department. Referrals for various extra programs for these clients have been easier to accomplish and the clients continue to receive a high level of care.

Through the efforts of members of the Commission on Aging, AAA staff, the staff of Catholic Charities, AARP, and other community members, the needs of isolated senior citizens and disabled persons were established to access funds for enhanced assisted transportation. Focus groups and surveys done throughout the county proved that there were unmet transportation needs, resulting in the allocation of funds to establish the Consolidated Transportation Services Agency (CTSA), mentioned earlier. The CTSA staff has established several programs that assist seniors utilize various forms of transportation instead of their own car. The Travel Training Program teaches seniors and disabled persons how to use the fixed route systems in all areas of the county. If a senior is unable to use either fixed route or dial-a-ride services, the CTSA staff will assess the senior’s needs and recommend the safest and best means to meet the transportation needs within the county. A new program known as “Bridges” will pay a volunteer mileage reimbursement to transport seniors that cannot access other services. The coordinator for the CTSA is a member of the Commission on Aging. Other CTSA staff members have collaborated with AAA staff to increase awareness of senior services throughout the county.

In addition to the CTSA and current transportation services, a new volunteer driver program has been established called Ride Buddy. This program was designed to address issues such as isolation by seniors, participation in exercise classes and the congregate meals program. The idea involves seniors who are currently attending the exercise classes or meals sites, and who may be available to bring a friend or neighbor to enjoy these programs. Mileage reimbursement is the incentive for a senior to communicate with another senior and become their Ride Buddy.

Another volunteer program available in Stanislaus County is the RSVP program, currently administered by the Doctors Medical Center Foundation. This program involves volunteers over 55 years of age who assist other seniors with rides and in-home visiting. Through this and other programs, senior citizens in Stanislaus County have the means to get to appointments or out for social events without using their personal cars. The RSVP advisory council includes a member of the AAA staff.

Fiscal Year 2012-2013 will be the 3<sup>rd</sup> year of a grant that the AAA has administered with the Stanislaus County Behavioral Health and Recovery Services department to provide mental health services to senior citizens. This grant is part of the Mental Health Services Act, providing counseling and companionship to prevent depression and provide intervention to prevent substance abuse. The grant has been used to fund three programs and encourage the use of a fourth program. PEARLS, a Program to Encourage Active Rewarding Lives for Seniors, is a program where a counselor meets with a senior for a total of 19 weeks to address specific goals. Meeting those goals will assist that senior to achieve and maintain a healthy style of living, despite circumstances that may be very difficult. "Peer 2 Peer Counseling" involves specially trained senior volunteers who visit other seniors in their homes to address goals and situations that may be preventing that senior from fully participating in various activities. The volunteers must pass a background check and complete 30 hours of training supervised by a clinically trained social worker and a consulting psychiatrist. A third program, Friendly Visitor, is a social program where volunteers who have a few hours each month to spend with an isolated senior citizen are paired according to preferences and encouraged to help that senior remain engaged in life experiences. The fourth program is the award-winning program, Senior Center Without Walls. This free program is based in the Bay Area and offers many of the activities usually available in a senior center, via conference call.

The AAA staff will continue the successful collaboration with the Healthy Aging Association, focusing on fall prevention and healthful living. The Fall Prevention Coalition that is chaired by staff from the Healthy Aging Association meets regularly to plan the annual Healthy Aging and Fall Prevention Summit and continue to seek better ways to educate seniors and their caregivers about preventing debilitating falls. The Summit will be celebrating its 10<sup>th</sup> year in 2012 and is held every October. A special section of the event space is reserved for education and information about preventing falls, including collaboration with Kaiser Permanente, the California State University Stanislaus, Lowe's Home Improvement Store, Modesto Irrigation District and a local non-profit agency, Advancing Vibrant Communities. These agencies provide information about changes that can be made to a senior's home and lifestyle to prevent falls. Participants in this section of the Summit receive a form to be used to record the results of balance and strength tests, as well as referral information to assist the seniors in making appropriate changes. Flu shots are provided along with demonstrations and free health screenings to identify issues such as bone density, high cholesterol, hearing loss, balance, blood pressure, and diabetes. Seniors that participate in the health screens receive the results and recommendations for potential follow-up steps with their healthcare providers. Various agencies and service providers attend the Summit to distribute information that can enhance life and assist the seniors to remain independent and safe within their homes.

In addition to the exercise programs and fall prevention coalition, the Healthy Aging Association and AAA staff have begun a program called Green Bag. This program is in collaboration with the Second Harvest Food Bank to distribute fresh fruits and vegetables to low income senior citizens. The program started in Modesto, with plans to expand to other areas of the county as funding becomes available.

The Healthy Aging Association and the AAA are participating in a program to introduce SNAP-Ed classes. This nutrition education program will be available at congregate meal sites, senior housing units, and exercise sites and will focus on various topics to assist low income seniors understand the food choices they make and how those choices will affect their overall health. This program is a natural addition to the Green Bag Program, the Senior Meals Program and the Young At Heart exercise program. A registered dietitian will train bi-lingual instructors for the classes and oversee the sessions. Topics for the sessions include understanding food labels; use of the principles of the "My Plate" food guide; identifying the relationship between active lifestyles, good nutrition habits, and good health; and ways to enjoy the fresh fruits and vegetables available throughout the region.

The continuing weak economy that includes rising prices has presented significant challenges to senior citizens who attempt to live on fixed incomes. From the Older Adult Survey done in late 2011, 63% of respondents indicated that they see the cost of utilities as a problem. Approximately 55% indicated that “meeting expenses” is a problem. The AAA Information and Assistance program staff has received frequent requests for financial assistance from seniors who are facing shut-off notices from utility companies or other bills that will affect their ability to live on their own. During this fiscal year the AAA has used Cash Aid funds to help with emergency situations. With each case and because the cash aid budget is minimal, assistance for the seniors has been sought from other county departments such as Adult Protective Services. This relationship has worked well to prevent the seniors from being displaced and has produced a shared financial relationship within the county departments.

In another effort to inform seniors, disabled persons and caregivers how to access services, the AAA staff, including the Health Insurance Counseling and Advocacy Program (HICAP), will collaborate with AARP, and the Stanislaus County Community Services Agency to sponsor Senior Info & Enrollment Fairs. These events are being held throughout the county and provide seniors the opportunity to enroll in Cal Fresh, Limited Income Subsidy for Medicare recipients, Bridges Transportation Program, and other public benefits.

Some of the resources available through HICAP and Family Caregiver Support Program have been allocated to collaborate with the local Community Hospice on a series of educational opportunities called Caregiver College. This program is free to any caregiver, mainly family caregivers, who is looking for information and assistance in addressing the needs of loved ones in the home. AAA staff members have been part of the list of presenters, giving additional exposure to the programs available through our office.

In an attempt to provide information about senior services, several years ago one AAA staff member coordinated the filming of a DVD that highlighted the Older Americans Act services in Stanislaus County. Consumers and agency staff members were featured in the production, along with a member of the Commission on Aging. Due to multiple changes in the last several years the DVD will be updated. The DVD has been shown regularly on the local public access channels and we have had positive feedback from people who otherwise would not have known about our services.

The Stanislaus Senior Foundation was established by members of the Commission on Aging, AAA staff, and staff from various senior services organizations to raise funds to meet

needs beyond what is available through the Older Americans Act. A number of low income seniors have been “adopted” by the Foundation and have received assistance with a variety of their needs. The staff of the AAA and contracting agencies will continue to identify seniors who are most in need of extra assistance and assist the Foundation volunteers as they deliver the specific goods and services.

Catholic Charities, Diocese of Stockton through its local office successfully received grant funding to support and enhance the work of the Stanislaus Elder Abuse Prevention Alliance (SEAPA). One grant from the Office of Violence against Women (OVW) within the Department of Justice will provide funding to train local law enforcement personnel, and others who are involved in direct services to older women, to recognize abuse and know how to access services in Stanislaus County. The AAA staff is part of SEAPA and provided support for the grant application. The other grant provides funds to conduct workshops and seminars to the general public to increase awareness in recognizing elder abuse, how to prevent it, and where to go for resources to assist victims.

The AAA staff has been involved in promoting a support group for members of the Lesbian, Gay, Bisexual and Transgender (LGBT) community. In January 2012 the group began meeting in conjunction with the local PFLAG (Parents and Friends of Lesbian and Gay Persons) group. This has been a joint effort with a staff member of the Behavioral Health and Recovery Services department. The AAA will continue to advertise the group in our Information and Assistance brochure to assure that information about the specific services for this segment of our population is brought to the attention of the general public.

The AAA staff has added a feature to the website, [Calendar of Events](#). We have solicited information about events that could impact or be available to senior citizens, disabled persons and their caregivers. That information has been added to a calendar that will be updated as needed. The link to the calendar is prominently displayed on the website.

Despite the budget cuts that have necessitated staff changes and the altering of programs, the AAA staff has been encouraged by the response to campaigns to recruit volunteers for new and existing programs. The staff of Catholic Charities continues to train and certify new volunteer ombudsmen. The Health Insurance Counseling and Advocacy Program (HICAP) staff and volunteers are active at satellite locations and with outreach efforts. The Prevention and Early Intervention (PEI) programs have added significant opportunities for volunteers to assist and influence the lives of seniors in Stanislaus County. Most of the instructors for the Young at

Heart strength training classes are volunteers. The AAA staff promotes other volunteer opportunities such as through the CTSA and Retired Senior Volunteer Program (RSVP).

#### **Section 4. Planning Process/Establishing Priorities**

The AAA staff is committed to responding to expressed needs of senior citizens, disabled persons and caregivers throughout Stanislaus County. Those needs change on a daily basis and have been expressed to various staff members and volunteers in multiple ways: at information/enrollment fairs; through the Information and Assistance telephone line; referred to us by collaborating agencies; informal chats at social events; through formal surveys and focus groups; and professional connections. The process is on-going as agencies seek assistance with grant applications, government funding decreases, and new ideas for assisting seniors are formulated.

At the annual Healthy Aging Summit, October 14, 2011, the first of the Older Adult Surveys were done by participants. Commission on Aging members took copies of the surveys in English and Spanish to all areas of the county. Contracted service providers distributed the surveys, along with return envelopes, to their clients. A link to the survey was added to our website, [www.aaa.org/olderadultsurvey](http://www.aaa.org/olderadultsurvey). Surveys were distributed at the Modesto Irrigation District office, at the Services to Older Adults Advisory Council (STO AAC), through the LGBT Support Group, and through associations such as the managers for local care homes. We were able to connect with the county's Survey Monkey account to tabulate the results as well as offer the on-line version of the survey.

The initial results showed the top five concerns to include the Cost of Energy/Utilities; Meeting Expenses; Getting Information about Services/Benefits; Loneliness; and Accidents/Falls. From these results the staff of the AAA will continue to strive to improve the existing services and to expand to reach other objectives under the broad goals of Information and Assistance and Promoting Health and Well-Being. The objectives include required information about the Health Promotion, Medication Management, Ombudsman and Elder Abuse Prevention programs, and enhancing the food programs. Other objectives involve working with the Behavioral Health and Recovery Services department to promote better mental health and non-profit agencies such as Catholic Charities. In addition the AAA staff will be working with other agencies to assist them as they seek grant funding to sustain and expand their programs. To help seniors and caregivers understand the ways that they can continue to enjoy

their lives while economizing in the current economic climate, the AAA staff will attend as many information fairs or other events as possible.

Public Hearings have been held throughout the county. Advertisement for these hearings was done through the county information officer, arrangement with the leaders of various groups and through door-to-door advertisement. Groups have included informal dinners in Modesto and Patterson; senior meal sites in Grayson and Riverbank; the Turlock Senior Citizens Club Board; assisted living facilities in Turlock and Modesto; the Young at Heart exercise class and senior meals program in Newman; the Empire Library; The Bridge Outreach to the Southeast Asian community; and the Riverbank Rotary Club. Feedback and questions have included the new transportation options for seniors; the programs that can help prevent depression; counseling for Medicare; and information about programs that can help save money such as the Farmers Market Coupons. Public hearings were conducted in English and Spanish where some of the attendees were mono-lingual Spanish-speaking. The outreach to the Southeast Asian community hearing was done at a staff meeting for the social workers who work directly with those clients.

#### **Section 5. Needs Assessment**

The Older Adult Survey referenced above was one of several ways that the AAA staff has attempted to gauge the needs of the senior and disabled population, as well as their caregivers. Over 2,500 surveys were distributed via current service providers, at outreach events, through the PFLAG support group, through SEAPA partners, through Commission members' direct contact within their districts, at the Modesto Irrigation District office, and via the AAA website. Over 725 surveys were returned and tabulated, showing the biggest concerns for seniors to be meeting utility and other expenses in this difficult economy. Other issues included getting information about services, accidents or falls, and feeling lonely. To assist seniors and caregivers with these issues the AAA staff will continue to provide information about existing programs that can help seniors with meeting expenses, and will pursue collaboration with other agencies to expand the services.

Following the compilation of the survey results, public hearings were held throughout the county and with a variety of groups. The communities included rural and urban areas and the participants in the public hearings have included lower, moderate and higher income seniors and caregivers. Several hearings were held in assisted living facilities. Other venues have been at a church, senior meals sites, the site of a senior exercise class, and a branch of the county library. Information about current and potential programs has been given in both English and Spanish.



One of the public hearings has been to the staff of an organization that gives services to the Southeast Asian population.

Beyond the AAA funded services that can assist seniors with expenses, the utility companies have programs that offer lower utility rates for qualified seniors. An advantage to these services is that the threshold for qualification is higher than the Federal poverty line. The AAA has cooperated with the Modesto Irrigation District, the Turlock Irrigation District and Pacific Gas and Electric companies to distribute information about these discounts. AAA staff has assisted seniors with completion of the applications when necessary. This assistance has been in both English and Spanish.

Through the public hearings, participation in health fairs, newsletter production and distribution, and support of outreach efforts, the AAA staff has supplied information about the AAA services and programs as well as programs such as the aforementioned utility assistance. AAA providers are required to have their flyers and information packets available in English and Spanish. They are encouraged to include bi-lingual staff members or volunteers as part of their outreach efforts and service delivery. AAA staff members have given presentations to church groups, classes at Modesto Junior College, Rotary and Lions clubs, law enforcement trainings, and other civic groups. Specific services are regularly advertised through the local newspapers, highlighted on radio programs, and given television air time through the local public access channel. A DVD produced through the AAA several years ago, outlining the services and opportunities available through the AAA, will be updated to reflect current services, giving an up-to-date view of the AAA and how seniors can access the various programs.

To address the issue of accidents/falls, the AAA has collaborated with the Healthy Aging Association and the Fall Prevention Coalition to sponsor the annual Healthy Aging and Fall Prevention Summit each October for the last 9 years. This Summit offers information and free health screenings to the public. Participants, particularly seniors, are encouraged to complete evaluations addressing their fall risk and receive recommendations on how to make changes that will prevent falls. The health screenings are offered free and can identify situations that could impair a person's ability to live comfortably and independently. In addition, the Healthy Aging Association continues to promote the benefits of regular exercise, appropriate medication management, and healthy eating habits to remain as healthy as possible.

For the Lesbian, Gay, Bisexual and Transgender (LGBT) seniors and caregivers a support group has been offered to address needs and challenges. For a number of years this group was

held at the PRIDE Center. The group has recently become part of the established PFLAG meetings, giving an additional opportunity for people to interact and also provide an avenue for the AAA staff to understand and potentially meet the needs of this community.

During fiscal year 2009 and 2010, the AAA staff and Commission on Aging members consulted with the staff of the Behavioral Health and Recovery Services (BHRS) to include seniors in the plans to use potential funding from Proposition 63, the Mental Health Services Act. The AAA staff has been successfully collaborating with staff from BHRS to offer Prevention and Early Intervention (PEI) programs to address potential depression and loneliness. These include two counseling programs and two programs designed to increase interaction between seniors and volunteers. The PEARLS (Program to Encourage Active Rewarding Lives for Seniors) and the Peer Counseling programs involve assisting the seniors to set goals and deal with specific issues that, if the senior doesn't deal with them, can lead to depression. The Friendly Visitor Program pairs seniors with volunteers who interact with the senior socially. A program called Senior Center Without Walls provides opportunities for seniors to participate in many of the activities associated with senior centers via conference call. In the coming year, the AAA staff will expand the PEI programs through improved coordination between programs and development of a "navigation" role by PEARLS counselors. This will ensure appropriate referrals are made and clients are connected to alternate services when the PEI programs cannot meet their needs. The AAA staff will continue to recruit and train volunteers to support the Peer Counseling and Friendly Visitor programs. Staffing changes are planned to increase staff support to the programs and volunteers.

Though the survey respondents ranked transportation issues as being less important than meeting expenses, information, accidents, and loneliness, it is one of the issues that will usually present challenges for most senior citizens. Stanislaus County residents will face transportation needs when they stop using personal vehicles and if they live in communities either on the west or east side of the county. Rising fuel costs make it increasingly difficult for people on fixed incomes to afford to travel around the county. Three of the five hospitals and other health care services are located in Modesto, requiring most people to either find a way to get to Modesto or refrain from accessing these vital services. In recent years StanCOG personnel have worked with the AAA staff and the Commission on Aging members to establish and coordinate transportation options to help with this issue. In addition a local non-profit agency, Doctors Medical Center Foundation, has started RSVP (Retired Senior Volunteer Program) services in Stanislaus County. One area that RSVP personnel and volunteers address is the need for

specialized transportation for seniors. By using alternative transportation services, seniors have the potential to save money and thereby meet necessary expenses. The challenge continues to be getting the information about alternative services to the seniors and convincing them to use those services.

A new series of events to assist seniors in applying for programs that could save them money have been planned in several communities. At these events representatives from the Health Insurance Counseling and Advocacy Program (HICAP), Community Services Agency, Catholic Charities, and the Consolidated Transportation Services Agency (CTSA) bring information and the ability to sign up for programs such as Cal Fresh, Limited Income Subsidy for Medicare assistance, and transportation options. Information is also available for other AAA programs that can assist seniors.

One of the programs mentioned earlier that can help seniors meet expenses and increase participation in beneficial programs is the Ride Buddy Program. This program pairs seniors that are currently attending the congregate meals sites or Young At Heart exercise program with seniors that are not participating in these programs. The incentive with this program is the mileage reimbursement for the driver while assisting a friend or neighbor to enjoy these programs. The common challenge with this and other programs is finding ways to help independent-minded people to either ask for help or to be the person who takes the chance in unfamiliar territory.

The issues of utility costs and meeting expenses have been apparent to the AAA staff, reflected in the number of calls to the Information and Assistance line over the last year to help with paying overdue invoices. The state of the economy with younger people losing jobs and homes has resulted in some people moving in with older relatives, adding to the expenses incurred per household. In some cases the only income is that of the elder on a fixed income. Other cases involve seniors whose fixed income has been reduced due to situations beyond their control, and expenses have increased despite their efforts to economize. The AAA staff has been able to assist with partial payments, along with cooperation from Adult Protective Services (APS), to help keep utility services available to many seniors. Every effort is made to ensure that assistance from the AAA and APS is supplemental to the senior's own ability to meet their expenses in the future. Fundraising by non-profit agencies with the specific idea of assisting with utility bills will continue to help bridge the gap. Some help has been available through the federal Emergency Food and Shelter grants. However, these are finite resources.

The current economic climate that has forced drastic cuts by federal, state and county governments have resulted in the need to cut staff at the AAA. The staff member previously dedicated to outreach, using the Info Van, was laid off. The AAA staff has cut back on the number of events they are able to attend and thus there are fewer opportunities for information about senior services to reach people not currently enrolled in the programs. This also means that it is more difficult to determine unmet needs.

### **Section 6. Targeting**

The Older Americans Act (OAA) and the California Code of Regulations (CCR) highlight the need to use available funds to ensure persons who have the greatest economic need; are low-income minority individuals; those with the greatest social need; and those who reside in rural areas receive priority over individuals whose income is higher than the federal poverty level (FPL) and who are not culturally or geographically challenged. Additionally the AAA staff is required to make services available first to people with severe disabilities, identify a language other than English as their principle language, and those afflicted with Alzheimer's disease or related disorders that hamper their ability to live independently.

The largest minority population in Stanislaus County is the Hispanic population. Approximately 21% of the senior population (over 60 years old) is of Hispanic origin. Approximately 7% of the senior population is Asian and 4.9% of the senior population has identified themselves as belonging to all other minority populations. For all seniors, approximately 9.3% have incomes below the Federal poverty line. Approximately 15% of the Hispanic seniors are considered to be in poverty, 14% of Asian seniors are considered to be poor, and 17% of all other minorities are in poverty. Approximately 15.9% of all seniors (over 65 years old) have income less than 125% of the poverty level. For the respondents to the Older Adult Survey, 54% indicated that their income was at or below \$1,532 for a couple or \$1,134 for a single person. About 1/3 were between 65 and 74 years old, 1/3 were between 75 and 84 years old, and almost 16% were at least 85.

According to the 2010 Census data, the tracts with the largest number of seniors with income lower than the FPL are located in central Modesto, Oakdale and Empire. Oakdale and Empire are rural areas with higher populations of lower income seniors due in part to the agricultural industry. These two communities, along with the central Modesto area, also have a higher concentration of minority residents, who may also be limited in their ability to speak English. Many seniors live with family members, giving mutual support, emotionally and

financially. The areas in Modesto with higher concentrations of financially disadvantaged seniors are locations with dedicated low income senior housing such as apartments and mobile home parks.

In addition to the established programs that have been serving low income seniors in rural areas, new programs have been added to assist seniors to access services. These include the events listed above where seniors can sign up for Cal Fresh, Medicare assistance and transportation services. These events have occurred in Denair, Patterson and Oakdale, rural areas of the county where it is likely that low income seniors will be present. Advertisements at low income senior apartments and mobile home parks in Modesto will highlight the next event, giving more seniors information and the chance to access these services.

The AAA staff has collaborated with Catholic Charities and the SEAPA organization to sponsor events that highlight elder abuse prevention. These events have been presented in Modesto, Newman, Hughson, Oakdale, and Riverbank. Several of these events have included contact with local law enforcement personnel to give the attendees a better sense of how the communities and government can work together to keep all citizens safe and protected in their choice of home environment. At other meetings the featured event has been an interactive presentation called a Dementia Reality Tour. This presentation gives caregivers the chance to feel some of what a cognitively impaired person may experience and thereby develop more understanding for the conditions associated with dementia. In addition to the experience, participants talk about their feelings and thoughts and are given information about services available for the senior. Helping caregivers understand their loved ones better helps alleviate potential elder neglect and abuse. Currently these events are only available in English, but a Spanish version is being designed.

Stanislaus County established the United Community Center in the rural community of Grayson, to serve the residents of Grayson and Westley. This center serves all members of the two communities. On three days each week lunch is served to seniors and most of them participate in the Young at Heart exercise class. Most of the participants and the community are of Hispanic origin and speak Spanish as their first language. The staff and volunteers associated with the center are bi-lingual. One of the public hearings was held in Grayson and the presentation was in Spanish and English.

A pilot project called Green Bag has started, in collaboration with the Second Harvest Food Bank, to distribute fresh fruits and vegetables to low income seniors. Currently the system

is available in Modesto, with occasional distribution to communities on the west side of the county. As funding becomes available, this program will be available throughout the county, in rural and urban areas, and to those seniors who are part of minority populations. This program operates through the Healthy Aging Association.

Another new program seeks to use the Young at Heart exercise classes and senior housing facilities as venues to distribute information and teach healthy eating habits to seniors of all socio-economic backgrounds throughout the county. The SNAP-Ed program is a means to help seniors understand how changing unhealthy eating habits can help them avoid or control diseases such as diabetes and high blood pressure that can adversely affect their lives. The program will involve two registered dietitians, one of whom is an AAA employee. Bi-lingual English/Spanish instructors will be trained to teach classes, taking the information to the Hispanic communities throughout the county.

There are multiple personal reasons for why people in the targeted groups would not be accessing services. Seniors in some ethnic groups are reluctant to trust services that come from a government organization. Others may trust the government, but they don't want to be perceived as needing and accepting something that appears to be "welfare". Cultural and familial expectations can prevent some seniors from seeking help from outside organizations, when their abilities diminish.

The language barriers continue to be an issue. During the few outreach events that the AAA staff and Commission on Aging members are able to attend, attempts are made to have bi-lingual English/Spanish staff or volunteers available. The AAA staff has taken advantage of the few opportunities to interact with seniors who are part of other ethnic communities such as the Southeast Asian, Assyrian, Portuguese, and Indian communities. These communities are growing and will likely need the services more than in the past. We continue to look for ways to keep these seniors and caregivers informed of the opportunities available to them.

**SECTION 7. PUBLIC HEARINGS**

PSA 30

At least one public hearing must be held each year of the four-year planning cycle.

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

Fiscal Year	Date	Location	Number of Attendees	Presented in languages other than English? <sup>1</sup>	Was hearing held at a Long-Term Care Facility? <sup>2</sup>
				Yes or No	Yes or No
2012-13	2/1/12	Modesto	9	No	No
	2/3/12	Grayson	12	Yes	No
	2/6/12	Riverbank	24	No	No
	2/7/12	Turlock	15	No	Yes
	2/9/12	Modesto	17	No	Yes
	2/10/12	Turlock	15	No	No
	2/17/12	Newman	40	Yes	No
	2/21/12	Empire	4	Yes	No
	2/23/12	Riverbank	12	No	No
	2/27/12	Patterson	30	No	No
	3/8/12	Modesto	8	No	No
2013-14					
2014-15					
2015-16					

**The following must be discussed at each Public Hearing conducted during the planning cycle:**

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

The first part of our outreach efforts were through the Older Adult Survey. One of the ways that the surveys were distributed was through the current service providers. The drivers from the

<sup>2</sup> A translator is not required unless the AAA determines a significant number of attendees require translation services.  
<sup>3</sup> AAAs are encouraged to include individuals in LTC facilities in the planning process, but hearings are not required to be held in LTC facilities.

home-delivered meals program gave the surveys to their home-bound clients. Surveys were also sent to the administrators of various care homes to have their residents complete. Respondents to the surveys were given the option to submit the contact information. For those respondents that indicated their name and phone number, calls were made to offer assistance or information. Two of the Public Hearings were held at assisted living facilities.

2. Were proposed expenditures for Program Development (PD) and Coordination (C) discussed?

Yes. Go to question #3

Not applicable, PD and C funds are not used. Go to question #4

3. Summarize the comments received concerning proposed expenditures for PD and C

Most of the comments centered around the assisted transportation options that are newly available-many participants wanted detailed information to access the services. Other comments and questions were about the Prevention and Early Intervention Programs-PEARLS, Peer 2 Peer Counseling, and Friendly Visitor. Another suggestion from a participant was to put a link to the National Council on Aging on our website.

4. Attendees were 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. Go to question #5

No, Explain:

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

6. List any other issues discussed or raised at the public hearing.

Many attendees had questions about financial and age qualifications for the programs. Other issues included questions about seasonal programs such as the Farmers Market Coupon program. Also expressed was frustration about programs cut from the state budget that specifically assisted persons on fixed low incomes.



7. Note any changes to the Area Plan which were a result of input by attendees.

## **Section 8. Identification of Priorities**

The factors that influence prioritization include regulations, an understanding of the changing demographics within Stanislaus County, and the experiences of the AAA staff as we have worked within the field of aging services. The existing state regulations emphasize the need to ensure that the available resources are allocated on the required priority services: access, in-home services and legal assistance. These services are implemented at the approved percentage/level of funding. Though we have not been able to allocate Older Americans Act funds for additional services, due to the lack of significant increases in funding, the AAA staff has been successful in forming partnerships with other county government agencies and non-profit organizations to meet some of the issues identified in the needs assessment efforts.

The priorities for the Stanislaus County AAA continue to be: assist seniors, disabled persons, and caregivers to receive appropriate information about available services; and to promote the means to achieve and maintain optimal health and well-being for all seniors and caregivers. The Older Adult Survey results, feedback from public hearings, and anecdotal evidence support these goals. Within the goals, the AAA staff will emphasize outreach to low income seniors; caregivers and seniors who are culturally and/or linguistically disadvantaged; and those in potentially isolated communities.

The narrative goals and objectives included in the Area Plan outline numerous ways that the AAA staff and contracted agencies propose to provide services to seniors in low income communities throughout the county. All of the existing services are available in rural and urban areas, and have participants enrolled in them who represent a cross-section of socio-economic communities. For example, in Grayson, a rural farming community, the over-whelming majority of participants are ethnically Hispanic. The exercise class is taught in Spanish and the staff that serves the senior lunch is bi-lingual English/Spanish. In Patterson, since the new Hammon Senior Center opened, there has been an increase in the number of Hispanic seniors participating in activities. In the rural east-side community of Riverbank, questions raised during the public hearing centered on programs that will assist and are geared towards low to moderate income seniors. For the first time, one of the public hearings involved the staff of The Bridge, a non-profit agency that offers services to the Southeast Asian community.

The newest programs being introduced this year reflect the AAA staff's collaboration with other agencies to find creative ways to provide for the basic needs of low income seniors. Outreach and registration opportunities are happening in communities outside of Modesto in an

effort to bring services and information to seniors and caregivers who might not access those services. Commission on Aging members have become more proactive regarding the provision of services in all communities and for all seniors and caregivers. The AAA staff will continue to seek new ways to bring information and services to the most needy seniors and caregivers.

**Section 9-Area Plan Narrative Goals and Objectives**

<b>Goal # 1</b>			
<b>Goal: Provide Information and Assistance to Senior Citizens, Caregivers, and Disabled Persons</b>			
<b>Rationale:</b>			
Based upon the results of the Older Adult Survey where over 52% of respondents indicated as an issue, Getting Information about Services/Benefits, and anecdotal information, the AAA staff will strive to provide more comprehensive information about senior and caregiver services to the public.			
<b>Objectives:</b>	<b>Start &amp; End Dates</b>	<b>PD or C</b>	<b>Update Status</b>
<b>Objective 1.1:</b> The AAA staff will update the DVD previously produced to reflect the most current services. The DVD will be submitted to various media outlets, including Stanislaus County's public access channel to be shown regularly.	7/1/12-6/30/13	PD	
<u>Outcome:</u> Information about senior and caregiver services will be available to an audience beyond the usual AAA client base.			
<u>Measurement:</u> The completed DVD, commitment by the media to feature the content, and resulting contact from the audience.			
<b>Objective 1.2:</b> The AAA staff and the Fall Prevention Coalition will update and distribute copies of the Fall Prevention Guide.	7/1/12-6/30/16	C	
<u>Outcome:</u> Fall prevention information will be distributed by service providers and at outreach events throughout the county.			
<u>Measurement:</u> The number of guides produced and distributed.			
<b>Objective 1.3:</b> The AAA staff will coordinate with the Stanislaus Elder Abuse Prevention Alliance (SEAPA) to conduct workshops throughout the county to increase awareness of the signs and symptoms of elder abuse, how to prevent abuse, and give the resources to better serve the victims of abuse.	7/1/12-12/31/12	C	
<u>Outcome:</u> Approximately 1,000 attendees of workshops will receive educational material concerning elder abuse.			

<u>Measurement:</u> The number of workshops conducted and the pre- and post-tests taken by participants.			
<b>Objective 1.4:</b> The AAA will partner with the Modesto Irrigation District (MID) to purchase and install assistive thermostats for qualified seniors and disabled citizens.	7/1/12-12/31/12	C	
<u>Outcome:</u> Visually impaired seniors and disabled persons will be able to control the temperature in their homes, increasing their independence and potentially saving money.			
<u>Measurement:</u> A maximum of 10 persons will receive the thermostats.			
<b>Objective 1.5:</b> The AAA staff will work with the members of the Fall Prevention Coalition to sponsor the Healthy Aging and Fall Prevention Summit, October 12, 2012. Free health screenings and information about fall prevention and a variety of health topics will be presented to the public.	7/1/12-10/12/12	C	
<u>Outcome:</u> Seniors and caregivers will attend the Summit.			
<u>Measurement:</u> The number of attendees and health evaluations completed.			
<b>Objective 1.6:</b> The Health Insurance Counseling and Advocacy (HICAP) staff and volunteers at the AAA will partner with staff members in the cities of Oakdale and Patterson to establish HICAP services in the Senior Centers.	7/1/12-6/30/16	C	
<u>Outcome:</u> Senior citizens and caregivers in Oakdale and Patterson will have improved access to information about Medicare benefits.			
<u>Measurement:</u> The number of seniors that access the services.			
<b>Objective 1.7:</b> The AAA staff will coordinate with the staff of the Consolidated Transportation Services Agency (CTSA) to promote their Mobility Training and Bridges programs.	7/1/12-6/30/13	C	
<u>Outcome:</u> Senior citizens will successfully access various forms of transportation.			
<u>Measurement:</u> The number of outreach events and resulting registrations for services.			

<p><b>Objective 1.8:</b> The AAA staff and members of the Commission on Aging will work to advocate for continuing assistive transportation services by serving on the Social Services Transportation Advisory Committee of StanCOG and the CTSA Mobility Advisory Committee.</p>	7/1/12-6/30/13	C	
<p><u>Outcome:</u> The AAA and Commission on Aging will secure greater funding for door through door transportation for seniors and disabled persons who cannot use other means of assisted transportation.</p>			
<p><u>Measurement:</u> The amount of funds available to establish and continue specialized transportation services.</p>			
<p><b>Objective 1.9:</b> The AAA staff and Commission on Aging members will partner with the Stanislaus Senior Foundation's staff to assist seniors whose needs exceed available assistance.</p>	7/1/12-6/30/13	C	
<p><u>Outcome:</u> Low income seniors will receive assistance to remain independent as long as possible.</p>			
<p><u>Measurement:</u> The number of seniors that are referred by AAA staff to the Stanislaus Senior Foundation</p>			
<p><b>Objective 1.10</b> The AAA staff will promote programs and encourage participation by diverse populations within the County, including seniors of various ethnic backgrounds and LGBT seniors and caregivers.</p>	7/1/12-6/30/16	C	
<p><u>Outcome:</u> Information about available senior services will be conveyed via participation in outreach opportunities.</p>			
<p><u>Measurement:</u> The number of events attended by AAA staff.</p>			
<p><b>Objective 1.11</b> The AAA staff will establish and maintain a calendar on the <a href="http://www.agingservices.info">www.agingservices.info</a> website with information about events involving senior citizens.</p>	7/1/12-6/30/13		
<p><u>Outcome:</u> Information about events will be readily accessible through the website.</p>			
<p><u>Measurement:</u> The number of events recorded on the website.</p>			

<b>Goal: #2</b>			
<b>Promote Health &amp; Well-Being for Senior Citizens, Disabled Persons, and Caregivers</b>			
<b>Rationale:</b>			
The responses on the Older Adult Survey that received the fourth, fifth, and sixth highest ratings included concerns about accidents or falls, loneliness and feeling sad frequently. Addressing these concerns and seeking ways that can help people be healthier can help senior citizens stay as independent as possible.			
<b>Objectives:</b>	<b>Start &amp; End Dates</b>	<b>PD or C</b>	<b>Update Status</b>
<b>Objective 2.1</b> The AAA staff will request a resolution from the Board of Supervisors to declare May to be Older Americans Month, bringing attention to the accomplishments and needs of senior citizens in Stanislaus County. The AAA staff and Commission on Aging will coordinate to honor one outstanding senior from each supervisor's district at a Board of Supervisor's Meeting to highlight the contributions they have made to their communities.	1/1/13-5/31/16	C	
<u>Outcome:</u> Sponsoring the special event will emphasize the on-going contributions of the senior population.			
<u>Measurement:</u> Participation by the public to nominate candidates to be honored and the completion of the special session of the Board of Supervisors.			
<b>Objective 2.2</b> As the recipient of Title IIIID funding, the Healthy Aging Association will conduct strength training, Tai Chi and aerobic classes throughout the County to assist seniors in achieving and maintaining optimal health and preventing injuries.	7/1/12-6/30/16		
<u>Outcome:</u> Seniors will participate in classes that will increase their strength, improve their balance, help with recovery from disease or injury, and prevent falls.			

<u>Measurement:</u> The number of classes available, number of participants, and completed evaluation forms done at 6 month intervals.			
<b>Objective 2.3</b> Catholic Charities, the agency contracted to provide the Long Term Care Ombudsman Program, will conduct training sessions with facility staff and other direct senior services personnel to assist them effectively care for residents and know resources available to prevent elder abuse.	7/1/12-12/31/14		
<u>Outcome:</u> Facility staff and social service agency personnel understand the implications of potential elder abuse and how to locate assistive resources for them.			
<u>Measurement:</u> At least 225 attendees will be trained.			
<b>Objective 2.4</b> The AAA staff will coordinate with the Behavioral Health and Recovery Services (BHRS) to promote utilization of the Prevention and Early Intervention (PEI) programs to adults 60 or older throughout Stanislaus County.	7/1/12-6/30/13	C	
<u>Outcome:</u> AAA staff will participate in the Older Adult Advisory group at least quarterly.			
<u>Measurement:</u> AAA staff will offer a minimum of 6 presentations about the PEI programs to local community groups, and medical or social services providers and participate in a minimum of 12 outreach events.			
<b>Objective 2.5</b> The AAA staff will expand the PEI programs by developing a "navigation" role of the PEARLS counselors. The AAA staff will continue to recruit and train volunteers for the Peer Counseling and Friendly Visitor programs.	7/1/12-6/30/13	PD	
<u>Outcome:</u> Coordination between programs will be improved.			
<u>Measurement:</u> Staff Services and 2 Social Worker positions will be added. 12 new Friendly Visitors and 10 new Peer Counselors will be recruited and trained.			



<p><b>Objective 2.6</b> The Healthy Aging Association will distribute cards to record medications at outreach events, the Healthy Aging Summit, at fall prevention presentations and through their exercise classes.</p>	7/1/12-6/30/16		
<p><u>Outcome:</u> Medication cards will be available for seniors to use for referral when visiting doctors or pharmacists.</p>			
<p><u>Measurement:</u> The number of cards distributed.</p>			
<p><b>Objective 2.7</b> The AAA staff will partner with the Healthy Aging Association and the Second Harvest Food Bank to expand the Green Bag program.</p>	7/1/12-6/30/13	PD	
<p><u>Outcome:</u> Low income seniors will have access to fresh fruits and vegetables.</p>			
<p><u>Measurement:</u> The number of seniors receiving produce and the number of new sites for distribution throughout the county.</p>			
<p><b>Objective 2.8</b> The AAA staff will coordinate with senior service providers, AARP, and the Community Services Agency to promote utilization of the congregate meals program and enrollment in various other services.</p>	7/1/12-6/30/13	PD	
<p><u>Outcome:</u> Low income seniors will enroll in appropriate programs and increase their participation at congregate meals sites.</p>			
<p><u>Measurement:</u> The number of Info and Enrollment Fairs, the number of attendees and the census from congregate meals sites.</p>			
<p><b>Objective 2.9</b> The AAA staff will partner with the Healthy Aging Association and the Community Services Agency to provide nutrition education through the SNAP Ed Program at exercise and housing sites throughout the county.</p>	7/1/12-6/30/13	PD	
<p><u>Outcome:</u> Low income seniors will learn nutrition facts that will assist them to make healthy choices and enhance their lives.</p>			
<p><u>Measurement:</u> The number of classes held, attendees, and evaluations completed.</p>			

**TITLE III/VII SERVICE UNIT PLAN OBJECTIVES  
CCR Article 3, Section 7300(d)**

The Service Unit Plan (SUP) uses the National Aging Program Information System (NAPIS) Categories and units of service. They are defined in the [NAPIS State Program Record](#).

For services not defined in NAPIS, refer to the [Service Categories and Data Dictionary](#).

Report the units of service to be provided with **ALL funding sources**. Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles III B, III C-1, III C-2, III D, VII (a) and VII (b).

**1. Personal Care (In-Home)**

**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013			
2013-2014			
2014-2015			
2015-2016			

**2. Homemaker**

**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	1,200	1	
2013-2014			
2014-2015			
2015-2016			

**3. Chore****Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013			
2013-2014			
2014-2015			
2015-2016			

**4. Home-Delivered Meal****Unit of Service = 1 meal**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	120,000	1	
2013-2014			
2014-2015			
2015-2016			

**5. Adult Day Care/Adult Day Health****Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013			
2013-2014			
2014-2015			
2015-2016			

**6. Case Management**

**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013			
2013-2014			
2014-2015			
2015-2016			

**7. Assisted Transportation**

**Unit of Service = 1 one-way trip**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	4,500	1	
2013-2014			
2014-2015			
2015-2016			

**8. Congregate Meals**

**Unit of Service = 1 meal**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	75,000	1, 2	2.8
2013-2014			
2014-2015			
2015-2016			

**9. Nutrition Counseling**

**Unit of Service = 1 session per participant**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013			
2013-2014			
2014-2015			
2015-2016			

**10. Transportation**

**Unit of Service = 1 one-way trip**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013			
2013-2014			
2014-2015			
2015-2016			

**11. Legal Assistance**

**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	1,600	1	
2013-2014			
2014-2015			
2015-2016			

**12. Nutrition Education****Unit of Service = 1 session per participant**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	5,000	1	
2013-2014			
2014-2015			
2015-2016			

**13. Information and Assistance****Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	2,000	1	
2013-2014			
2014-2015			
2015-2016			

**14. Outreach****Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	3,500	1	1.2, 1.5, 1.7, 1.10
2013-2014			
2014-2015			
2015-2016			

**15. NAPIS Service Category – “Other” Title III Services**

**Title III B, Other Supportive Services**

For all Title IIIB “Other” Supportive Services, use the appropriate Service Category name and Unit of Service (Unit Measure) listed in the CDA Service Categories and Data Dictionary. All “Other” services must be listed separately. Duplicate the table below as needed.

**Service Category** Cash/Material Aid

**Unit of Service** 1 instance

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	15	1	
2013-2014			
2014-2015			
2015-2016			

**16. Title III D Health Promotion**

**Unit of Service = 1 contact**

**Service Activities:** Physical Fitness

- **Title III D/Health Promotion:** Enter program goal and objective numbers in the Title III D Service Plan Objective Table below.

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	1,200	1, 2	2.2
2013-2014			
2014-2015			
2015-2016			

**Title III D Medication Management**

**Units of Service = 1 Contact**

Service Activities: \_\_\_ Medication Card Distribution \_\_\_\_\_

- **Title III D/Medication Management:** Enter program goal and objective numbers in the Title III D Service Plan Objective Table below.

Fiscal Year	Proposed Units of Service	Program Goal Number	Objective Numbers (required)
2012-2013	100	1,2	2.6
2013-2014			
2014-2015			
2015-2016			