

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

DEPT: Aging and Veterans Services

BOARD AGENDA #: \*B-1

AGENDA DATE: May 9, 2017

**SUBJECT:**

Approval of Department of Aging and Veterans Services (Area Agency on Aging) Area Plan Update, 2017-2018

**BOARD ACTION AS FOLLOWS:**

No. 2017-236

On motion of Supervisor Olsen, Seconded by Supervisor Withrow

and approved by the following vote,

Ayes: Supervisors: Olsen, Withrow, Monteith, DeMartini, and Chairman Chiesa

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:

  
ELIZABETH A. KING, Clerk of the Board of Supervisors

File No.

**THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS  
AGENDA ITEM**

DEPT: Aging and Veterans Services  
Urgent  Routine

BOARD AGENDA #: \*B-1

AGENDA DATE: May 9, 2017

CEO CONCURRENCE: *pht*

4/5 Vote Required: Yes  No

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**SUBJECT:**

Approval of Department of Aging and Veterans Services (Area Agency on Aging) Area Plan Update, 2017-2018

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**STAFF RECOMMENDATIONS:**

1. Approve the Area Agency on Aging's Fiscal Year 2017-2018 Area Plan Update.
2. Authorize the Chairman 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.

**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. AAAs are required by Federal and State Law to produce an Area Plan every four years, and to update the Area Plan annually. The update incorporates the changes in legislation, programs, and funding available to the aging population and tailors those programs to the needs and concerns of seniors, caregivers and persons with disabilities. The AAA for Stanislaus County is part of the County Department of Aging and Veterans Services and is known as Planning and 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 2017-2018 Area Plan Update is intended to be in effect with the new Fiscal Year, July 1, 2017-2018. The Plan includes specific Goals and Objectives for the senior citizens, caregivers, and persons with disabilities served by the Plan. Following is a summary of the new Objectives for the Stanislaus County Area Agency on Aging. These new Objectives are in addition to the Goals and Objectives approved by the Board, April 26, 2016 as part of the 2016-2020 Area Plan.

Approval of Department of Aging and Veterans Services (Area Agency on Aging) Area Plan Update, 2017-2018

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Goal #1-Provide Information and Assistance to Senior Citizens, Caregivers and Persons with Disabilities

Objective 1.12: The AAA staff will train volunteers to provide respite services to informal caregivers.

Goal #2-Promote Health and Well-Being for Senior Citizens, Persons with Disabilities, and Caregivers

Objective 2.13: The AAA staff will coordinate with various transportation agencies to design a strategic plan for “door through door” transportation for senior citizens and persons with disabilities.

**POLICY ISSUE:**

The Area Plan Update is a requirement of the Older Americans Act and the California Department of Aging. Funding for services for senior citizens, caregivers and persons with disabilities is contingent upon the approval of the Plan by the Stanislaus County Board of Supervisors.

**FISCAL IMPACT:**

The projected Area Plan Budget for Fiscal Year 2017-2018 is \$2,106,761.00. The budget is made up of \$1,796,326.00 from the California Department of Aging, \$179,514.00 from the County’s existing match share of Area Agency on Aging administration to fulfill Federal Older Americans Act and State mandates, and \$130,921.00 from contracting providers for the minimum required match for each program. This funding will be included in the Area Agency on Aging 2017-2018 Final Budget.

<b>Cost of recommended action:</b>		<b>\$ 2,106,761</b>
<b>Source(s) of Funding:</b>		
California Dept. of Aging	\$ 1,796,326	
Match from Providers	\$ 130,921	
<b>Funding Total:</b>		<b>\$ 2,106,761</b>
<b>Net Cost to County General Fund</b>	<b>\$ 179,514</b>	
<b>Fiscal Year: 2017-2018</b>	<b>No</b>	
<b>Budget Adjustment/Appropriations needed:</b>		
<b>Fund Balance as of March 31, 2017</b>	<b>\$ 1,084,615</b>	

**BOARD OF SUPERVISORS’ PRIORITY:**

The Area Plan Update is consistent with the Board of Supervisors’ priorities, 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 and implementation of the Area Plan Update.

**CONTACT PERSON:** Margie Palomino, Director, Aging and Veterans Services, 209-525-4601

**ATTACHMENT(S):**

1. Area Plan Update
2. Transmittal Letter

# Attachment 1

## Area Plan Update

Stanislaus County Area Agency on Aging  
Area Plan Update- July 1, 2017-June 30, 2018



Margie Palomino

Director

**AREA PLAN UPDATE (APU) CHECKLIST**

PSA 30

**Check one:**  **FY 17-18**  **FY 18-19**  **FY 19-20**

*Use for APUs only*

AP Guidance Section	APU Components (To be attached to the APU)	Check if Included	
	➤ <i>Update/Submit A) through I) ANNUALLY:</i>		
n/a	<b>A) Transmittal Letter-</b> (requires <u>hard copy</u> with original ink signatures or official signature stamp- <b>no photocopies</b> )	<input checked="" type="checkbox"/>	
n/a	<b>B) APU-</b> (submit entire APU electronically only)	<input checked="" type="checkbox"/>	
2, 3, or 4	<b>C) Estimate-</b> of the number of lower income minority older individuals in the PSA for the coming year	<input checked="" type="checkbox"/>	
7	<b>D) Public Hearings-</b> that will be conducted	<input checked="" type="checkbox"/>	
n/a	<b>E) Annual Budget</b>	<input type="checkbox"/>	
9	<b>F) Title IIIB/VIIA Long-Term Care Ombudsman Objectives</b>	<input checked="" type="checkbox"/>	
9	<b>G) Title VIIA Elder Abuse Prevention Objectives</b>	<input checked="" type="checkbox"/>	
10	<b>H) Service Unit Plan (SUP) Objectives and LTC Ombudsman Program Outcomes</b>	<input checked="" type="checkbox"/>	
18	<b>I) Legal Assistance</b>	<input checked="" type="checkbox"/>	
	➤ <i>Update/Submit the following only if there has been a CHANGE or the section was not included in the 2016-2020 Area Plan:</i>	Mark Changed/Not Changed (C or N/C)	
		<b>C</b>	<b>N/C</b>
5	Minimum Percentage/Adequate Proportion	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Needs Assessment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	AP Narrative Objectives:		
9	System-Building and Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	Title IIIB-Funded Programs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	Title IIIB-Transportation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	Title IIIB-Funded Program Development/Coordination (PD or C)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	Title IIIC-1	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	Title IIIC-2	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	Title IIID	<input type="checkbox"/>	<input checked="" type="checkbox"/>
20	Title IIIE-Family Caregiver Support Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	Title V-SCSEP Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	HICAP Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14	Notice of Intent-to Provide Direct Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15	Request for Approval-to Provide Direct Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Governing Board	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17	Advisory Council	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21	Organizational Chart(s)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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## Area Plan Update, 2017-2018

The staff and volunteers of the Area Agency on Aging in Stanislaus County continue to provide valuable information and services to the senior citizens, caregivers and persons with disabilities in our area. We continue to collaborate with other County agencies, non-profit agencies, and local foundations to attempt to meet critical needs. Major focuses include preventing depression among seniors; coordinating a variety of services available from home health agencies, hospitals, and other groups; promoting lifestyles that enhance the lives of seniors; and soliciting assistance from volunteers. Based upon a comparison of data from 2015 and 2016, it is estimated that in 2017 there will be 100,052 persons over the age of 60 in Stanislaus County. Approximately 36,172 identify as being part of a minority group. Of the 100,052 seniors, approximately 24,765 are eligible for Medi-Cal, 24.6% of the total number of seniors. Applying 24.6% to the estimated number of persons in minority groups, 8,898 persons may be considered to have a low amount of income.

While maintaining the usual services, the Department of Aging and Veterans Services is in the midst of moving to a newly renovated office as part of the Stanislaus Veterans Center. The Veterans Foundation of Stanislaus County successfully collaborated with the staffs of the City of Modesto, Stanislaus County, and a local property owner to sign a long-term lease on a building in Northeast Modesto. The new Veterans Center will include the offices of our department; the County Adult Protective Services; MOVE, the consolidated transportation services agency; the IHSS Public Authority; the Healthy Aging Association and the Veterans Foundation. A major feature of this new building is a hall with a commercial kitchen that can

be used by any veterans groups for meetings and events. The hall can also be used by the general public and will highlight the accomplishments of local veterans.

For a number of years the Area Agency on Aging has collaborated with the County Behavioral Health and Recovery Services Department to address some of the mental health needs of seniors. The Prevention and Early Intervention programs (PEI), Project Hope, include programs that are free to anyone over the age of 60, meeting seniors in their homes. The programs include counseling by a social worker, the possibility of a trained senior volunteer meeting with the senior citizen, or time with a friendly visitor, all with the intent to help seniors cope with what may be inevitable circumstances. The senior peer counselor receives training and on-going support from the staff social worker. The friendly visitors provide socialization that can be the incentive that some seniors need to remain engaged in the community.

The AAA staff and the staff of the Healthy Aging Association collaborate with other county agencies through the SNAP-Ed Program to promote healthy living. The focus is on consuming fresh fruits and vegetables and incorporating exercise into daily routines. As a participant in the Farmers Market Coupon program, the AAA staff has coordinated with the markets to encourage emphasis on the harvest of the month, attempting to bring seniors to the markets. Plans are being made to establish community gardens and organized walking groups.

As more seniors age in place, requiring assistance from family and friends, the AAA staff will be sponsoring an event for trainers of potential respite volunteers. The REST (Respite, Education & Support Tools) Companion program, an evidence- supported training program, is a 2-day event that enables participants to recruit and train volunteers that will provide respite to caregivers. The event will be open to organizations such as care facilities,

hospitals, churches, home health agencies, and day care facilities. This training opportunity will assist the AAA to be able to more effectively recruit and train volunteers and thereby provide more respite services to enhance the Family Caregiver Support Program. This event and the subsequent training sessions will be a new Program Development objective.

For a number of years various agencies and seniors have recognized the need for transportation services that assist persons who have difficulty accessing para-transit and fixed route buses. Many seniors do not have family or friends that can either be available to transport them to appointments or are able to handle the needs of those seniors. These seniors and persons with disabilities often live in rural areas of the County, or areas of the cities that make it difficult for them to get to doctor appointments or other critical appointments. In November 2016, Stanislaus County voters approved Measure L, a new source of income to provide enhanced transportation services for senior citizens and persons with disabilities. The AAA staff; the Stanislaus Council of Governments (StanCOG); MOVE, the consolidated transportation services agency; other transportation services agencies; and the members of the Stanislaus County Commission on Aging will develop a Strategic Plan to provide door-through-door transportation services. A new Program Development objective has been added to recognize the involvement by the AAA staff.

Though the Coordinated Care Initiative will not be employed in the state, the AAA staff will continue to be part of the Senior Coalition of Stanislaus County. The Coalition has provided multiple opportunities to exchange ideas and support the various contributors to the group. The goal continues to be to consistently assist seniors and persons with disabilities to recover from various ailments and remain independent for as long as is safely possible.

**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)

<b>Fiscal Year</b>	<b>Date</b>	<b>Location</b>	<b>Number of Attendees</b>	<b>Presented in languages other than English? Yes or No</b>	<b>Was hearing held at a Long-Term Care Facility? Yes or No</b>
<b>2016-17</b>	<b>1/21/16</b>	<b>Ombudsman Staff Meeting, Modesto</b>	<b>12</b>	<b>No</b>	<b>no</b>
	<b>2/2/16</b>	<b>Provider Meeting, Modesto</b>	<b>9</b>	<b>No</b>	<b>no</b>
	<b>2/3/16</b>	<b>STOAC, Modesto</b>	<b>19</b>	<b>No</b>	<b>no</b>
	<b>2/8/16</b>	<b>APS Staff, Modesto</b>	<b>10</b>	<b>No</b>	<b>no</b>
	<b>2/16/16</b>	<b>Senior Committee, Patterson</b>	<b>9</b>	<b>No</b>	<b>no</b>
	<b>2/18/16</b>	<b>IHSS Staff, Modesto</b>	<b>36</b>	<b>No</b>	<b>no</b>
	<b>2/23/16</b>	<b>Senior Coalition, Modesto</b>	<b>17</b>	<b>No</b>	<b>no</b>
	<b>3/3/16</b>	<b>Senior Services Staff Meeting, Modesto</b>	<b>7</b>	<b>No</b>	<b>no</b>
	<b>3/11/16</b>	<b>Grayson Community Center</b>	<b>12</b>	<b>Yes</b>	<b>no</b>
	<b>3/15/16</b>	<b>Senior Center, Oakdale</b>	<b>9</b>	<b>No</b>	<b>no</b>
	<b>3/28/16</b>	<b>Promotoras Group, Ceres</b>	<b>10</b>	<b>No</b>	<b>no</b>
	<b>4/11/16</b>	<b>AAA Office, Modesto</b>	<b>19</b>	<b>No</b>	<b>no</b>
<b>2017-18</b>	<b>4/10/17</b>	<b>AAA Office, Modesto</b>	<b>16</b>	<b>No</b>	<b>no</b>
<b>2018-19</b>					
<b>2019-20</b>					

**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 Area Plan Update includes information from the Long Term Care Ombudsman provider. Additionally programs that are included in the Area Plan involve persons who are homebound. The AAA staff and the staffs of the Senior Meals provider and Ombudsman provider contribute input to the design of the Plan through interaction with consumers.

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

Yes. Go to question #3

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

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

Attendees noted the need for the newest Program Development objectives, focusing on assistance for informal caregivers and seniors needing door-through-door transportation services.

4. Attendees were provided the opportunity to testify regarding setting minimum percentages of Title III B program funds to meet the adequate proportion of funding for Priority Services

Yes. Go to question #5

No, Explain:

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

A question was asked if the proportions could be changed in response to greater needs in one area or another. It was noted that they could change with data and proof of the need for changes. Proportions could also change if funding for particular areas of Title IIIB funding changes.

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

Attendees commented regarding the definitions of low income, relating to available services. It was noted that many seniors have income that is too high for many services, but still need various kinds of assistance.

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

No changes made.

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

<b>Goal # 1</b>			
<b>Goal: Provide Information and Assistance to Senior Citizens, Caregivers, and Persons with Disabilities</b>			
<b>Rationale:</b>			
Results of the Older Adult Needs Assessment survey and the focus groups showed that information about senior services is lacking.			
<b>Objectives:</b>	<b>Projected Start &amp; End Dates</b>	<b>Title III B Funded PD or C</b>	<b>Update Status</b>
<b>Objective 1.1:</b> The AAA staff and the Senior Coalition of Stanislaus County will distribute copies of the Fall Prevention Guide.	7/1/16-6/30/20	Coordination	Ongoing
<i>Outcome:</i> Fall prevention information will be distributed by service providers and at outreach events throughout the county, and available on line at the Healthy Aging Association website.			4,700 distributed through 12/31/16
<i>Measurement:</i> The number of guides distributed.			
<b>Objective 1.2:</b> The AAA staff will coordinate with the Stanislaus Elder Abuse Prevention Alliance (SEAPA) to conduct outreach events in various communities to increase awareness of the signs of elder abuse, how to prevent abuse, and give the resources to better serve the victims of abuse.	7/1/16-6/30/20	C	Ongoing
<i>Outcome:</i> Seniors, caregivers and the general public will learn about elder abuse prevention.			
<i>Measurement:</i> The number of outreach events and the number of attendees.			3 outreach events, 375 attended
<b>Objective 1.3:</b> The AAA staff will work with the members of the Senior Coalition of Stanislaus County to sponsor the Healthy Aging and Fall Prevention Summit, October 21, 2016. Free health screenings and information about fall prevention and a variety of health topics will be presented to the public.	7/1/17-10/20/17	C	Annual event; next Summit 10/20/17
<i>Outcome:</i> Seniors and caregivers will attend the Summit.			

<i>Measurement:</i> The number of attendees and health evaluations completed.			Over 1,100 attended in 2016
<b>Objective 1.4:</b> The Health Insurance Counseling and Advocacy (HICAP) staff and volunteers at the AAA will partner with staff members in the cities of Oakdale, Turlock and Patterson to establish HICAP services in these cities.	7/1/16-6/30/20	C	Ongoing
<i>Outcome:</i> Senior citizens and caregivers in Oakdale, Turlock and Patterson will have improved access to information about Medicare benefits.			Through 12/31/16-39-Oakdale, 25-Patterson, 77- Turlock
<i>Measurement:</i> The number of seniors that access the services.			
<b>Objective 1.5:</b> The AAA staff will coordinate with the staff of MOVE Transportation Services to promote their Mobility Training and Bridges programs.	7/1/16-6/30/20	C	Ongoing
<i>Outcome:</i> Senior citizens will successfully access various forms of transportation.			
<i>Measurement:</i> The number of outreach events and resulting registrations for services.			117 events, 75 Bridges clients, 8 Mobility Training clients
<b>Objective 1.6:</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 MOVE Mobility Advisory Committee.	7/1/16-6/30/20	C	Ongoing
<i>Outcome:</i> 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.			Tax measure passed-funds available after 7/1/2017
<i>Measurement:</i> The amount of funds available to establish and continue specialized transportation services.			
<b>Objective 1.7:</b> The AAA staff and Commission on Aging members will partner with the Stanislaus Senior Foundation to assist seniors whose needs exceed available assistance.	7/1/16-6/30/20	C	Ongoing

<u>Outcome:</u> Low income seniors will receive assistance to remain independent as long as possible.			
<u>Measurement:</u> The number of seniors that are referred by AAA staff to the Stanislaus Senior Foundation			7/1-12/31/16-22 seniors assisted
<b>Objective 1.8:</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.	7/1/16-6/30/20	C	Ongoing
<u>Outcome:</u> Information about available senior services will be conveyed via participation in outreach opportunities.			
<u>Measurement:</u> The number of events attended by AAA staff.			18 events
<b>Objective 1.9:</b> The AAA staff will recruit new bilingual volunteers for the PEI and HICAP programs by making presentations at the various Hispanic, Assyrian, Asian and other organizations that serve ethnic populations in the County.	7/1/16-6/30/17	Program Development	
<u>Outcome:</u> The result will be that seniors for whom English is difficult will be served through these programs.			
<u>Measurement:</u> The number of recruitment meetings with various organizations and the number of bilingual volunteers.	Flyers out, appeal in "Modesto Bee"		6 meetings one volunteer
<b>Objective 1.10:</b> The AAA HICAP staff will collaborate with the staffs of the Healthy Aging Association and Catholic Charities to conduct outreach events to low income seniors. The targeted population will include current participants in the Green Bag program, to increase awareness of other services such as the Limited Income Subsidy and Cal Fresh programs.	7/1/16-6/30/20		
<u>Outcome:</u> Low income seniors will enroll in benefits that will assist them remain independent and financially capable.			
<u>Measurement:</u> Number of events and the number of seniors enrolled in additional benefits.			2 events, 12 seniors enrolled
<b>Objective 1.11</b> The AAA staff will coordinate with the SNAP-Ed/CNAP partners to promote Harvest of the Month	7/1/16-6/30/20		



(HOTM) produce by highlighting HOTM fruits/vegetables on the monthly senior meals menus and at Farmers Market Nutrition Program coupon distributions during the summer months. The objective provides additional nutrition education <u>highlighting the health benefits of fresh fruits and vegetables.</u>			
<u>Outcome:</u> HOTM produce will be highlighted on at least 3 monthly menus and at 1-2 Farmers Markets.			
<u>Measurement:</u> Number of monthly menus created and distributed.			Menus to be done-May-July
<b>Objective 1.12</b> The AAA staff will conduct training for respite volunteers to address the needs of caregivers and care receivers enrolled in the Family Caregiver Support Program.	7/1/17-6/30/20	PD	New
<u>Outcome:</u> Volunteers will be trained and available to give respite to informal caregivers.			
<u>Measurement:</u> The number of training classes and attendees.			
<b>Goal: #2</b>			
<b>Promote Health &amp; Well-Being for Senior Citizens, Persons with Disabilities, and Caregivers</b>			
<b>Rationale:</b>			
The responses on the Older Adult Survey included concerns about basic physical aspects of daily living. Addressing these concerns and seeking ways that can help people be healthier can help senior citizens stay as independent as possible.			
<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.	1/1/16-5/14/20	C	Ongoing
<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.			Annual event
<b>Objective 2.2</b> As the recipient of Title IIID funding, the Healthy Aging Association will conduct the “A Matter of Balance” classes throughout the County. Additionally, the Healthy Aging Association will conduct a Tai Chi: Moving for Better Balance Class. Both of these programs have been identified as evidence-based programs.	7/1/16-6/30/20		Ongoing
<u>Outcome:</u> Seniors will participate in classes that will help them understand their fear of falling and how to prevent falls.			
<u>Measurement:</u> The number of classes available and number of participants.			52-A Matter of Balance participants, 63-Tai Chi
<b>Objective 2.3:</b> The contractor for the Long Term Care Ombudsman Program will develop Emergency Preparedness plans to assist care facilities to be ready to properly assist residents.	7/1/16-6/30/20		Ongoing
<u>Outcome:</u> The Ombudsman staff and volunteers will understand how to assist the staff of care facilities to be prepared for disasters.			
<u>Measurement:</u> The completed plan and the number of care facilities with appropriate plans.			Plans are in process
<b>Objective 2.4</b> The AAA staff will coordinate with local senior service providers, senior housing complexes, and medical or social service staff of primary care offices or long term care facilities to promote the utilization of the older adult Prevention and Early Intervention (PEI) programs available in Stanislaus County.	7/1/16-6/30/20	C	Ongoing
<u>Outcome:</u> AAA staff will offer group presentations and participate in local senior outreach events to promote the PEI programs (Brief & Peer Counseling and Friendly Visitors).			
<u>Measurement:</u> AAA staff will provide a minimum of 12 presentations and attend 6 outreach events annually.			1 presentation 9 outreach events
<b>Objective 2.5:</b> The AAA staff will expand the navigation role of the PEI programs by utilizing AAA volunteers, Senior Information and Case Management staff to provide	7/1/16-6/30/17	PD	Completed

follow-up support for those PEI referrals at highest risk of non-compliance with program goals.			
<i>Outcome:</i> New AAA volunteers will be trained to provide follow-up phone call support and to make referrals as needed to the Information & Referral and Case Management staff.			
<i>Measurement:</i> Six to ten new Senior Peer Counselor, Friendly Visitor or other AAA volunteers will be trained for this role to provide additional phone support/follow-up to PEI clients.			AAA staff providing extra follow-up support
<b>Objective 2.6</b> The AAA staff will partner with the Healthy Aging Association and the Second Harvest Food Bank to expand the Green Bag program.	7/1/16-6/30/17	PD	Continuing
<i>Outcome:</i> Low income seniors will have access to fresh fruits and vegetables.			364 participants at 4 sites
<i>Measurement:</i> The number of seniors receiving produce and the number of new sites for distribution throughout the county.			New sites are still in the planning stages
<b>Objective 2.7:</b> The AAA staff will coordinate with local SNAP-Ed partners and providers to promote increased fruit and vegetable consumption and increased physical activity by planning and promoting Senior Community Gardens, promoting utilization of Senior Farmers Market Nutrition Program coupons, and Senior Walking Groups.	7/1/16-6/30/17	C	Ongoing
<i>Outcome:</i> Seniors will have greater opportunities to change their health by greater access to fresh fruits and vegetables. Seniors will increase their exercise routines.			
<i>Measurement:</i> At least one senior housing or community center host a Senior Garden and/or Walking Group. At least one special event at a certified Farmers Market to promote the utilization of Senior Farmers Market Coupons.			Gardens and groups in the planning stages
<b>Objective 2.8:</b> The AAA staff will coordinate with the California State University Stanislaus Nursing students and/or Modesto Junior College Social/Human Services students to assist with the initial screening (including PHQ-2 Depression Screen) of the Home Delivered Meals program participants to increase the number of appropriate referrals to other senior service agencies, including PEI programs and Senior Information and Referral services.	7/1/16-6/30/20	C	Ongoing

<u>Outcome:</u> Seniors will be referred to and receive case management and counseling/social support.			
<u>Measurement:</u> The number of seniors assessed by CSUS & MJC students.			40 seniors
<b>Objective 2.9:</b> The AAA staff will coordinate with members of the Senior Coalition of Stanislaus County to understand and access available services, assisting seniors to age with dignity, choice and independence.	7/1/16-6/30/20	C	Ongoing
<u>Outcome:</u> Members of the Coalition will coordinate to provide accurate information and services for seniors and caregivers in Stanislaus County.			
<u>Measurement:</u> The variety of service providers in the Coalition and the number of events/services available to seniors and caregivers.			30 reps from various agencies
<b>Objective 2.10:</b> The AAA staff will participate in the Supplemental Nutrition Assistance Program-Education (SNAP-Ed) work plan process with the other local implementing agencies (Public Health, Catholic Charities, & UC cooperative) to create an integrated work plan (IWP) that incorporates all of the partners' goals and strategies, and identifies which entities will carry out each activity and at which location.	7/1/16-6/30/17		
<u>Outcome:</u> AAA staff will participate in the SNAP-Ed work plan meetings and planning process.			
<u>Measurement:</u> Number of SNAP-Ed meetings, conference calls, or webinars attended.			5 meetings
<b>Objective 2.11:</b> The contractor for the Long Term Care Ombudsman Program staff and volunteers will provide outreach events to educate the community regarding the mission of the Program, protecting the rights of residents of care facilities. Outreach opportunities will include informing the public of legislative initiatives that affect the residents of care facilities.	7/1/16-6/30/20		Ongoing
<u>Outcome:</u> Information about residents' rights will be available to the communities in Stanislaus County.			
<u>Measurement:</u> The number of community outreach events and participants in those events.			5 events, 516 attending

<p><b>Objective 2.12:</b> The AAA staff will coordinate with MOVE to recruit volunteers for a transportation program assisting veterans to access health services in Livermore and Palo Alto.</p>	<p>7/1/16-6/30/20</p>	<p>C</p>	<p>Ongoing</p>
<p><u>Outcome:</u> Veterans will receive the treatments available in the Bay Area.</p>			<p>MOVE is working on the logistics of the new program.</p>
<p><u>Measurement:</u> Number of volunteers recruited and the number of veterans receiving services in the Bay Area.</p>			
<p><b>Objective 2.13:</b> The AAA staff will coordinate with the staffs of the Council of Governments (StanCOG), MOVE the consolidated transportation services agency, other transportation agencies, and members of the Commission on Aging to design a strategic plan to provide additional “door through door” transportation services for seniors and persons with disabilities.</p>	<p>7/1/17-6/30/20</p>	<p>PD</p>	<p>New</p>
<p><u>Outcome:</u> The plan will be designed and implemented.</p>			
<p><u>Measurement:</u> The completed plan available for the transportation agencies to provide the specialized services.</p>			

**SECTION 10 - SERVICE UNIT PLAN (SUP) OBJECTIVES**

**PSA 30**

**TITLE III/VIIA 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 Report \(SPR\)](#)

For services not defined in NAPIS, refer to the [Service Categories and Data Dictionary and the National Ombudsman Reporting System \(NORS\) Instructions](#).

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 IIIB, IIIC-1, IIIC-2, IIID, and VIIA.

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

**Unit of Service = 1 hour**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017			
2017-2018			
2018-2019			
2019-2020			

**2. Homemaker (In-Home)**

**Unit of Service = 1 hour**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	5,400	2	
2017-2018	5,400	2	
2018-2019			
2019-2020			

**3. Chore (In-Home)****Unit of Service = 1 hour**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017			
2017-2018			
2018-2019			
2019-2020			

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

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	140,000	1	
2017-2018	140,000	1	
2018-2019			
2019-2020			

**5. Adult Day/ Health Care (In-Home)****Unit of Service = 1 hour**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017			
2017-2018			
2018-2019			
2019-2020			

**6. Case Management (Access)****Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	960	2	
2017-2018	600	2	
2018-2019			
2019-2020			

**7. Assisted Transportation (Access)****Unit of Service = 1 one-way trip**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017			
2017-2018			
2018-2019			
2019-2020			

**8. Congregate Meals****Unit of Service = 1 meal**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	50,000	1	
2017-2018	50,000	1	
2018-2019			
2019-2020			



**9. Nutrition Counseling**

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

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017			
2017-2018			
2018-2019			
2019-2020			

**10. Transportation (Access)**

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

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017			
2017-2018			
2018-2019			
2019-2020			

**11. Legal Assistance**

**Unit of Service = 1 hour**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	1,600	1	
2017-2018	1,600	1	
2018-2019			
2019-2020			

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

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	4,000	1	
2017-2018	4,000	1	
2018-2019			
2019-2020			

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

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	2,000	1	1.3, 1.8
2017-2018	3,000	1	1.3, 1.8
2018-2019			
2019-2020			

**14. Outreach (Access)****Unit of Service = 1 contact**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	500	1	1.1, 1.3, 1.5, 1.8
2017-2018	500	1	1.1, 1.3, 1.5, 1.8
2018-2019			
2019-2020			

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

**Other Supportive Service Category Cash/Material Aid**

**Unit of Service = 1 instance**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	10	1	
2017-2018	15	1	
2018-2019			
2019-2020			

**16. Title IIID/ Disease Prevention and Health Promotion**

**Instructions for Title IIID Disease Prevention and Health Promotion:** Enter the proposed units of service and the Program Goal and Objective number(s) that provides a narrative description of the program and explains how the service activity meets the criteria for evidence-based programs described in PM 15-10.

**Unit of Service = 1 contact**

**Service Activities: A Matter of Balance Classes**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2016-2017	48	2	2.2
2017-2018	48	2	2.2
2018-2019			
2019-2020			

**Unit of Service = 1 contact**

**Service Activities: Tai Chi: Moving for Better Balance**

Fiscal Year	<b>Proposed</b> Units of Service	Goal Numbers	Objective Numbers (Required)
2016-2017	30	2	2.2
2017-2018	45	2	2.2
2018-2019			
2019-2020			

TITLE IIIB and Title VIIA:LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES  
2016–2020 Four-Year Planning Cycle

**Outcome 1. The problems and concerns of long-term care residents are solved through complaint resolution and other services of the Ombudsman Program. [OAA Section 712(a)(3),(5)]**

Measures and Targets:**A. Complaint Resolution Rate** (AoA Report, Part I.E, Actions on Complaints)

The average California complaint resolution rate for FY 2013-2014 was 73%.

<p>1. FY 2014-2015 Baseline Resolution Rate:</p> <p>Number of complaints resolved <u>294</u> + Number of partially resolved complaints <u>87</u> divided by the Total Number of Complaints Received <u>679</u> = Baseline Resolution Rate <u>56%</u></p> <p>FY 2016-17 Target Resolution Rate <u>65%</u></p>
<p>2. FY 2015-2016 Baseline Resolution Rate:</p> <p>Number of complaints resolved <u>253</u> + Number of partially resolved complaints <u>76</u> divided by the Total Number of Complaints Received <u>695</u> = Baseline Resolution Rate <u>47.3%</u></p> <p>FY 2017-18 Target Resolution Rate <u>65%</u></p>
<p>3. FY 2016-2017 Baseline Resolution Rate:</p> <p>Number of complaints resolved _____ + Number of partially resolved complaints _____ divided by the Total Number of Complaints Received _____ = Baseline Resolution Rate _____%</p> <p>FY 2018-19 Target Resolution Rate _____%</p>
<p>4. FY 2017-2018 Baseline Resolution Rate:</p> <p>Number of complaints resolved _____ + Number of partially resolved complaints _____ divided by the Total Number of Complaints Received _____ = Baseline Resolution Rate _____%</p> <p>FY 2019-20 Target Resolution Rate _____%</p>
<p>Program Goals and Objective Numbers: <b>Goal 2</b></p>

**B. Work with Resident Councils** (AoA Report, Part III.D.8)

1. FY 2014-2015 Baseline: number of Resident Council meetings attended <u>52</u> FY 2016-2017 Target: <u>55</u>
2. FY 2015-2016 Baseline: number of Resident Council meetings attended <u>79</u> FY 2017-2018 Target: <u>65</u>
3. FY 2016-2017 Baseline: number of Resident Council meetings attended _____ FY 2018-2019 Target: _____
4. FY 2017-2018 Baseline: number of Resident Council meetings attended _____ FY 2019-2020 Target: _____
Program Goals and Objective Numbers: <b>Goal 2</b>

**C. Work with Family Councils** (AoA Report, Part III.D.9)

1. FY 2014-2015 Baseline number of Family Council meetings attended <u>5</u> FY 2016-2017 Target: <u>5</u>
2. FY 2015-2016 Baseline number of Family Council meetings attended <u>3</u> FY 2017-2018 Target: <u>5</u>
3. FY 2016-2017 Baseline number of Family Council meetings attended _____ FY 2018-2019 Target: _____
4. FY 2017-2018 Baseline number of Family Council meetings attended _____ FY 2019-2020 Target: _____
Program Goals and Objective Numbers: <b>Goal 2</b>

**D. Consultation to Facilities** (AoA Report, Part III.D.4) Count of instances of ombudsman representatives' interactions with facility staff for the purpose of providing general information and assistance unrelated to a complaint. Consultation may be accomplished by telephone, letter, email, fax, or in person.

1. FY 2014-2015 Baseline: number of consultations <u>200</u> FY 2016-2017 Target: <u>205</u>
2. FY 2015-2016 Baseline: number of consultations <u>270</u> FY 2017-2018 Target: <u>250</u>

3. FY 2016-2017 Baseline: number of consultations _____ FY 2018-2019 Target: _____
4. FY 2017-2018 Baseline: number of consultations _____ FY 2019-2020 Target: _____
Program Goals and Objective Numbers: <b>Goal 2</b>

**E. Information and Consultation to Individuals** (AoA Report, Part III.D.5) Count of instances of ombudsman representatives' interactions with residents, family members, friends, and others in the community for the purpose of providing general information and assistance unrelated to a complaint. Consultation may be accomplished by: telephone, letter, email, fax, or in person.

1. FY 2014-2015 Baseline: number of consultations <b><u>697</u></b> FY 2016-2017 Target: <b><u>700</u></b>
2. FY 2015-2016 Baseline: number of consultations <b><u>557</u></b> FY 2017-2018 Target: <b><u>700</u></b>
3. FY 2016-2017 Baseline: number of consultations _____ FY 2018-2019 Target: _____
4. FY 2017-2018 Baseline: number of consultations _____ FY 2019-2020 Target: _____
Program Goals and Objective Numbers: <b>Goal 2</b>

**F. Community Education** (AoA Report, Part III.D.10) LTC Ombudsman Program participation in public events planned to provide information or instruction to community members about the LTC Ombudsman Program or LTC issues. The number of sessions refers to the number of events, not the number of participants.

1. FY 2014-2015 Baseline: number of sessions <b><u>16</u></b> FY 2016-2017 Target: <b><u>20</u></b>
2. FY 2015-2016 Baseline: number of sessions <b><u>11</u></b> FY 2017-2018 Target: <b><u>20</u></b>
3. FY 2016-2017 Baseline: number of sessions _____ FY 2018-2019 Target: _____
1. FY 2017-2018 Baseline: number of sessions _____ FY 2019-2020 Target: _____
Program Goals and Objective Numbers: <b>Objective 2.11</b>

## G. Systems Advocacy

Enter information in the box below.

### **Systemic Advocacy Effort(s) for the current fiscal year 2016-2017:**

Work to create a process that will help to process the influx of Transfer and Discharge notices to the Ombudsman program due, to the new ruling by CMS that stated when a skilled nursing facility initiates the transfer or discharge it must provide appropriate notice to the resident, resident representative, and the Long Term Care Ombudsman program. The plan will also include training Ombudsmen how to respond, including additional training on ODIN.

### **Outcome 2. Residents have regular access to an Ombudsman. [(OAA Section 712(a)(3)(D), (5)(B)(ii))]**

#### **Measures and Targets:**

#### **A. Facility Coverage (other than in response to a complaint), (AoA Report, Part III.D.6)**

Percentage of nursing facilities within the PSA that were visited by an ombudsman representative at least once each quarter **not** in response to a complaint. The percentage is determined by dividing the number of nursing facilities in the PSA that were visited at least once each quarter not in response to a complaint by the total number of nursing facilities in the PSA. NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this measure, no nursing facility can be counted more than once.

1. FY 2014-2015 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint 19 divided by the total number of Nursing Facilities 20 = Baseline 95%

FY 2016-2017 Target: 95%

2. FY 2015-2016 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint 19 divided by the total number of Nursing Facilities 20 = Baseline 95%

FY 2017-2018 Target: 95%

3. FY 2016-2017 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint \_\_\_\_\_ divided by the total number of Nursing Facilities \_\_\_\_\_ = Baseline \_\_\_\_\_%

FY 2018-2019 Target: \_\_\_\_\_%

4. FY 2017-2018 Baseline: Number of Nursing Facilities visited at least once a quarter not in response to a complaint \_\_\_\_\_ divided by the total number of Nursing Facilities \_\_\_\_\_ = Baseline \_\_\_\_\_%

FY 2019-2020 Target: \_\_\_\_\_%

Program Goals and Objective Numbers: **Goal 2**



**B. Facility Coverage (other than in response to a complaint)** (AoA Report, Part III.D.6)

Percentage of RCFEs within the PSA that were visited by an ombudsman representative at least once each quarter during the fiscal year **not** in response to a complaint. The percentage is determined by dividing the number of RCFEs in the PSA that were visited at least once each quarter not in response to a complaint by the total number of RCFEs in the PSA.

NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this measure, no RCFE can be counted more than once.

1. FY 2014-2015 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <b>54</b> divided by the total number of RCFEs <b>85</b> = Baseline <b>64%</b> FY 2016-2017 Target: <b>70%</b>
2. FY 2015-2016 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint <b>62</b> divided by the total number of RCFEs <b>80</b> = Baseline <b>77.5%</b> FY 2017-2018 Target: <b>80%</b>
3. FY 2016-2017 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ divided by the total number of RCFEs _____ = Baseline _____% FY 2018-2019 Target: _____%
4. FY 2017-2018 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint _____ divided by the total number of RCFEs _____ = Baseline _____% FY 2019-2020 Target: _____%
Program Goals and Objective Numbers: <b>Goal 2</b>

**C. Number of Full-Time Equivalent (FTE) Staff** (AoA Report Part III. B.2. - Staff and Volunteers)

This number may only include staff time legitimately charged to the LTC Ombudsman Program. Time spent working for or in other programs may not be included in this number. For example, in a local LTC Ombudsman Program that considers full-time employment to be 40 hour per week, the FTE for a staff member who works in the Ombudsman Program 20 hours a week should be 0.5, even if the staff member works an additional 20 hours in another program.

1. FY 2014-2015 Baseline: <b>1.38</b> FTEs FY 2016-2017 Target: <b>1.5</b> FTEs
2. FY 2015-2016 Baseline: <b>2.82</b> FTEs FY 2017-2018 Target: <b>1.74</b> FTEs
3. FY 2010-2011 Baseline: _____ FTEs FY 2013-2014 Target: _____ FTEs
4. FY 2010-2011 Baseline: _____ FTEs

FY 2014-2015 Target: _____ FTEs
Program Goals and Objective Numbers: <b>Goal 2</b>

**D. Number of Certified LTC Ombudsman Volunteers** (AoA Report Part III. B.2. – Staff and Volunteers)

1. FY 2014-2015 Baseline: Number of certified LTC Ombudsman volunteers <b>20</b> FY 2016-2017 Projected Number of certified LTC Ombudsman volunteers <b>20</b>
2. FY 2015-2016 Baseline: Number of certified LTC Ombudsman volunteers <b>18</b> FY 2017-2018 Projected Number of certified LTC Ombudsman volunteers <b>25</b>
3. FY 2016-2017 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2018-2019 Projected Number of certified LTC Ombudsman volunteers _____
4. FY 2017-2018 Baseline: Number of certified LTC Ombudsman volunteers _____ FY 2019-2020 Projected Number of certified LTC Ombudsman volunteers _____
Program Goals and Objective Numbers: <b>Goal 2</b>

**Outcome 3. Ombudsman representatives accurately and consistently report data about their complaints and other program activities in a timely manner. [OAA Section 712(c)]**

**Measures and Targets:**

In the box below, in narrative format, describe one or more specific efforts your program will undertake in the upcoming year to increase the accuracy, consistency, and timeliness of your National Ombudsman Resource System (NORS) data reporting.

Assign additional staff to check for accuracy, consistency, and timeliness of the Ombudsman representative’s data reporting. The staff person will be assigned to a group of Ombudsman Representatives that will allow for frequent check on a weekly and monthly basis and for immediate coaching.

**TITLE VIIA ELDER ABUSE PREVENTION**  
**SERVICE UNIT PLAN OBJECTIVES**

PSA 30

**TITLE VIIA ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES**

The agency receiving Title VIIA Elder Abuse Prevention funding is: Catholic Charities, Diocese of Stockton

<b>Fiscal Year</b>	<b>Total # of Public Education Sessions</b>
2016-2017	5
2017-2018	12
2018-2019	
2019-2020	

<b>Fiscal Year</b>	<b>Total # of Training Sessions for Professionals</b>
2016-2017	5
2017-2018	12
2018-2019	
2019-2020	

<b>Fiscal Year</b>	<b>Total # of Training Sessions for Caregivers served by Title III E</b>
2016-2017	0
2017-2018	0
2018-2019	
2019-2020	

<b>Fiscal Year</b>	<b>Total # of Hours Spent Developing a Coordinated System</b>
2016-2017	100
2017-2018	100
2018-2019	
2019-2020	

<b>Fiscal Year</b>	<b>Total # of Copies of Educational Materials to be Distributed</b>	<b>Description of Educational Materials</b>
2016-2017	1500	1. Bank teller training materials to assist them in identifying fraud and abuse and how to report suspected financial abuse – i.e. Mandated Reporter Flow Chart, Elder Financial Abuse fact sheet – CANHR, Recognizing and Report Elder Abuse - CANHR

		2. Packet of information to distribute to agency in-home assistants on how to identify abuse and how to report it – i.e. Stanislaus Scam Line (Door hanger flyers)- Senior Law office and Resident Right Fact Sheet - CANHR
		3. Update informational brochures for distribution at senior centers and other community venues – Senior information line brochures, Ombudsman Brochures.
2017-2018	1750	See above
2018-2019		
2019-2020		

<b>Fiscal Year</b>	<b>Total Number of Individuals Served</b>
2016-2017	500
2017-2018	750
2018-2019	
2019-2020	

**TITLE III E SERVICE UNIT PLAN OBJECTIVES**

**PSA 30**

**CCR Article 3, Section 7300(d)**

**2012–2016 Four-Year Planning Period**

This Service Unit Plan (SUP) uses the five broad federally-mandated service categories defined in PM 11-11. Refer to the CDA Service Categories and Data Dictionary Revisions Effective July 1, 2011 for eligible activities and service unit measures. Specify proposed audience size or units of service for ALL budgeted funds.

**Direct and/or Contracted III E Services**

<b>CATEGORIES</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>Family Caregiver Services Caring for Elderly</b>	<i>Proposed</i> <b>Units of Service</b>	<i>Required</i> <b>Goal #(s)</b>	<i>Optional</i> <b>Objective #(s)</b>
<b>Information Services</b>	<b># of activities and Total est. audience for above</b>		
2016-2017	# of activities: 100 Total est. audience for above: 25,000	1	
2017-2018	# of activities: 100 Total est. audience for above: 15,000	1	
2018-2019	# of activities: Total est. audience for above:		
2019-2020	# of activities: Total est. audience for above:		
<b>Access Assistance</b>	<b>Total contacts</b>		

2016-2017	450	1	
2017-2018	500	1	
2018-2019			
2019-2020			

<b>Support Services</b>	<b>Total hours</b>		
2016-2017	275	1	
2017-2018	275	1	
2018-2019			
2019-2020			
<b>Respite Care</b>	<b>Total hours</b>		
2016-2017	2,500	1	
2017-2018	2,500	1	
2018-2019			
2019-2020			
<b>Supplemental Services</b>	<b>Total occurrences</b>		
2016-2017	100	1	
2017-2018	100	1	
2018-2019			
2019-2020			

**Direct and/or Contracted IIIE Services**

<b>Grandparent Services Caring for Children</b>	<b><i>Proposed</i> Units of Service</b>	<b><i>Required</i> Goal #(s)</b>	<b><i>Optional</i> Objective #(s)</b>
<b>Information Services</b>	<b># of activities and Total est. audience for above</b>		
2016-2017	# of activities: Total est. audience for above:		
2017-2018	# of activities: Total est. audience for above:		
2018-2019	# of activities: Total est. audience for above:		
2019-2020	# of activities: Total est. audience for above:		

<b>Grandparent Services Caring for Children</b>	<b><i>Proposed</i> Units of Service</b>	<b><i>Required</i> Goal #(s)</b>	<b><i>Optional</i> Objective #(s)</b>
<b>Access Assistance</b>	<b>Total contacts</b>		
2016-2017			
2017-2018			
2018-2019			
2019-2020			
<b>Support Services</b>	<b>Total hours</b>		
2016-2017			
2017-2018			
2018-2019			

2019-2020			
<b>Respite Care</b>	<b>Total hours</b>		
2016-2017			
2017-2018			
2018-2019			
2019-2020			
<b>Supplemental Services</b>	<b>Total occurrences</b>		
2016-2017			
2017-2018			
2018-2019			
2019-2020			



**SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)**

List all SCSEP monitor sites (contract or direct) where the AAA provides SCSEP enrollment services within the PSA (Do not list host agencies)

Enrollment Location/Name (AAA office, One Stop, Agency, etc.): SER-Jobs for Progress, EDD Office
Street Address: 629 12 <sup>th</sup> St, Modesto, CA 95354
Name and title of all SCSEP paid project staff members (Do not list participant or participant staff names): Frances Trujillo, Project Coordinator  Dolores Brunson, Assistant Case Manager
Number of paid staff: 2      Number of participant staff: 0
How many participants are served at this site? 15

**HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)****SERVICE UNIT PLAN****CCR Article 3, Section 7300(d)**

**STATE & FEDERAL PERFORMANCE TARGETS:** In FY 2014, the State Health Insurance Assistance Program (SHIP) was transferred from the Centers for Medicare & Medicaid Services (CMS) to the Administration for Community Living (ACL). ACL has continued CMS' policy requiring all SHIPs to meet established performance measures. Based on ACL guidelines and to assist AAAs in completing the Service Unit Plan, CDA provides State (1.1 and 1.2), and federal (2.1 through 2.7) performance measures (PM) annually. To download these measures and view definitions, visit <https://www.aging.ca.gov/ProgramsProviders/AAA/Planning/>

**Section 1. State Performance Measures**

*All sections will be completed following the receipt of numbers from the State HICAP office.*

<b>Fiscal Year (FY)</b>	<b>PM 1.1 Clients Counseled (Estimated)</b>	<b>Goal Numbers</b>
2016-2017	922	1.4
2017-2018	922	1.4
2018-2019		
2019-2020		

<b>Fiscal Year (FY)</b>	<b>PM 1.2 Public and Media Events (PAM) (Estimated)</b>	<b>Goal Numbers</b>
2016-2017	36	1.10
2017-2018	36	1.10
2018-2019		
2019-2020		

**Section 2: Federal Performance Measures**

<b>Fiscal Year (FY)</b>	<b>PM 2.1 Total Client Contacts (Estimated)</b>	<b>Goal Numbers</b>
2016-2017	3,509	1
2017-2018	3,509	1
2018-2019		
2019-2020		

<b>Fiscal Year (FY)</b>	<b>PM 2.2 Persons Reached at PAM Events (Estimated)</b>	<b>Goal Numbers</b>
2016-2017	3,862	1.10
2017-2018	3,862	1.10
2018-2019		
2019-2020		

<b>Fiscal Year (FY)</b>	<b>PM 2.3 Contacts with Medicare Beneficiaries Due to Disability (Estimated)</b>	<b>Goal Numbers</b>
2016-2017	669	1
2017-2018	669	1
2018-2019		
2019-2020		

<b>Fiscal Year (FY)</b>	<b>PM 2.4 Low-income Medicare Beneficiary Contacts (Estimated)</b>	<b>Goal Numbers</b>
2016-2017	2,394	1
2017-2018	2,394	1
2018-2019		
2019-2020		
<b>Fiscal Year (FY)</b>	<b>PM 2.5 Contacts with One or More Qualifying Enrollment Topics (Estimated)</b>	<b>Goal Numbers</b>
2016-2017	3,286	1
2017-2018	3,286	1
2018-2019		
2019-2020		

<b>Fiscal Year (FY)</b>	<b>PM 2.6 Total Part D Enrollment/Assistance Contacts (Estimated)</b>	<b>Goal Numbers</b>
2016-2017	2,151	1
2017-2018	2,151	1
2018-2019		
2019-2020		
<b>Fiscal Year (FY)</b>	<b>PM 2.7 Total Counseling Hours (Estimated)</b>	<b>Goal Numbers</b>
2016-2017	2,069	1
2017-2018	2,069	1
2018-2019		
2019-2020		

**Section 3: HICAP Legal Services Units of Service (if applicable)**

<b>Fiscal Year (FY)</b>	<b>3.1 Estimated Number of Clients Represented Per FY (Unit of Service)</b>	<b>Goal Numbers</b>
2016-2017	N/A	
2017-2018		
2018-2019		
2019-2020		

<b>Fiscal Year (FY)</b>	<b>3.2 Estimated Number of Legal Representation Hours Per FY (Unit of Service)</b>	<b>Goal Numbers</b>
2016-2017	N/A	
2017-2018		
2018-2019		
2019-2020		

<b>Fiscal Year (FY)</b>	<b>3.3 Estimated Number of Program Consultation Hours Per FY (Unit of Service)</b>	<b>Goal Numbers</b>
2016-2017	N/A	
2017-2018		
2018-2019		
2019-2020		

**2016-2020 Four-Year Planning Cycle**

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**Funding for Access, In-Home Services, and Legal Assistance**

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The CCR, Article 3, Section 7312, requires the AAA to allocate an “adequate proportion” of federal funds to provide Access, In-Home Services, and Legal Assistance in the PSA. The annual minimum allocation is determined by the AAA through the planning process. The minimum percentages of applicable Title III B funds listed below have been identified for annual expenditure throughout the four-year planning period. These percentages are based on needs assessment findings, resources available within the PSA, and discussions at public hearings on the Area Plan.

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Category of Service and the Percentage of Title III B Funds expended in/or to be expended in FY 2016-17 through FY 2019-20

**Access:**

Transportation, Assisted Transportation, Case Management, Information and Assistance, Outreach, Comprehensive Assessment, Health, Mental Health, and Public Information

2016-17 33.04%      17-18 33.04%      18-19 33.04%      19-20 33.04%

**In-Home Services:**

Personal Care, Homemaker, Chore, Adult Day / Health Care, Alzheimer’s, Residential Repairs/Modifications, Respite Care, Telephone Reassurance, and Visiting

2016-17 20.47%      17-18 20.47%      18-19 20.47%      19-20 20.47%

**Legal Assistance Required Activities:**

Legal Advice, Representation, Assistance to the Ombudsman Program and Involvement in the Private Bar

2016-17 22.02%      17-18 22.02%      18-19 22.02%      19-20 22.02%

**SECTION 16 - GOVERNING BOARD**

**PSA 30**

**GOVERNING BOARD MEMBERSHIP**

**2016-2020 Four-Year Area Plan Cycle**

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CCR Article 3, Section 7302(a)(11)

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**Total Number of Board Members: 5**

**Name and Title of Officers:**

**Office Term Expires:**

Vito Chiesa, Chair	January 2021
Jim DeMartini ,Vice-Chair	January 2021

**Names and Titles of All Members:**

**Board Term Expires:**

Kristen Olsen	January 2021
Terrance Withrow	January 2023
Dick Montieth	January 2023

**SECTION 17 - ADVISORY COUNCIL**

**PSA 30**

**ADVISORY COUNCIL MEMBERSHIP  
2016-2020 Four-Year Planning Cycle**

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OAA 2006 306(a)(6)(D)

45 CFR, Section 1321.57

CCR Article 3, Section 7302(a)(12)

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Total Council Membership (include vacancies)     21

Number of Council Members over age 60     15

<b>Race/Ethnic Composition</b>	<b><u>% of PSA's 60+Population</u></b>	<b><u>% on Advisory Council</u></b>
White	<u>66%</u>	<u>82%</u>
Hispanic	<u>22.9%</u>	<u>12%</u>
Black	<u>2.3%</u>	<u>6%</u>
Asian/Pacific Islander	<u>5.3%</u>	<u>0%</u>
Native American/Alaskan Native	<u>0.9%</u>	<u>0</u>
Other	<u>3%</u>	<u>0</u>

**Name and Title of Officers:**

**Office Term Expires:**

Jeri Johnson, President	June 30, 2019
Lillian Castigliano, 1 <sup>st</sup> Vice President	June 30, 2019
Joyce Gandelman, 2 <sup>nd</sup> Vice President	June 30, 2019



**Name and Title of other members:**

**Office Term Expires:**

Mickey Peabody	June 30, 2019
Lupe Aguilera	June 30, 2017
Eileene King	June 30, 2017
Jenny Kenoyer	June 30, 2018
Maggie Mejia	June 30, 2018
Martha Martin	June 30, 2018
Billie Taylor	June 30, 2018
Ken Hanigan	June 30, 2018
Adriana Breugem	June 30, 2019
Stacie Morales	June 30, 2019
Joyce Buehner	June 30, 2019
Pat Fantazia	June 30, 2019
Joanne Lyons	June 30, 2018
EJ Houston	June 30, 2018

Indicate which member(s) represent each of the "Other Representation" categories listed below.

	Yes	No
Low Income Representative	X	<input type="checkbox"/>
Disabled Representative	X	<input type="checkbox"/>
Supportive Services Provider Representative	X	<input type="checkbox"/>
Health Care Provider Representative	X	<input type="checkbox"/>
Family Caregiver Representative	X	<input type="checkbox"/>
Local Elected Officials	X	<input type="checkbox"/>
Individuals with Leadership Experience in Private and Voluntary Sectors	X	<input type="checkbox"/>

Explain any "No" answer(s): \_\_\_\_\_

Briefly describe the local governing board's process to appoint Advisory Council members:

Each supervisor appoints two members from his or her district. The supervisor may identify a potential candidate or a candidate may be recommended as a person interested in serving on the Commission on Aging. That person is interviewed by the supervisor or the representative of the supervisor and is subsequently chosen to represent the senior citizens, persons with disabilities, and caregivers of that district. The AAA staff and Commission on Aging leadership are notified of the appointment and the person is admitted as a voting member of the Commission.

**2016-2020 Four-Year Area Planning Cycle**

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This section must be completed and submitted with the Four-Year Area Plan.

Any changes to this Section must be documented on this form and remitted with Area Plan Updates.

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1. Specific to Legal Services, what is your AAA’s Mission Statement or Purpose Statement? Statement must include Title IIIB requirements:

The AAA in Stanislaus County contracts for the Senior Law Project with the Senior Advocacy Network, a local non-profit legal firm. The sole purpose for this firm is to address the legal needs of senior citizens, especially those that are culturally and financially challenged.

2. Based on your local needs assessment, what percentage of Title IIIB funding is allocated to Legal Services? 22.02%

3. Specific to Legal Services, has there been a change in your local needs in the past four years? If so, please identify the change (include whether the change affected the level of funding and the difference in funding levels in the past four years).

We are seeing more clients who need assistance with elder abuse, debt issues and housing. The lack of affordable senior housing and the intolerance of “aging” issues by landlords is causing more evictions. Our funding has not changed and we have not been able to give raises or hire badly needed additional staff. Competing for donations in Stanislaus County is difficult since so many other senior programs are also fundraising.

4. Specific to Legal Services, does the AAA’s contract/agreement with the Legal Services Provider(s) (LSPs) specify that the LSPs are expected to use the California Statewide Guidelines in the provision of OAA legal services?

Yes.

5. Does the AAA collaborate with the Legal Services Provider(s) to jointly establish specific priorities issues for legal services? If so what are the top four (4) priority legal issues in your PSA?

Yes. Elder Abuse, Housing, Consumer Debt, Scams

6. Specific to Legal Services, does the AAA collaborate with the Legal Services Provider(s) to jointly identify the target population? If so, what is the targeted senior population in your PSA **AND** what mechanism is used for reaching the target population? Discussion:

The target population is seniors who are 60 or older. We reach this population by attending senior information fairs, put articles in the newspaper and give presentations to various groups throughout the community. We also advertise in the phone book. We believe we are reaching the target population as evidenced by the over 1100 people per year we have assisted either through on line, telephone or in-person interviews.

7. Specific to Legal Services, what is the targeted senior population and mechanism for reaching targeted groups in your PSA? Discussion:

See above.

8. How many legal assistance service providers are in your PSA? Complete table below.

Fiscal Year	# of Legal Assistance Services Providers
2016-2017	1
2017-2018	1
2018-2019	
2019-2020	

9. Does your PSA have a hotline for legal services? 1-800-222-1753

10. What methods of outreach are Legal Services providers using? Discuss:

On-line website

Yellow Pages

Radio PSAs

Newspaper Articles

Word of mouth

Referrals from other agencies

Attending senior information fairs

Presentations to local church, social, law enforcement, legal and health groups

11. What geographic regions are covered by each provider? Complete table below.

Fiscal Year	Name of Provider	Geographic Region covered
2016-2017	a. Senior Advocacy Network	a. Stanislaus County
	b.	b.
	c.	c.
2017-2018	a. Senior Advocacy Network	a. Stanislaus County
	b.	b.
	c.	c.
2018-2019	a.	a.

	b. c.	b. c.
2019-2020	a. b. c.	a. b. c.

12. Discuss how older adults access Legal Services in your PSA:

Consumers access service by telephone, by house calls, by coming to the offices of the Senior Law Project by themselves, public transportation, taxi, friends, other senior services volunteers, APS workers, and social workers. Access is also available through a website with e-mail contact.

13. Identify the major types of legal issues that are handled by the Title IIIB legal provider(s) in your PSA. Discuss (please include new trends of legal problems in your area):

We have been receiving more requests for legal representation at eviction hearings. Although we refer most of those cases to Project Sentinel or the Landlord Tenant Clinic at CRLA, many times those agencies assist with document preparation but do not go to court.

We continue to do all the Elder Abuse Restraining Orders for Adult Protective Services.

NEW TRENDS:

We have received many calls from elderly clients who installed Solar Panels on their home, only to learn later their utility bills have not gone down and that they have signed a 20-30 year contract and now cannot sell their home because of the unconscionability of this long contract and the monthly payments. This will happen more as these aggressive sales people dupe unsuspecting seniors into signing up with the promise of lowering electricity bills yet the monthly charge is too high. The seniors are not having attorneys review the contract because the sales representative usually presents the contract on a laptop or I-pad and uses electronic signatures. Most seniors are not well versed in electronic contracts and signatures and are not even getting copies of what they signed until months later.

14. In the past four years, has there been a change in the types of legal issues handled by the Title IIIB legal provider(s) in your PSA? Discuss:

Same types but new scams, such as the Solar Panels listed in the previous question. We are getting requests to litigate cases where the DA has refused the case and suggested a civil suit. As stated in question one, we don't have the funding or resources to do any civil litigation.

15. What are the barriers to accessing legal assistance in your PSA? Include proposed strategies for overcoming such barriers. Discuss:

The biggest barrier is for home-bound seniors, seniors in the hospital or seniors in assisted living facilities that can't be moved. We are happy to do house-calls for these clients but because of full case schedules we usually can't see the clients until after hours or on the weekends.

16. What other organizations or groups does your legal service provider coordinate services with? Discuss:

Project Sentinel-Assistance for housing issues  
Adult Protective Services

MOVE-Consolidated Transportation Services Agency  
Catholic Charities – Ombudsman Program  
Family Partnership Center-Assistance for seniors raising dependent children  
Family Justice Center  
District Attorney's Office  
HICAP  
Department of Aging and Veterans Services  
Local Hospitals  
Valley Mountain Regional Center-Assistance for persons with developmental disabilities

# Attachment 2

## Transmittal Letter

**TRANSMITTAL LETTER**  
**2016-2020 Four Year Area Plan/ Annual Update**  
**Check one:**  FY 16-20  FY 17-18  FY 18-19  FY 19-20

**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. Vito Chiesa  
(Type Name)



Signature: Stanislaus County Board of Supervisors Chair

5/13/17  
Date

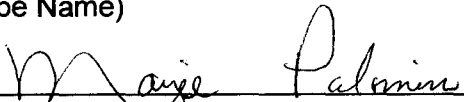
2. Jeri Johnson  
(Type Name)



Signature: Stanislaus County Commission on Aging President

4/13/17  
Date

3. Margie Palomino  
(Type Name)



Signature: Aging and Veterans Services Director

5/9/17  
Date