

Stanislaus County Area Agency on Aging Area Plan Update- July 1, 2018-June 30, 2019



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	A) Transmittal Letter- (requires <i>hard copy</i> with original ink signatures or official signature stamp- no photocopies)	<input checked="" type="checkbox"/>	
n/a	B) APU- (submit entire APU electronically only)	<input checked="" type="checkbox"/>	
2, 3, or 4	C) Estimate- of the number of lower income minority older individuals in the PSA for the coming year	<input checked="" type="checkbox"/>	
7	D) Public Hearings- that will be conducted	<input checked="" type="checkbox"/>	
n/a	E) Annual Budget	<input type="checkbox"/>	
9	F) Title IIIB/VIIA Long-Term Care Ombudsman Objectives	<input checked="" type="checkbox"/>	
9	G) Title VIIA Elder Abuse Prevention Objectives	<input checked="" type="checkbox"/>	
10	H) Service Unit Plan (SUP) Objectives and LTC Ombudsman Program Outcomes	<input checked="" type="checkbox"/>	
18	I) Legal Assistance	<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)	
		C	N/C
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 type="checkbox"/>	<input checked="" type="checkbox"/>
9	Title IIIC-1	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	Title IIIC-2	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>
9	HICAP Program	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>

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. Jim DeMartini

Stanislaus County Board of Supervisors Chair

Date

2. Jeri Johnson

Stanislaus County Commission on Aging President

Date

3. Margie Palomino

Aging and Veterans Services Director

Date

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Area Plan Update, 2018-2019

In April 2017 the Stanislaus County Department of Aging and Veterans Services moved into a renovated building that includes the offices of County departments whose services dovetail well with the services provided by the Area Agency on Aging (AAA). The staffs of Adult Protective Services and In Home Supportive Services are now located in the new building, along with the non-profit agencies, the Healthy Agency Association and MOVE, the local consolidated transportation services agency (CTSA). The close proximity of these departments/agencies makes the collaboration of services easier and more effective for the customers. Another feature of our new office area is the connection to the Stanislaus Veterans Center, a mix of conference rooms and a banquet hall that are available for use by any veterans groups and County departments. Our department benefits by the exposure to the community that the Veterans Center gives.

Stanislaus County is home to an estimated 547,899 persons. Of that number approximately 103,114 persons are over the age of 60, according to the Administration for Community Living, Aging Integrated Database (AGid), as reported by the California Department of Aging. That number represents 18.8% of the general public. Approximately 36,554 senior citizens have been identified as belonging to a minority group, 35.5% of the senior population. Another estimate in the report includes the number of persons over 60 who are eligible for Medi-Cal, 23,778, or 23% of the senior population. Applying that proportion to the number of persons who identify as part of a minority group, 23% of 36,554 shows the potential of 8,411 seniors in minority groups that can be considered to be low income.

With the passage of the LGBT (Lesbian, Gay, Bisexual and Transgender) Disparities Reduction Act of 2016, the staff of the AAA will be revising intake forms to include the required questions that assist in allowing persons in our county that are part of the LGBT community to identify themselves. The questions will be asked of all participants, giving them the opportunity to state their gender, gender at birth, and their sexual orientation or identity. As with other parts of the intake forms, all participants

will have the opportunity to “decline to state” their answers to these questions. The AAA staff is striving to foster greater understanding of the particular needs of persons within the LGBT community, and to meet those needs. A new objective has been added to the Narrative Goals and Objectives chart.

The AAA staff has decided to withdraw from administering the Senior Community Service Employment Program (SCSEP), effective June 30, 2018. The staff recognizes the need for assistance for senior citizens to receive training while looking for work, maintaining their standard of living and independence. However, due to recent developments and requirements from the Department of Labor, the AAA staff has determined that it is no longer cost effective to continue to administer this program. Through the Request for Proposal process the California Department of Aging will be seeking an agency to continue this important work in Stanislaus County.

The staff at the Howard Training Center has elected to discontinue their current contract to provide the Congregate and Home Delivered Meals programs, effective June 30, 2018. The Howard Training Center and the AAA staff have agreed to extend the current agreement for the Home Delivered Meals, July 1-December 31, 2018. The AAA staff will operate the Congregate Meals Program as a direct service and enter into emergency agreements with one or multiple agencies to provide meals at Congregate Meals Sites, July 1-December 31, 2018. A formal Request for Proposal will be done in the new fiscal year to potentially transfer the meals programs to a new agency. The Congregate Meals program staff and volunteers served 24,374 meals to 615 seniors throughout the County during the first six months of the fiscal year. There are 12 congregate sites, including several in Modesto and others on the west and east sides of the County. Close to 600 home-bound seniors were given a total of 51,942 meals during the first half of the year. Over 700 seniors received Nutrition Education each of the first two quarters of the year.

The new fiscal year will include renewed agreements with Catholic Charities, the Healthy Aging Association, and the Senior Advocacy Network, to continue assisting senior citizens throughout

Stanislaus County. These agreements, along with the programs that are accomplished as direct services through the AAA, will continue to provide information, assistance and effective referrals for services to an ever-increasing number of people. Programs that are currently done through the AAA office include Information and Assistance, Outreach, the Family Caregiver Support Program, Case Management, and the Health Insurance Counseling and Advocacy Program (HICAP). In addition, the AAA includes the staff of the Multipurpose Senior Services Program (MSSP).

The agreements for Elder Abuse Prevention, Long Term Care Ombudsman and Homemaker programs are for services done through Catholic Charities. For the first six months of fiscal year 2018 the staff at Catholic Charities produced over 1,000 information sheets regarding Elder Abuse Prevention, and distributed some of those to over 600 seniors. The staff and volunteers for the Ombudsman Program closed 320 cases, met for consultation with 299 individuals, made 94 visits to skilled nursing facilities, and made 284 visits to residential care facilities. Catholic Charities currently has 15 certified Ombudsman volunteers and is always looking to train additional ombudsmen. The Homemaker Program has served 98 seniors for 2,193 hours during the first half of the fiscal year.

The Healthy Aging Association currently offers Title III D services through their “A Matter of Balance” and Tai Chi classes. These programs meet the criteria required by the Administration for Community Living that Title III D funds be used for evidence-based programs. Each of these programs has grown over the last year. There are 11 coaches for the A Matter of Balance classes, with 40 seniors having participated during the first six months of this year. Additional classes are planned for the third and fourth quarters of this fiscal year. The Tai Chi instructor started a second class with a total of 93 seniors registered between the two classes.

The Senior Nutrition Assistance Program-Education (SNAP-Ed) is being implemented in Stanislaus County. The AAA staff continues to participate in meetings of the local work group that promotes greater physical activity, increased consumption of healthy fruits and vegetables, and general

life-style changes with low income senior citizens. Activities include establishing walking groups and educational opportunities for seniors that attend the Green Bag events. At the monthly Green Bag events, participants receive fresh fruits and vegetables donated by the Second Harvest Food Bank in addition to the educational information.

The Senior Advocacy Network is the local non-profit agency that is contracted to do the Senior Law Project. During the first six months of the fiscal year the legal staff and volunteers spent over 900 hours assisting 260 seniors. In addition the staff filed multiple restraining orders and mediated on behalf of seniors who had been victimized by scam artists.

The AAA staff and volunteers continue to be available to assist seniors and caregivers through our office and at community outreach events. During the first half of the fiscal year, approximately 3,000 seniors and caregivers received information about services and were referred to programs to meet their needs. Outreach events included the annual Healthy Aging Summit, other health fairs and community education opportunities. Another means to convey information has been the 10,000 copies of a newsletter-5,000 each in the fall and spring. Upcoming events, articles about healthy living, and the regular Caregiver Corner are features in the “Healthy Aging Today” newsletter.

Through the Family Caregiver Support Program, over 110 spouses, partners, adult children and friends received respite services, assistive devices for caregiving, and general information about caregiving during the first half of the year. Early in the fiscal year, the AAA staff trained six volunteers to offer respite time to caregivers of frail elders. Another class will be done later this fiscal year, offering much-needed support to persons doing the very important caregiving responsibilities for their loved ones. Case management services were given to 33 seniors for a total of 254 hours during the first six months of this fiscal year. The Case Management Program addresses the need for temporary assistance to seniors who do not qualify for the MSSP program.

The Health Insurance Counseling and Advocacy Program (HICAP) is part of the AAA, and during the first 6 months of the fiscal year the staff and volunteers assisted 850 customers with their Medicare questions and issues. Their services are available in our Modesto office as well as in Oakdale, Turlock and Patterson. The Multipurpose Senior Services Program (MSSP) staff continues to meet the needs of 180 frail seniors, helping prevent pre-mature institutionalization.

Project Hope, the programs that are the Prevention and Early Intervention (PEI) programs, will continue through the special relationship the AAA has with the county Behavioral Health and Recovery Services Department. These programs assist seniors that are experiencing the challenges that can come with age. The programs include professional counseling, senior peer support, and friendly visitors. In addition to the counseling and support services, seniors are encouraged to participate in the award-winning program, "Senior Center Without Walls". This program connects callers to a call center where they can participate in programs such as Bingo, Bird Talk, Gratitude, and Pet Tales. The call is to an 800 number, making the program completely free. The aim is to prevent depression that can easily take over a person's life, and assist seniors to better cope with the changes in their lives. The programs are free of charge and are available to seniors in their homes. For the first six months of the current fiscal year, 119 referrals were made to the program. Of those, the staff did 98 screening activities and enrolled 54 seniors in one of the programs. The balance of the referrals included seniors that declined the services, were ineligible for the programs, or were unavailable for the staff to meet.

An important change in Stanislaus County was the passage of Measure L to raise money for transportation projects and services. Members of the Commission on Aging and staff from the AAA have participated with local governments and agencies through the Stanislaus Council of Governments (StanCOG) to ensure that the needs of senior citizens and persons with disabilities are included in the final plan. Work continues on a strategic plan to appropriately allocate funds for public transportation, door-through-door transportation for seniors and persons with disabilities, and infrastructure projects.

The staff of the Area Agency on Aging continues to have as their focus the needs of senior citizens, caregivers and persons with disabilities. As these populations grow, the staff has been responsive and proactive to attempt to meet the needs and plan for the future, working to continue their dedication to advocate for continued government and community involvement with all people.

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? Yes or No	Was hearing held at a Long-Term Care Facility? Yes or No
2016-17	1/21/16	Ombudsman Staff Meeting, Modesto	12	No	no
	2/2/16	Provider Meeting, Modesto	9	No	no
	2/3/16	STOAAC, Modesto	19	No	no
	2/8/16	APS Staff, Modesto	10	No	no
	2/16/16	Senior Committee, Patterson	9	No	no
	2/18/16	IHSS Staff, Modesto	36	No	no
	2/23/16	Senior Coalition, Modesto	17	No	no
	3/3/16	Senior Services Staff Meeting, Modesto	7	No	no
	3/11/16	Grayson Community Center	12	Yes	no
	3/15/16	Senior Center, Oakdale	9	No	no
	3/28/16	Promotoras Group, Ceres	10	No	no
	4/11/16	AAA Office, Modesto	19	No	no
2017-18	4/10/17	AAA Office, Modesto	16	No	no
2018-19	3/12/18	AAA Office, Modesto	15	No	no
2019-20					

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 draft discussed at the Public Hearing was sent to members of the Commission on Aging and providers prior to the meeting. The providers include agencies that serve persons who live in care facilities and those who need assistance in their homes. Additionally the *Modesto Bee* advertised the Update and the Public Hearing.

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.

A question was raised regarding the Coordination Objective 1.7 concerning financial responsibility for the Commission and partnering with the Stanislaus Senior Foundation. The Foundation raises funds to assist low income seniors with emergency needs that can't be met by other programs. The Objective does not involve financial commitment from the Commission.

The only Program Development Objective, 2.13, concerns AAA staff involvement with the several non-profit agencies to design a strategic plan for additional transportation services for seniors. Several Commission members are active along with AAA staff and it was confirmed that the strategic plan is still in the design phase.

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 about the possibility of reduced funding for legal services on the federal level. The AAA staff indicated that information was not available.

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

The majority of the discussion time centered on the major service and provider issues associated with decisions by the AAA staff and the staff of one of the providers. Since the AAA staff has

elected to withdraw from the Senior Community Service Employment Program (SCSEP), a discussion included basic information about the program and how eligible low income seniors will be served in the future.

Due to the fact that the provider for the Senior Meals Programs has elected to withdraw from those programs, concern was expressed over the provision of meals. The attendees were assured that the AAA staff is working on plans, looking for in-put regarding potential vendors, and the staff will inform the public when plans are completed. The AAA staff stated that an Amendment to the Area Plan Update, along with another Public Hearing, will be presented before the end of the current fiscal year.

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

The Area Plan Update Introduction will include detailed information regarding the major changes to the SCSEP and Meals Programs.

Section 9-Area Plan Narrative Goals and Objectives

Goal # 1			
Goal: Provide Information and Assistance to Senior Citizens, Caregivers, and Persons with Disabilities			
Rationale:			
Results of the Older Adult Needs Assessment survey and the focus groups showed that information about senior services is lacking.			
Objectives:	Projected Start & End Dates	Title III B Funded PD or C	Update Status
Objective 1.1: The AAA staff and the Senior Coalition of Stanislaus County will distribute copies of the Fall Prevention Guide.	7/1/16-6/30/20		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.			2,000 distributed 7/1/17-12/31/17
<i>Measurement:</i> The number of guides distributed.			
Objective 1.2: 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.			First half of FY 2018, 17 events, 673 attended
Objective 1.3: 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.	7/1/16-6/30/20	C	Annual event; next Summit 10/19/18
<i>Outcome:</i> Seniors and caregivers will attend the Summit.			

			Over 1,200 attended in 2017; 1,295 health screenings were done
<i>Measurement:</i> The number of attendees and health evaluations completed.			
Objective 1.4: 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 12/31/17: Oakdale-11 Turlock-14 Patterson-16
<i>Measurement:</i> The number of seniors that access the services.			
Objective 1.5: The AAA staff will coordinate with the staff of MOVE Transportation Services to promote their Mobility Training and Bridges programs.	7/1/16-6/30/17		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.			16 events, 81 Bridges clients, 51 Mobility Training clients
Objective 1.6: 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.	7/1/16-6/30/18		Delete
<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.			
<i>Measurement:</i> The amount of funds available to establish and continue specialized transportation services.			
Objective 1.7: 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			36 seniors assisted-first half of FY
Objective 1.8: 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.			14 events through 12/31/17
Objective 1.9: 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		
<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.			Completed
Objective 1.10: 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		Ongoing
<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.			15 events, 21 seniors
Objective 1.11 The AAA staff will coordinate with the SNAP-Ed/CNAP partners to promote Harvest of the Month (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	7/1/16-12/31/17		Delete

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.			
Objective 1.12 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		Completed and Ongoing
<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.			FY 2018-2 classes, 10 volunteers trained
Objective 1.13 The AAA staff and contracted providers will adjust the intake forms for services to include questions to identify Sexual Orientation, Gender Identity (SOGI) of participants.	7/1/18-6/30/20		New
<u>Outcome:</u> Persons using various services will choose to provide demographic information to the AAA.			
<u>Measurement:</u> Data collected for registered services will be provided to the California Department of Aging.			
Goal: #2			
Promote Health & Well-Being for Senior Citizens, Persons with Disabilities, and Caregivers			
Rationale:			
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.			

<p>Objective 2.1 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.</p>	1/1/16-5/14/20	C	Ongoing
<p><i>Outcome:</i> Sponsoring the special event will emphasize the on-going contributions of the senior population.</p>			
<p><i>Measurement:</i> Participation by the public to nominate candidates to be honored and the completion of the special session of the Board of Supervisors.</p>			Annual event
<p>Objective 2.2 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.</p>	7/1/16-6/30/20		Ongoing
<p><i>Outcome:</i> Seniors will participate in classes that will help them understand their fear of falling and how to prevent falls.</p>			
<p><i>Measurement:</i> The number of classes available and number of participants.</p>			40-A Matter of Balance participants, 93-Tai Chi
<p>Objective 2.3: 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.</p>	7/1/16-6/30/20		Ongoing
<p><i>Outcome:</i> The Ombudsman staff and volunteers will understand how to assist the staff of care facilities to be prepared for disasters.</p>			
<p><i>Measurement:</i> The completed plan and the number of care facilities with appropriate plans.</p>			Coordinator participating in planning with local agencies & facilities
<p>Objective 2.4 The AAA staff will coordinate with local</p>	7/1/16-	C	Ongoing

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.	6/30/20		
<i>Outcome:</i> AAA staff will offer group presentations and participate in local senior outreach events to promote the PEI programs (Brief & Peer Counseling and Friendly Visitors).			
<i>Measurement:</i> AAA staff will provide a minimum of 12 presentations and attend 6 outreach events annually.			Through 12/31/17-9 presentation and 8 events
Objective 2.5: The AAA staff will expand the navigation role of the PEI programs by utilizing AAA volunteers, Senior Information and Case Management staff to provide follow-up support for those PEI referrals at highest risk of non-compliance with program goals.	7/1/16-6/30/17		Completed
<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
Objective 2.6 The AAA staff will partner with the Healthy Aging Association and the Second Harvest Food Bank to expand the Green Bag program.	7/1/16-6/30/20	C	Continuing
<i>Outcome:</i> Low income seniors will have access to fresh fruits and vegetables.			
<i>Measurement:</i> The number of seniors receiving produce and the number of new sites for distribution throughout the county.			388 participants at 5 sites, 1 new in FY 2018
Objective 2.7: 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.	7/1/16-6/30/19	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.			
<u>Measurement:</u> 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.			1 garden and 1 walking group
Objective 2.8: 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		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.			50 seniors
Objective 2.9: 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.			35 reps from various agencies
Objective 2.10: 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		Completed
<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.			2 meetings

Objective 2.11: 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 attended
Objective 2.12: 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.	7/1/16-6/30/20	C	Ongoing
<u>Outcome:</u> Veterans will receive the treatments available in the Bay Area.			
<u>Measurement:</u> Number of volunteers recruited and the number of veterans receiving services in the Bay Area.			13 volunteers
Objective 2.13: 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.	7/1/17-6/30/20	PD	Continuing
<u>Outcome:</u> The plan will be designed and implemented.			
<u>Measurement:</u> The completed plan available for the transportation agencies to provide the specialized services.			The plan is still in process

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	Proposed 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	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	5,400	2	
2017-2018	5,400	2	
2018-2019	5,400	2	
2019-2020			

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

Fiscal Year	Proposed 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	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	140,000	1	
2017-2018	140,000	1	
2018-2019	112,000	1	
2019-2020			

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

Fiscal Year	Proposed 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	600	2	
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	58,000	1	
2019-2020			

9. Nutrition Counseling**Unit of Service = 1 session per participant**

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

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	4,000	1	
2017-2018	4,000	1	
2018-2019	3,000	1	
2019-2020			

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

Fiscal Year	Proposed 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	3,000	1	1.3, 1.8
2019-2020			

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

Fiscal Year	Proposed 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	400	1	1.1, 1.3, 1.5, 1.8
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	15	1	
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	80	2	2.2
2019-2020			

Unit of Service = 1 contact

Service Activities: Tai Chi: Moving for Better Balance

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2016-2017	30	2	2.2
2017-2018	45	2	2.2
2018-2019	80	2	2.2
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 <u>165</u> + Number of partially resolved complaints <u>79</u> divided by the Total Number of Complaints Received <u>721</u> = Baseline Resolution Rate <u>33.8%</u></p> <p>FY 2018-19 Target Resolution Rate <u>65%</u></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: Goal 2</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 <u>65</u> FY 2018-2019 Target: <u>65</u>
4. FY 2017-2018 Baseline: number of Resident Council meetings attended _____ FY 2019-2020 Target: _____
Program Goals and Objective Numbers: Goal 2

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

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 <u>192</u> FY 2018-2019 Target: <u>250</u>
4. FY 2017-2018 Baseline: number of consultations _____ FY 2019-2020 Target: _____
Program Goals and Objective Numbers: Goal 2

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 <u>697</u> FY 2016-2017 Target: <u>700</u>
2. FY 2015-2016 Baseline: number of consultations <u>557</u> FY 2017-2018 Target: <u>700</u>
3. FY 2016-2017 Baseline: number of consultations <u>661</u> FY 2018-2019 Target: <u>700</u>
4. FY 2017-2018 Baseline: number of consultations _____ FY 2019-2020 Target: _____
Program Goals and Objective Numbers: Goal 2

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 <u>16</u> FY 2016-2017 Target: <u>20</u>
2. FY 2015-2016 Baseline: number of sessions <u>11</u> FY 2017-2018 Target: <u>20</u>
3. FY 2016-2017 Baseline: number of sessions <u>13</u> FY 2018-2019 Target: <u>20</u>
4. FY 2017-2018 Baseline: number of sessions _____ FY 2019-2020 Target: _____
Program Goals and Objective Numbers: Objective 2.11

G. Systems Advocacy

Enter information in the box below.

Systemic Advocacy Effort(s) for the current fiscal year 2017-2018:

The Stanislaus County Ombudsman program will participate in emergency and disaster preparedness planning with local agencies. The Ombudsman will also educate facilities' staff about the importance of reviewing their "Disaster Recovery Plan", improving or updating the Plan, insuring the safety and welfare of all residents in case of an emergency.

Continuing Systemic Advocacy, 2018-2019:

The Ombudsman staff will coordinate with the Stanislaus County Office of Emergency Services to do presentations for care facility representatives. The presentations will emphasize the importance of preparation for emergencies and coordination with County officials, providing assistance to minimize disruption of services and preserve life.

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 20 divided by the total number of Nursing Facilities 20 = Baseline 100%

FY 2018-2019 Target: 95%

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 54 divided by the total number of RCFEs 85 = Baseline 64% FY 2016-2017 Target: 70%
2. FY 2015-2016 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 62 divided by the total number of RCFEs 80 = Baseline 77.5% FY 2017-2018 Target: 80%
3. FY 2016-2017 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaint 69 divided by the total number of RCFEs 81 = Baseline 85.2% FY 2018-2019 Target: 85%
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: Goal 2

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: 1.38 FTEs FY 2016-2017 Target: 1.5 FTEs
2. FY 2015-2016 Baseline: 2.82 FTEs FY 2017-2018 Target: 1.74 FTEs
3. FY 2016-2017 Baseline: 2 FTEs FY 2018-2019 Target: 1.74 FTEs

4. FY 2017-2018 Baseline: _____ FTEs FY 2019-2020 Target: _____ FTEs
Program Goals and Objective Numbers: Goal 2

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 <u>20</u> FY 2016-2017 Projected Number of certified LTC Ombudsman volunteers <u>20</u>
2. FY 2015-2016 Baseline: Number of certified LTC Ombudsman volunteers <u>18</u> FY 2017-2018 Projected Number of certified LTC Ombudsman volunteers <u>25</u>
3. FY 2016-2017 Baseline: Number of certified LTC Ombudsman volunteers <u>14</u> FY 2018-2019 Projected Number of certified LTC Ombudsman volunteers <u>25</u>
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: Goal 2

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.

The Ombudsman staff will continue to review cases and activities, monitoring for accuracy, consistency and timeliness. Corrections will be made, as well as follow-up with the Ombudsman representative for coaching when needed.

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

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

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

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

Fiscal Year	Total # of Hours Spent Developing a Coordinated System
2016-2017	100
2017-2018	100
2018-2019	75
2019-2020	

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
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	1750	See above
2019-2020		

Fiscal Year	Total Number of Individuals Served
2016-2017	500
2017-2018	750
2018-2019	750
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

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

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

Support Services	Total hours		
2016-2017	275	1	
2017-2018	275	1	
2018-2019	250	1	
2019-2020			
Respite Care	Total hours		
2016-2017	2,500	1	
2017-2018	2,500	1	
2018-2019	2,500	1	
2019-2020			
Supplemental Services	Total occurrences		
2016-2017	100	1	
2017-2018	100	1	
2018-2019	100	1	
2019-2020			

Direct and/or Contracted IIIE Services

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

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

2019-2020			
Respite Care	Total hours		
2016-2017			
2017-2018			
2018-2019			
2019-2020			
Supplemental Services	Total occurrences		
2016-2017			
2017-2018			
2018-2019			
2019-2020			

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

No SCSEP Services through the Stanislaus County Aging & Veterans Services

Enrollment Location/Name (AAA office, One Stop, Agency, etc.):
Street Address:
Name and title of all SCSEP paid project staff members (Do not list participant or participant staff names):
Number of paid staff: Number of participant staff:
How many participants are served at this site?

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

STATE & FEDERAL PERFORMANCE TARGETS: The Administration for Community Living (ACL) establishes targets for the State Health Insurance Assistance Program (SHIP)/HICAP performance measures (PMs). ACL introduced revisions to the SHIP PMs in late 2016 in conjunction with the original funding announcement (ref HHS-2017-ACL-CIP-SAPG-0184) for implementation with the release of the Notice of Award (Grant No. 90SAPG0052-01-01 issued July 2017).

The new five federal PMs generally reflect the former seven PMs (PM 2.1 through PM 2.7), except for PM 2.7, (Total Counseling Hours), which was removed because it is already being captured under the *SHIP Annual Resource Report*. As a part of these changes, ACL eliminated the performance-based funding scoring methodology and replaced it with a Likert scale comparison model for setting National Performance Measure Targets that define the proportional penetration rates needed for improvements.

Using ACL's approach, CDA HICAP provides State and Federal Performance Measures with goal-oriented targets for each AAA's Planning and Service Area (PSA). One change to all PMs is the shift to county-level data. In general, the State and Federal Performance Measures include the following:

- PM 1.1 Clients Counseled ~ Number of finalized Intakes for clients/ beneficiaries that received HICAP services
- PM 1.2 Public and Media Events (PAM) ~ Number of completed PAM forms categorized as "interactive" events
- PM 2.1 Client Contacts ~ Percentage of one-on-one interactions with any Medicare beneficiaries
- PM 2.2 PAM Outreach Contacts ~ Percentage of persons reached through events categorized as "interactive"
- PM 2.3 Medicare Beneficiaries Under 65 ~ Percentage of one-on-one interactions with Medicare beneficiaries under the age of 65
- PM 2.4 Hard-to-Reach Contacts ~ Percentage of one-on-one interactions with "hard-to-reach" Medicare beneficiaries designated as:
 - PM 2.4a Low-income (LIS)
 - PM 2.4b Rural
 - PM 2.4c English Second Language (ESL)
- PM 2.5 Enrollment Contacts ~ Percentage of contacts with one or more qualifying enrollment topics discussed

AAA's should demonstrate progress toward meeting or improving on the Performance requirements established by CDA and ACL as is displayed annually on the HICAP State and Federal Performance Measures tool located online at:

<https://www.aging.ca.gov/ProgramsProviders/AAA/Planning/>.

For current and future planning, CDA requires each AAA ensure that HICAP service units and related federal Annual Resource Report data are documented and verified complete/ finalized in CDA’s Statewide HICAP Automated Reporting Program (SHARP) system per the existing contractual reporting requirements. HICAP Service Units do not need to be input in the Area Plan (with the exception of HICAP Paid Legal Services, where applicable).

HICAP Legal Services Units of Service (if applicable)

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

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

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

2016-2020 Four-Year Planning Cycle

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

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.

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 15 - REQUEST FOR APPROVAL TO PROVIDE DIRECT SERVICES PSA 30

Older Americans Act, Section 307(a)(8)
CCR Article 3, Section 7320(c), W&I Code Section 9533(f)

Complete and submit for CDA approval a separate Section 15 for each direct service not specified in Section 14. The request for approval may include multiple funding sources for a specific service.

Check box if not requesting approval to provide any direct services.

Identify Service Category: Title IIIC-1

Check applicable funding source:¹

IIIB

X IIIC-1

IIIC-2

Nutrition Education

IIIE

VIIA

HICAP

Request for Approval Justification:

X Necessary to Assure an Adequate Supply of Service OR

More cost effective if provided by the AAA than if purchased from a comparable service provider.

Check all fiscal year(s) the AAA intends to provide service during this Area Plan cycle.

2016-17

2017-18

X 2018-19

X 2019-20

Justification: Provide a cost-benefit analysis below that substantiates this request for direct delivery of the above stated service:

The current provider informed the AAA staff in late February 2018 they will not be continuing to

provide the senior meals beyond the end of the fiscal year and their contract with the AAA. The current provider has been under contract to serve Congregate and Home-Delivered Meals throughout Stanislaus County. In January 2017 the AAA staff conducted a Request for Proposal (RFP) for the meals programs and received only one proposal for each of the programs, those of the current provider. The AAA staff had done a significant amount of work to recruit other potential providers with no results. Given the time constraints and the need to provide these essential services to senior citizens in Stanislaus County, the AAA staff is applying to be the direct provider for the administrative duties for the Congregate Meals Program. The AAA staff will engage agencies as vendors, and work to continue the programs with as few changes as possible.

The AAA staff is equipped to handle calls for service through their Information and Assistance Program. With only minor adjustments to demographic information, the potential division of areas in the county that were in the 2017 RFP will be used to present options to agencies within different areas. Using the current inventory list available through the AAA, various agencies will have access to equipment and vehicles as needed. Beginning in July 2018 the AAA staff will work with the Stanislaus County Purchasing Department to offer a Request for Proposal for both the Congregate and Home Delivered Meals contracts, to potentially begin January 1, 2019.

The AAA staff will work to coordinate the various parts of the Congregate and Home-Delivered Meals and Nutrition Education programs throughout Stanislaus County, maintaining a basic level of service, and striving to meet more of the real needs of senior citizens.

SECTION 16 - GOVERNING BOARD

PSA 30

GOVERNING BOARD MEMBERSHIP

2016-2020 Four-Year Area Plan Cycle

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

Total Number of Board Members: 5

Name and Title of Officers:

Office Term Expires:

Jim DeMartini, Chair	January 2021
Terrance Withrow, Vice-Chair	January 2019

Names and Titles of All Members:

Board Term Expires:

Kristen Olsen	January 2021
Dick Montieth	January 2019
Vito Chiesa	January 2021

SECTION 17 - ADVISORY COUNCIL

PSA 30

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

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

45 CFR, Section 1321.57

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

Total Council Membership (include vacancies) 21

Number of Council Members over age 60 16

Race/Ethnic Composition	<u>% of PSA's 60+Population</u>	<u>% on Advisory Council</u>
White	<u>65%</u>	<u>83%</u>
Hispanic	<u>22.9%</u>	<u>11%</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 st Vice President	June 30, 2019
Joyce Gandelman, 2 nd Vice President	June 30, 2019

Name and Title of other members:

Office Term Expires:

Mickey Peabody	June 30, 2019
Lupe Aguilera	June 30, 2020
Eileene King	June 30, 2020
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
Steven Fimbrez	June 30, 2020

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

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.

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).

The needs have remained the same, but a volunteer attorney left for a job and the Senior Advocacy Network has not been able to replace him. Funding was decreased between FY 2017 and FY 2018, but the Senior Advocacy staff is on track to fulfill contract requirements.

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, Assisted Living Facilities for Dementia Clients, Housing, Affordability of Supplemental Medical Plans

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, putting articles in the newspaper and giving 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 900 people we have assisted during the first six months of this year.

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	1
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:

Brochures, SCAM door hangers (cards listing common scams), stories in the media regarding help we have provided to seniors, speaking engagements, senior health and information fairs.

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 b. c.	a. Stanislaus County b. c.
2017-2018	a. Senior Advocacy Network b. c.	a. Stanislaus County b. c.
2018-2019	a. Senior Advocacy Network	a. Stanislaus County

	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):

1. Elder Abuse restraining orders
2. Powers of attorney
3. Conservatorships

New trends: Conservatorships. Seniors who have not designated an agent or a power of attorney for financial or health reasons and then become mentally incapacitated are needing to be conserved for health reasons, to protect their real property, bank accounts and personal property. Many times the senior is being abused but lacks the capacity to give testimony at a restraining order hearing. A conservator is needed to be able to obtain the TRO. However, now that APS has been authorized by law to obtain Elder Abuse restraining orders, this may alleviate the need for a conservator to obtain the restraining order. We will have to wait to see how this new procedure is handled in our courts of law.

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:

The legal issues have remained the same.

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

Major barriers included distance and mobility issues. House calls for POAs and other documents are becoming more frequent.

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

Adult Protective Services, Catholic Charities, Project Sentinel, District Attorney, Modesto Police Department, Social Work Departments from Hospitals, HICAP, Veterans Service Center