

Appendix XIII – PSA # 7 Year-End Report

Check each applicable planning cycle:

FY 2004-05 FY 2005-06 FY 2006-07 FY 2007-08 FY 2008-2009

Person completing the report: Name/Title Lori Larks

Telephone #: (925) 335-8800 E-Mail larksl@ehsd.cccounty.us

TABLE OF CONTENTS

SECTIONS:

<u>I.</u> Highlights and Accomplishments.....	1
<u>II.</u> Summary of Ideas.....	3
<u>III.</u> Service Units.....	4
<u>IV.</u> Title III D and Medication Management.....	27
<u>V.</u> Discussion of Objectives.....	28
<u>VI.</u> Summary of Activities for the Year.....	72

Section I: Significant AAA Highlights and Accomplishments

FY 2008-2009 was marked with unprecedented cutbacks throughout the Employment & Human Services Department (EHSD), in which the Contra Costa County Area Agency on Aging (AAA) is situated. In this fiscal year the AAA lost a full-time program manager, two consultants in senior transportation, Advisory Council consultants, a senior staff assistant, and clerical staff. There wasn't a single level of staffing that remained intact. In addition the February 2009 state budget put our programs at risk and the subsequent state budget amendments and agreements had a particularly deleterious effect upon senior programs. Against this backdrop the core activities of the AAA and advisory council continued.

Advisory Council

The Advisory Council showed resiliency this fiscal year as it lost its contract consultant who staffed it and its committees and workgroups. It had to reorganize and provide its own support. Remaining AAA staff took over some functions to support the membership, planning, and executive committees.

This past year a grass roots effort called CASE (Communities Against Senior Exploitation) was established in large part by an Advisory Council member. CASE conducts education and prevention presentations to a range of community organizations, such as church groups, senior centers, fraternal organizations, senior living facilities, and others. These presentations provide information on how seniors can protect themselves from fraud, scams, ID theft, and particular types of elder financial abuse.

The CASE team is a cross section of community leaders including The California Department of Consumer Affairs, City of Richmond Commission on Aging, Contra Costa County District Attorney's Office, Contra Costa for Every Generation, East County Senior Coalition, EHSD Aging and Adult Services, Elder Financial Protection Network, and JFK University Elder Law Clinic. A speakers' bureau has been established with volunteers from throughout the county available to speak to a range of community groups.

Title III B providers

Many of our contracted service providers lost some of their funding and had to consolidate staff and reduce hours. The most striking example was the Long-Term Care Ombudsman program. Other non-profits lost some private sources of funding, but not to the same extent as Ombudsman. Other providers who cut back hours and/or pay include the Friendly Visitor program, Assisted Transportation, and the Home Chore Registry.

HICAP

In FY 08-09 the Health Insurance Counseling and Advocacy Program (HICAP) planned for the Baby Boomer Generation by launching its website that was designed and is maintained by a HICAP volunteer. HICAP also offers "Welcome to Medicare" seminars throughout Contra Costa County. HICAP expanded its volunteer base by registering five new Counselors, training three new Long-Term Care Counselors, and five new volunteer Community Educators. In addition HICAP recruited four new Administrative Volunteers. With more Medicare beneficiaries struggling financially, HICAP increased its efforts to help people access public benefit programs and other resources for medical care by increasing counseling to low-income seniors and outreach to professionals.

Information and Assistance

Due to budget cuts the Information and Assistance unit's size has been reduced by 55%. There are currently three information specialists, one clerk, and one supervisor. The call volume, however, has remained high. In fiscal year 08-09 there were 21,401 contacts and in 07-08 there were 19,246. In order to keep up with the work load both the clerk and the supervisor often take the simple straightforward calls, leaving the social workers to answer the more complex ones, including Adult Protective Services referrals. Though it has not been tracked, the I&A program has seen a noticeable increase in calls relating to foreclosure issues.

Emergency Preparedness

In FY 2008-2009, the AAA continued with its Emergency Preparedness Initiative by partnering with the Contra Costa County Office of Emergency Services, Department of Public Health, Red Cross, and other county and community based organizations in an effort to increase staff personal preparedness, agency preparedness, and client preparedness. One result of this effort was the re-organization and consolidation of the Contra Costa County Multi Agencies Partnering for Preparedness (MAPP) into a new broader organization re-named "ONE CC," which stands for Organizations Networking for Emergencies in Contra Costa.

At the end of FY 08-09, ONE CC continued its efforts to partner with the Fritz Institute of San Francisco to work toward Fritz Institute's goal of developing disaster resilient organizations in Contra Costa County. In FY 08-09, ONE CC conducted six educational programs and held two table top exercises. The AAA also participated in a joint OES and American Red Cross coordinated Care and Shelter Exercise at the Contra Costa County Fairgrounds. One of the effects of a large scale disaster is the complete collapse of some organizations serving vulnerable populations. Some organizations never recover or re-open their doors after a large scale disaster. The Fritz Institute recognizes this and is working to address the particular needs of community based organizations and how efforts can be accomplished to make these agencies more resilient during a disaster, and after recovery.

Fall Prevention Program of Contra Costa County

In FY 08-09, the new Fall Prevention Program of Contra Costa County successfully progressed from program planning to the implementation phase. One of its program highlights was establishing a Fall Prevention Coalition that consists of over 50 representatives from public, non-profit, and private organizations. The Coalition meets quarterly to network, share fall prevention best practices and resources, and to develop a county-wide educational campaign to prevent falls. In addition, the Coalition established committees to address four areas critical to preventing falls: exercise, home modification, medication management, and education. The committees meet monthly and have developed important fall prevention tools to distribute to seniors, such as a fall prevention checklist and resource guide, door hangers with fall prevention tips, and placemats for congregate meals sites that have illustrations of exercises that can help prevent falls.

Section II: Summary of Ideas

Ideas Generated as the Result of Service System Changes that Address Growth in the Older Adult Population

The growth in the older adult population is being propelled by the aging of the Baby Boomer generation. This means an increase in demand for long-term care and supportive services and the Area Agency on Aging (AAA) recognizes that service systems will have to change and expand to meet needs. Yet we find ourselves in a conundrum whereby budget problems have forced services to be cut at a time when it should be growing.

With the current budget crisis, the options for addressing the growth in the older adult population are limited. One option the AAA will pursue is to conduct needs assessments of seniors, especially assessments of Baby Boomers and underserved seniors.

During these lean budgetary times, we will need to explore creative assessment strategies that are both cost effective and methodologically sound. To start, we will collect and analyze senior-oriented data and surveys conducted by hospitals, community organizations, public policy organizations, and other sources.

The AAA will also craft a needs assessment plan that would include establishing a timeline, developing an assessment tool, and recruiting Advisory Council members, representatives from our service provider network, and volunteers who would be willing and ready to help conduct survey interviews and collect data. Our aim is to survey a sampling of the county's Baby Boomers, minority seniors, and individuals with low incomes.

In addition, we will address the growth of the older adult population by continuing to pursue community collaborations. We think these efforts can help alleviate the damaging impact local, state, and federal budget cuts have had on the service delivery system. We will continue to encourage community collaboration, bringing organizations together to work on common goals, avoiding unnecessary service duplications, and making better use of limited financial and human resources.

We will continue to work with our community partners in the Fall Prevention Program of Contra Costa County to develop a comprehensive menu of fall prevention services that includes exercise programs, home modification, education, and medication management. The AAA will continue to promote community-wide planning for the aging boom by providing technical assistance, guidance, and support to Contra Costa for Every Generation, a community collaborative dedicated to making Contra Costa more aging-friendly. Furthermore, we will continue to partner with East, Central, and West County Senior Coalitions to advocate for senior services and to provide outreach and education, health fairs, town hall meetings, and other services that meet the needs of seniors.

Section III: Service Units

TITLE III/VII SERVICE UNIT PLAN OBJECTIVES

PSA # 7
2007 – 2008 Year-End Report

TITLE III/VII

**1. Personal Care (In-Home)* Units of Service = (1-Hour)
Not Applicable: (check)**

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**2. Homemaker (In-Home)* Units of Service = (1-Hour)
Not Applicable: (check)**

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**3. Chore (In-Home)* Units of Service = (1-Hour)
Not Applicable: (check)**

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

4. Home Delivered Meals Units of Service = (1-Meal)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	304, 386	2	6, 7

* Indicates Title III-B Priority Services

5. Adult Day Care/Health*

**Units of Service = (1-Hour)
Not Applicable: (check)**

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	7975	2	21, 22, 23, 24

6. Case Management (Access)*

**Units of Service = (1-Hour)
Not Applicable: (check)**

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

7. Congregate Meals

Units of Service = (1-Meal)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	167, 443	2	6, 7

8. Nutrition Counseling

**Units of Service = (1-Hour)
Not Applicable: (check)**

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**9. Assisted Transportation (Access)* Units of Service = (One 1-way trip)
Not Applicable: (check)**

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	3310	2	16

* Indicates Title III-B Priority Services

10. Transportation (Access)*

Units of Service = (One 1-way trip)

Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	48922	2	6, 7

11. Legal Assistance*

Units of Service = (1-Hour)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	5510	2	5

12. Nutrition Education

Units of Service = (1-Session)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	4391	2	7

13. Information and Assistance (Access)*

Units of Service = (1-Contact)

Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	20,977	1, 3	1-5 / 1-4, 6-7, 10-11

14. Outreach (Access)*

Units of Service = (1-Contact)

Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	2, 316	1/ 2 / 7	7, 8 / 8, 10 / 4, 7

*Indicates Title III-B Priority Services

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

Title III D, Disease Prevention/Health Promotion

Service Activity: Newsletter Health Pages

Units of Service ^E (# of Newsletters Distributed)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008			
2008-2009	15,000	1 / 2 / 7	7, 8 / , 10 / 7

Title III D, Disease Prevention/Health Promotion

Service Activity: Health Faires

Units of Service ^E (# of Health Faires conducted)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008			
2008-2009	10	1 / 2 / 7	7, 8 / 8, 10 / 3, 8

Title III D, Disease Prevention/Health Promotion

Service Activity: Active Aging Forums

Units of Service ^E (# of Forums Held)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008			
2008-2009	2	2 / 7	13 / 9

Title III D, Disease Prevention/Health Promotion

Service Activity:

Units of Service ^E (# of Shows)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008			
2008-2009	0		Discontinued

^E Entry Required

Title III D, Medication Management

Service Activity: Fact Sheet Distribution

Units of Service (# of Fact Sheets Distributed)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008			
2008-2009	1,000	7	6

Title III D, Medication Management

Service Activity: Distribution of Pill Boxes

Units of Service (# of Pill Boxes Distributed)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008			
2008-2009	1,541	7	6

Title III B, "Other Supportive Services"

Service Category: In-Home Registry

Units of Service and Activity (# of Hours)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	3,187	2	3

Title III B, "Other Supportive Services"

Service Category: Visiting

Units of Service and Activity (# of Hours)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	14,400	2	3

Other Support Services: Visiting (In-Home) now includes Telephoning (See Area Plan Budget).

Title III B, "Other Supportive Services"

Service Category: Health: Community Education/Advocacy

Units of Service and Activity^E (# of Hours)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2006-2007			
2007-2008			
2008-2009	56	1 / 2 / 7	7, 8 / 8, 10 / 4, 7

LONG-TERM CARE OMBUDSMAN

(Title III B and Title VII a)

Note: For completion of this section, see Instructions for SUP Objective Guidelines

Total number of cases to be closed: Units of Service = (one closed case)

	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	490	2	23

Training for Ombudsman staff and volunteers

(Includes 36-hour Certification Training and 12-Hour Required Annual Training)

Fiscal Year	Number of Sessions
2005-06	
2006-07	
2007-08	
2008-09	15

Fiscal Year	Number of Hours
2005-06	
2006-07	
2007-08	
2008-09	162

Fiscal Year	Total Number of Trainees
2005-06	
2006-07	
2007-08	
2008-09	43

Visits

Fiscal Year	Number of Visits to SNFs (Unduplicated Count)
2005-06	
2006-07	
2007-08	
2008-09	642

Fiscal Year	Number of Visits to RCFEs (Unduplicated Count)
2005-06	
2006-07	
2007-08	
2008-09	758

Visits, cont.

Fiscal Year	Projected Number of Volunteers needed
2005-06	
2006-07	
2007-08	
2008-09	70

Fiscal Year	Number of Existing Volunteers
2005-06	
2006-07	
2007-08	
2008-09	43

ELDER ABUSE PREVENTION SERVICES (TITLE VII b)

Activities that support the coordination of elder abuse prevention, investigation, and/or prosecution.

Units of Service = (1 Hour)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	690	2	5

Other Title VII b activities from Division 4000.

Service Category: Complaint Abuse Investigation

Units of Service ^E (# of Clients)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	53	2	5

Other Program Accomplishments

Fiscal Year	Total # of Public Education Sessions
2005-06	
2006-07	
2007-08	
2008-09	10

Fiscal Year	Total # of Training Sessions for Professionals
2005-06	
2006-07	
2007-08	
2008-09	6

Fiscal Year	Total # of Educational Materials Developed (Products)
2005-06	
2006-07	
2007-08	
2008-09	1

Fiscal Year	Total # of Educational Materials Distributed (Documents)
2005-06	
2006-07	
2007-08	
2008-09	

TITLE III E SERVICE UNIT PLAN OBJECTIVES

PSA # 7

2007 – 2008 Year-End Report

TITLE III E

1. Outreach

Units of Service = (1-Contact)
Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	839	8	1 - 6

2. Community Education

Units of Service = (1-Hour)
Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	103	8	1-6

3. Information and Assistance

Units of Service = (1-Contact)
Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	1,403	8	1-6

4. Comprehensive Assessment

Units of Service = (1-Hour)
Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	264	8	1-6

5. Case Management

Units of Service = (1-Hour)
 Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	913	8	1-6

6. Transportation

Units of Service = (One 1-way trip)
 Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

7. Assisted Transportation

Units of Service = (One 1-way trip)
 Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

8. Counseling

Units of Service = (1-Hour)
 Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	1270	8	1-6

9. Caregiver Support Group

Units of Service = (1-Hour Meeting)
 Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	1700	8	1-6

10. Caregiver ¹ Training

Units of Service = (1-Contact)
Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	368	8	1-6

11. Respite Care Services

Units of Service = (1-Hour)
Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	9,913	8	1-6

12. Minor Home Modifications

Units of Service = (1-Occurrence)
Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	31	8	1-6

13. Placement

Units of Service = (1-Placement)
Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

14. Homemaker

Units of Service = (1-Hour)
Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

¹ Caregiver: As defined in the Title III E Program: Unpaid, informal assistance provided by supportive family members or friends.

15. Chore

**Units of Service = (1-Hour)
Not Applicable: (check)**

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

16. Home Security & Safety

**Units of Service = (1-Occurrence)
Not Applicable: (check)**

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

17. Assistive Devices

**Units of Service = (1-Single Occurrence)
Not Applicable: (check)**

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	14	8	1-6

18. Visiting

**Units of Service = (1-Hour)
Not Applicable: (check)**

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

19. Congregate Meals

**Units of Service = (1-Meal)
Not Applicable: (check)**

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

20. Home Delivered Meals

Units of Service = (1-Meal)

Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

21. Legal Assistance

Units of Service = (1-Hour)

Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	12	8	1-6

22. Peer Counseling

Units of Service = (1-Hour)

Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

23. Translation/Interpretation

Units of Service = (1-Hour)

Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	108	8	1-6

24. Income Support/Material Aid

Units of Service = (1-Occurrence)

Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	135	8	1-6

25 Money Management

Units of Service = (1-Hour)

Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

26. Registry

Units of Service = (1-Match)

Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

Other – Specify:

Service Category: _____
Requires PRIOR CDA Approval

Units of Service: ^E _____ entry required

Not Applicable: (check)

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

^E Entry required

**COMMUNITY BASED SERVICES PROGRAMS
SERVICE UNIT PLAN (CBSP) OBJECTIVES:**

PSA # 7

2007 – 2008 Year-End Report

CBSP

Alzheimer's Day Care Resource Center (ADCRC)

Not Applicable: (check)

Fiscal Year	Goal Numbers
2005-2006	
2006-2007	
2007-2008	
2008-2009	2 (Obj 24)

Fiscal Year	Caregiver Group Support Sessions
2005-2006	
2006-2007	
2007-2008	
2008-2009	12

Fiscal Year	In-Service Training Sessions
2005-2006	
2006-2007	
2007-2008	
2008-2009	17

Fiscal Year	Public/Community Education Training Sessions
2005-2006	
2006-2007	
2007-2008	
2008-2009	78

Fiscal Year	Professional/Intern Educational Training Sessions
2005-2006	
2006-2007	
2007-2008	
2008-2009	4

Brown Bag

Not Applicable: (check)

Fiscal Year	Goal Numbers
2005-2006	
2006-2007	
2007-2008	
2008-2009	2 (Obj 18 – 20)

Fiscal Year	Actual # of Unduplicated Persons to be Served
2005-2006	
2006-2007	
2007-2008	
2008-2009	2,054

Fiscal Year	Actual lbs of Food to be Distributed
2005-2006	
2006-2007	
2007-2008	
2008-2009	689, 204, 96

Fiscal Year	Actual # of Volunteers
2005-2006	
2006-2007	
2007-2008	
2008-2009	315

Fiscal Year	Actual # of Volunteer Hours
2005-2006	
2006-2007	
2007-2008	
2008-2009	9,305

Fiscal Year	Actual # of Distribution Sites
2005-2006	
2006-2007	
2007-2008	
2008-2009	18

(CBSP) Respite Purchase of Services – RPOS

Not Applicable: (check)

Fiscal Year	Goal Numbers
2005-2006	
2006-2007	
2007-2008	
2008-2009	2

Fiscal Year	Actual Total # of Respite Hrs Purchased (Includes In-home, Day Care & Institutional hrs)
2005-2006	
2006-2007	
2007-2008	
2008-2009	140

Linkages

Not Applicable: (check)

Fiscal Year	Goal Numbers
2005-2006	
2006-2007	
2007-2008	
2008-2009	2 (Obj 26)

Fiscal Year	Number of Unduplicated Clients Served (Include Targeted Case Management and Handicapped Parking Revenue)
2005-2006	
2006-2007	
2007-2008	
2008-2009	65

Fiscal Year	Active Monthly Caseload (Include Targeted Case Management and handicapped parking revenue)
2005-2006	
2006-2007	
2007-2008	
2008-2009	86

Senior Companion

Fiscal Year	Goal Numbers
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Volunteer Hours
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Seniors Served
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Not Applicable: (check)

Fiscal Year	Volunteer Service Years (VSYs)
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Senior Volunteers
2005-2006	
2006-2007	
2007-2008	
2008-2009	

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP) SERVICE UNIT PLAN OBJECTIVES

PSA # 7
2007 – 2008 Year-End Report

HICAP Services

References to Plan Goal(s) and Objective(s) related to HICAP Services without Legal Services Component

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	3,540	2 / 7	17 / 13 - 15

1. HICAP Budget without HICAP Legal Services Budget

Fiscal Year	Actual State & Federal Budget Amount
2005-06	
2006-07	
2007-08	
2008-09	\$289,481

2. Community Education

Fiscal Year	Actual # of Interactive Presentations in SFY. Unit of Service = (1 Presentation)
2005-06	
2006-07	
2007-08	
2008-09	64

3. Community Education

Fiscal Year	Actual # of Attendees reached at Interactive Presentations in SFY. Unit of Service = (1 Attendee Reached)
2005-06	
2006-07	
2007-08	
2008-09	1,654

4. Counseling

Fiscal Year	Actual # of Clients Counseled in SFY. Unit of Service = (1 Client Counseled)
2005-06	
2006-07	
2007-08	
2008-09	1,723

5. Counselors

Fiscal Year	Actual # of <u>Registered</u> Counselors for SFY. Unit of Service = (1 Unduplicated Registered Counselor)
2005-06	
2006-07	
2007-08	
2008-09	27

6. Counselors

Fiscal Year	Actual # of <u>Volunteer Registered</u> Counselors for SFY. Unit of Service = (1 Volunteer Registered Counselor)
2005-06	
2006-07	
2007-08	
2008-09	23

7. Counselors

Fiscal Year	Actual # of Active Counselors for SFY. Unit of Service = (1 Unduplicated Active Counselor)
2005-06	
2006-07	
2007-08	
2008-09	27

8. Counselors

Fiscal Year	Actual # of Volunteer Active Counselors for SFY. Unit of Service = (1 Unduplicated Volunteer Active Counselor)
2005-06	
2006-07	
2007-08	
2008-09	22

HICAP Legal Services (if funded and available through HICAP)

References to Plan Goal(s) and Objective(s) related to HICAP Legal Services Component

■	1	2	3
Fiscal Year	Actual Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009	181	2	28

9. HICAP Legal Services Budget Only

Fiscal Year	Actual State & Federal Budget Amount
2005-06	
2006-07	
2007-08	
2008-09	16,000

10. Clients

Fiscal Year	Actual Clients Served for SFY Unit of Service = (1 Client Served)
2005-06	
2006-07	
2007-08	
2008-09	28

11. Representation

Fiscal Year	Actual Hours of Legal Representation for SFY. Unit of Service = (1 Hour of Legal Representation)
2005-06	
2006-07	
2007-08	
2008-09	125

12. Representation

Fiscal Year	Actual Hours of Legal Backup Support to Staff for SFY. Unit of Service = (1 Hour of Legal Backup Support)
2005-06	
2006-07	
2007-08	
2008-09	8

LONG-TERM CARE OMBUDSMAN

(Title III B and Title VII a)

AREA PLAN OUTCOMES FOR THE LONG-TERM CARE OMBUDSMAN PROGRAM

Mission: As mandated by the Older Americans Act, the mission of the Long-Term Care Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of long-term care facilities with the goal of enhancing the quality of life and care of residents. Baseline numbers are provided from each local Ombudsman Program's Fiscal Year (FY) 2003-2004 National Ombudsman Reporting System data. Targets are established by the local Ombudsman in consultation with the Area Agency on Aging and are approved by the State Long-Term Care Ombudsman.

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 and Complaints)

1.	FY 2003-2004 Baseline: <u>740</u> complaints resolved plus <u>257</u> complaints partially resolved complaints divided by total complaints <u>1694</u> equals Baseline <u>59%</u>
2.	FY 2007-2008 Target: <u>75%</u> resolution rate
3.	FY 2008-2009 Target: <u>67%</u> resolution rate
Associated Program Goals and Objective Numbers: Goal 2, Objective 23	

B. Work with Resident Councils (AoA Report, Part III-R, #8)

1.	FY 2003-2004 Baseline: <u>12</u> number of meetings attended
2.	FY 2007-2008 Target: <u>22</u> number and <u>55%</u> increase
3.	FY 2008-2009 Target: <u>26</u> number and <u>15%</u> increase
Associated Program Goals and Objective Numbers: Goal 2, Objective 23	

C. Work with Family Councils (AoA Report, Part III-F, #9)

1. FY 2003-2004 Baseline: 18 number of meetings attended

2. FY 2007-2008 Target: 11 number and 38% decrease

3. FY 2008-2009 Target: 16 number and 31% decrease

Associated Program Goals and Objective Numbers: Goal 2, Objective 23

D. Consultations to Facilities (AoA Report, Part III-F, #4)

1. FY 2003-2004 Baseline: 360 number of consultations

2. FY 2007-2008 Target: 487 number and 35% increase

3. FY 2008-2009 Target: 512 number and 5% increase

Associated Program Goals and Objective Numbers: Goal 2, Objective 23

E. Information and Consultations to Individuals (AoA Report, Part III-F, #5)

1. FY 2003-2004 Baseline: 1669 number of consultations

2. FY 2007-2008 Target: 1,090 number and 5% increase

3. FY 2008-2009 Target: 1,145 number and 5% increase

Associated Program Goals and Objective Numbers: Goal 2, Objective 23

F. Community Education (AoA Report, Part III-F, #10)

1. FY 2003-2004 Baseline: 7 number of sessions

2. FY 2007-2008 Target: 10 number of sessions and 30% increase

3. FY 2008-2009 Target: 15 number of sessions and 50% increase

Associated Program Goals and Objective Numbers: Goal 2, Objective 23

G. Systems Advocacy

FY 2007-2008 Target: Ombudsman Services of Contra Costa worked with the Contra Costa County Public Health Department to provide disaster preparedness planning to Skilled Nursing Facilities (SNF) and Residential Care Facilities for the Elderly (RCFE) in Contra Costa County. The public health nursing students went out to our long term care facilities and did emergency planning surveys. As a result of this activity, Stonebrook, a 120 bed SNF had their eleven department managers complete the Community Emergency Response Team (CERT) training.

The second phase of education for nursing students that Ombudsman provided was in regards to large assisted living facilities in our county. On September 21, 2007, a presentation to the nursing students regarding SNF and RCFE licensing requirements, self-assessment guidelines for Community Care Licensing (CCL) and Ombudsman's role as advocates to residents was made. The Ombudsman Director spoke to the students about the challenges small 6-8 bed facilities pose for the Ombudsman program.

The Ombudsman Program is especially concerned about the small 6-8 bed residential care facilities in the event of a disaster. By bringing community resources to the owners and caregivers in the homes, and training them to deal with emergency situations, these facilities will know where to get help in their individual community. The facilities will be identified to our local fire departments and emergency services. Our fragile, elderly residents will have the best opportunity to receive the care they need in the event of an emergency.

The Ombudsman Director spoke to managers and owners of SNF's and RCFE's about Ombudsman Services and licensing requirements. Three separate presentations were made in FY 07-08.

Measures and Targets:

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

A. Regular Nursing Facility Resident Visitation (AoA Report, Part III-F, #6)

The target should be 100% of facilities visited. Refer to the NORS definition of regular visitation, which is at least one visit on a quarterly basis.

1. FY 2003-2004 Baseline: <u>100%</u>
(<u>710</u> number of regular visitations divided by the number of <u>32</u> nursing facilities)
2 FY 2007-2008 Target: <u>1%</u> increase in the number of regular resident visitations (718 visits)
3. FY 2008-2009 Target: <u>11%</u> decrease in the number of regular resident visitations (642 visits)
Associated Program Goals and Objective Numbers: Goal 2, Objective 23

B. Regular Residential Care Facility for the Elderly Resident Visitation

(AoA Report, Part III-F, #6 – board and care facilities) The target should be 100% of facilities visited. Refer to the NORS definition of regular visitation, which is at least one visit on a quarterly basis.

1.	FY 2003-2004 Baseline: <u>75%</u> (<u>228</u> number of regular visitations divided by the number of <u>304</u> licensed residential care facilities for the elderly)
2.	FY 2007-2008 Target: <u>5%</u> increase in number of regular resident visitations (<u>1305</u> number of regular visitations divided by the number of <u>464</u> residential care facilities for the elderly)
3.	FY 2008-2009 Target: <u>42%</u> decrease in number of regular resident visitations (<u>758</u> number of regular visitations divided by the number of <u>447</u> residential care facilities for the elderly)
*Estimated growth in number of facilities.	
Associated Program Goals and Objective Numbers: Goal 2, Objective 23	

C. Number of Full-Time Equivalent (FTE) Paid Staff Ombudsmen

(One FTE generally equates to 40 hours per week or 1,760 hours per year)

1.	FY 2003-2004 Baseline: <u>4,625</u> FTEs
2.	FY 2007-2008 Target: <u>2.65</u> and <u>49%</u> decrease due to budget constraints
3.	FY 2008-2009 Target: <u>2.65</u> and <u>0%</u> increase
Associated Program Goals and Objective Numbers: Goal 2, Objective 23	

D. Number of Certified Volunteer Ombudsmen

1.	FY 2003-2004 Baseline: <u>43</u>
2.	FY 2006-2007 Current Number: <u>39</u> after decertification FY 2008-2009 Target: <u>43</u> number and <u>10%</u> increase
Associated Program Goals and Objective Numbers: Goal 2, Objective 23	

Measures and Targets:

1. *Ombudsmen report their complaint processing and other activities accurately and consistently. [OAA Section 712(c)]*

A. *Each Ombudsman Program provides regular training on the National Ombudsman Reporting System (NORS).*

1.	FY 2003-2004 Baseline: <u>2</u> number of NORS Part I, II or III training sessions completed.
2.	FY 2007-2008 Target: <u>2</u> number of NORS Part I, II and III training sessions planned.
3.	FY 2008-2009 Target: <u>2</u> number of NORS Part I, II and III training sessions planned.
Associated Program Goals and Objective Numbers: Goal 2, Objective 23	

Section IV: Title III D and Medication Management

In FY 2008-2009 the Area Agency on Aging offered a variety of health promotion and medication management activities and services to help older adults age happily, safely, and maintain optimal health. The following is a summary of the activities and services:

- Developed the Fall Prevention Program (FPP) of Contra Costa County through collaboration with community organizations and local hospital. Distributed to seniors, via FPP, Sit-and-Be Fit exercise videos designed to help prevent falls. In addition, libraries and community organizations received copies to lend out to seniors or use as a teaching tool.
- Collaborated with local hospitals and community organizations to coordinate and sponsor health fairs throughout Contra Costa County, particularly in low-income, minority, and rural communities with populations at-risk for health disparities. At these health fairs older adults received health information and vital free check-ups to screen for diabetes, high blood pressure, osteoporosis, dental problems, and other health issues. Those identified as risk for certain health problems received follow-up services.
- Partnered with adult education centers, local hospitals, and community groups to coordinate and co-sponsor active aging forums that motivate older adults to exercise and eat healthy. The forums provide exercise demonstration, information about low cost and free exercise classes available in the community, and expert advice from nutritionists, medical professionals, and fitness instructors on issues pertaining to healthy aging.
- Distributed free exercise resistance bands and tubes with instruction sheets that show older adults simple exercises they can perform at home to strengthen their bodies and improve flexibility.
- Distributed pedometers with instruction sheets to encourage older adults to take up walking as an easy, safe, and inexpensive form of exercise.
- Collaborated with the regional office of the Food and Drug Administration to develop materials to distribute in English and Spanish to encourage seniors to use prescription drugs wisely and avoid preventable drug reactions. Together with pill boxes, brochures on medication management were distributed throughout Contra Costa County. The focus for distribution was senior housing complexes, senior centers and libraries. Materials were distributed at more than 49 locations. A brief introduction was provided to a contact at each location to emphasize the intent and usefulness of the materials.

Section V: Discussion of Objectives (see comments in blue)

Area Plan Goals and Objectives

GOAL # 1

The AAA is committed to assisting older individuals (who may be in danger of losing their independence) so they can lead meaningful, dignified, and independent lives in their own homes and communities as long as possible. AAA will accomplish this through an accessible range of options including but not limited to, collaborative efforts, decision making among public, private, voluntary, fraternal organizations, and coalitions, for continuing the development and enhancement of a comprehensive and coordinated community and home based system of care.

RATIONALE

The AAA conducted needs assessments and through analyses of the results of completed surveys found the AAA was asked to provide program development, coordination, and technical assistance.

OBJECTIVES

OBJECTIVES	Projected Start & End Dates	Title III B Funded PD or C	Status
1. The I & A Social Work Supervisor will be responsible for planning, coordinating, and co-facilitating the bi-monthly Central and East County SHARE (Social and Health Agency Resource Exchange) meetings, in order to provide forums for networking, resource, and educational information sharing for service providers from government, profit and nonprofit community based organizations who serve older adults and people with disabilities. As of 1/1/08 the tasks were transferred to a community provider.	7/1/05 - 6/30/08		Completed
2. The I & A Social Work Supervisor will be responsible for coordinating and co-facilitating bi-monthly planning committee meetings, in order to outline and arrange for guest speakers to provide informational presentations at each of the bi-monthly SHARE meetings and the "All County Day" half-day conference held by SHARE once a year. As of 1/1/08 the tasks were transferred to a community provider.	7/1/05 - 6/30/08		Completed
3. The I & A Social Work Supervisor will be responsible for maintaining an up-to-date electronic data-base of SHARE member's e-mail addresses in order to increase the delivery of resource information and reduce paper waste, while promoting networking by way of electronic communications. As of 1/1/08 the tasks were transferred to a community provider.	7/1/05 - 6/30/08		Completed

Goal 1 – Continued

<p>4. The I & A Social Workers will gather information and statistics using IRIS 3.0 as requested/needed in order to assist with the Acute and Long-Term Care Integration with their planning and implementation . I&A is updating to 4.0 and ALTCL has been discontinued because of no funding</p>	<p>7/1/05 - 6/30/08</p>		<p>Completed</p>
<p>5. In order to provide the highest level of coordinated services to consumers, the I & A Supervisor will collaborate with CCC's identified 211 provider, CCC Crisis Center, to create, implement and maintain the National Information and Referral System appropriate for older adults calling I & A to request information. Continue to collaborate with Crisis Center. They refer all senior calls to I&A.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>6. AAA Sr. Staff Assistant will actively participate in monthly Central County Senior Coalition meetings to assist in the development and implementation of coalition activities by working with members of the coalition steering committee to develop and maintain an updated directory of service providers in central county, develop and maintain a media publicity list to announce upcoming community forums with topics relevant to seniors living in Contra Costa County. an Ageless Lifestyle forum addressing the issues of aging and its effects on seniors, Assist with the planning of the annual Mary Shockley Memorial Senior Center Volunteer Recognition Awards event, and coordinating with CCTV for the taping and broadcasting of coalition events. Staff attended meetings during the year and assisted with the coalition steering committee. Forums and events were held during the area plan period.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>
<p>7. To inform seniors in East County about services and how to access them, AAA Sr. Staff Assistants and AAA Staff Assistant will actively participate on the East County Senior Coalition's outreach project, which includes developing and distributing English and Spanish resource materials, giving presentations to groups, and making one-on-one contacts with seniors. Also, a conference design to address issues affecting seniors will be held annually. The Coalition, at the beginning of each fiscal year, will decide on the issues to be addressed by the conference. Staff assisted in planning the Coalition's outreach activities and events including health fairs and the Mind and Body conference, which featured a wide range of workshops and presenters on the topic of wellness.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>

Goal 1 – Continued

<p>8. To inform seniors in West County about services and how to access them, AAA Sr. Staff Assistants will actively participate on West County Senior Coalition and work with other organizations to distribute resource materials and identify locations for outreach, which includes giving presentations to groups and making one-on-one contacts with seniors. An annual town hall meeting will also be organized to give seniors an opportunity to speak out and be heard; issues to be addressed will be decided at the beginning of each year. AAA Senior Staff Assistant supported the West County Senior Coalition in its focus on advocacy to prevent the loss of senior services in the wake of drastic state and local budget reductions. The Coalition also assisted with seminars to prevent mortgage foreclosures and provided information to key informants to help seniors with limited incomes to access medical care and to prevent financial abuse. The Coalition promoted volunteerism by honoring an outstanding senior with its "Unsung Heroes Award".</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>
<p>9. To provide a special evening of entertainment and dinner for frail and homebound seniors, AAA Sr. Staff Assistants will work in conjunction with West County Senior Coalition and Richmond Commission on Aging to organize and sponsor the annually held "Seniors' Night Out." Volunteers are recruited to drive and escort seniors to this event. That evening the Coalition will also present recognition awards to seniors, volunteers, and advocates who've made valuable contributions to the West County community. Over 300 seniors attended this popular event held in May to celebrate Older Americans Month.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>

Goal 1 – Continued

<p>10. AAA-Mobility Transportation Manager will work with the public fixed route and paratransit transportation service providers and providers of social service transportation to develop ways to increase service to meet the needs of non-driving seniors, and to improve the effective use of transportation resources through coordination of services. This will include developing flexible transportation services for seniors that go beyond the limitations of ADA paratransit. The Mobility Manager successfully assisted CBO transportation providers in serving new populations by expanding service to greater geographical areas in the county. Also, the Mobility Manager worked with public transit and paratransit providers to improve cross jurisdictional paratransit services for seniors and the disabled. The Transportation Manager was able to help paratransit providers by enabling various senior centers to acquire vans. The vans reduced demand on Paratransit and provided more flexible rides for seniors. Unfortunately due to budget cuts the Mobility Manager position was eliminated in January 2009. This action followed the elimination of the Transportation Specialist position in 2008. With the positions eliminated, the AAA's Senior Transportation Program was terminated. Community members, however, continue to meet and work on senior transportation issues.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Incomplete</p>
<p>11. Where additional services or resources are needed to create a true "family" of transportation services to bridge the identified transportation gaps for seniors in Contra Costa, the AAA Mobility Manager will work to facilitate or develop new or expanded services paying particular attention to the underserved West and rural areas of the County. This will require the AAA Mobility Manager to take a leadership role in a collaborative effort or developing direct agency-sponsored services. In particular, this effort will focus on developing and implementing volunteer driver models as a flexible and cost-effective way of providing service. Prior to the elimination of the position in January 2009 due to budget cuts, the Mobility Manager served as a resource in providing technical assistance on alternative transportation models, and led efforts to successfully secure a grant from the Metropolitan Transportation Commission to help expand a community-based, volunteer driver transportation program for seniors.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Incomplete</p>

Goal 1 – Continued

<p>12. The AAA-Mobility Transportation Manager and the Transportation Work Group of the Advisory Council on Aging will support efforts by other organizations to help keep seniors driving safer longer, such as: design changes in roadways, signage, vehicles and pedestrian access; and education for senior drivers through active participation in pertinent forums. The Mobility Manager and the Transportation Work Group of the Advisory Council successfully promoted and organized several "CarFit" events whereby seniors were able to bring their cars to get advice on how to better fit the car in order to drive safer. Unfortunately the Mobility Manager along with AAA's Senior Transportation Program was eliminated in January 2009 due to budget cuts. The Transportation Work Group continues to work on senior transportation issues.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Incomplete</p>
<p>13. AAA-Mobility Transportation Manager will meet with the Department of Motor Vehicles, public transportation providers and other agencies in order to connect seniors who are losing their drivers' licenses with appropriate transportation choices in their communities. Due to budget cuts the Mobility Manager position and the AAA's Senior Transportation Program was eliminated in January 2009.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Incomplete</p>
<p>14. To insure seniors an opportunity to age in place in the community, AAA Program Manager and AAA Sr. Staff Assistants will actively participate in the Acute and Long-Term Care Integration (ALTCI) Pilot Project. In place of the uncoordinated array of programs delivered by multiple agencies and funding sources creating barriers to those in need of care, this collaboration of the CCC Health Plan, Employment and Human Services Department, and Community based Organizations (CBO's) is building an integrated long-term care system that will provide a single, comprehensive, coordinated and consumer-friendly program of care with a continuum of appropriate medical, social and supportive services. ALTCI pilot project was discontinued by all parties.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Deleted</p>
<p>15. To insure the appropriate community services are available to ALTCI participants, AAA Program Manager and AAA Sr. Staff Assistants will assist contracted partners and other identified CBOs in preparing for an increased volume of consumers requiring services by providing information and resources regarding demonstration grants and other funding related resources in order to begin services January 1, 2007. ALTCI pilot project was discontinued.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Deleted</p>

Goal 1 – Continued

<p>16. The AAA Program Manager, AAA Sr. Staff Assistants, and the Advisory Council Planning Committee will work together to enhance the Area Plan in its 06-07 Update in order to better plan for the provision and utilization of services to assist older adults to lead meaningful, dignified, and independent lives in their own homes and communities for as long as possible.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>17. AAA Sr. Staff Assistant and AAA Staff Assistant will be responsible for planning, coordinating and co-facilitating the bi-monthly West County SHARE (Social and Health Resource Agency Exchange) meetings in order to provide forums for networking, resource and educational information sharing for service providers from government, profit and nonprofit community based organizations who serve older adults and people with disabilities. West County Social and Health Resource Exchange disbanded in 2008 due to lack of participation.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Deleted</p>
<p>18. AAA Staff Assistant will be responsible for maintaining an up-to-date electronic database of West County SHARE members' e-mail addresses in order to increase the delivery of resource information and reduce paper waste, while promoting networking by way of electronic communications. Although the West County Social and Health Resource Agency Exchange [SHARE] has disbanded, the email contact list is maintained and updated materials on senior program and service are sent regularly to participants.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>
<p>19. AAA Staff Assistant will actively participate with the Richmond Commission on Aging and other organizations to plan and participate in the "Senior Information and Health Faire" in order to inform seniors in West County about services and how to access them. Staff Assistant participated in the planning of the Richmond Commission on Aging's annual Senior Information Day, and was able to secure funding for bone density screening with Foundation for Osteoporosis Research and Education [FORE].</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>
<p>20. The AAA Program Manager, AAA Sr. Staff Assistants, AAA Staff Assistant, and the Advisory Council Planning Committee will work collaboratively with CBO's and Contra Costa for Every Generation to develop needed programs in underserved and hard to reach areas of the County in order to assist older adults to remain independent in their own homes for as long as possible. The AAA staff in conjunction with the Advisory Council worked collaboratively with the For Every Generation organization to expand volunteer driver transportation programs to underserved communities in West County, Monument Community, and East County. Unfortunately these efforts were cut short by staff lay-offs.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Incomplete</p>

Goal 1 – Continued

<p>21. The AAA Program Manager, AAA Sr. Staff Assistants, and the Advisory Council Planning Committee Members will work collaboratively with CBO's and the Neighborhood Quality of Life Work Group Neighborhoods and Communities Initiative (name changed) of the For Every Generation to assist with the coordination of the newly formed one-steps in order to increase access. This objective was deleted due to budget cuts and lay-offs.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Deleted</p>
<p>22. The AAA Program Manager, AAA Sr. Staff Assistants, and the Advisory Council Planning Committee Members will work collaboratively with CBO's to develop and plan special programs/events/services with the use of One-Time Only funds in order to help address the needs of older adults with particular attention to Family Caregiver needs. OTO funds allocated and program funded.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Completed</p>
<p>23. The AAA Program Manager, AAA Sr. Staff Assistants, and the Advisory Council Planning Committee Members will work collaboratively with CBO's to develop and plan special programs/events/services with the use of One-Time Only funds in order to help address the needs of older adults with particular attention to LGBT seniors. OTO funds were used only one year. A brochure was developed targeted to LGBT seniors.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Incomplete</p>
<p>24. The AAA Program Manager, AAA Sr. Staff Assistants, and the Advisory Council Planning Committee Members will work collaboratively with CBO's to develop and plan special programs/events/services with the use of One-Time Only funds in order to help address the needs of older adults with particular attention to seniors who are homeless. OTO money was not used for homeless seniors.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Deleted</p>
<p>25. The AAA Program Manager, AAA Sr. Staff Assistants, and the Advisory Council Planning Committee Members will work collaboratively with CBO's to develop and plan special programs/events/services with the use of One-Time Only funds in order to help address the needs of older adults with particular attention to seniors with limited-English abilities. OTO funds were used for a Senior Appreciation Day in E. County, at which at least half of the attendees were limited English speakers.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Completed</p>
<p>26. The AAA Program Manager, AAA Sr. Staff Assistants, and the Advisory Council Planning Committee Members will work collaboratively with CBO's to develop and plan special programs/events/services with the use of One-Time Only funds in order to help address the needs of older adults with particular attention to disease prevention and health promotion of seniors. A successful health fair and active aging forum was planned using One Time Only funds in FY 08-09. In addition, approximately 500 Sit and Be Fit videos and DVD's were purchased and distributed as exercise tools for individual and groups of seniors to improve fitness and prevent falls.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Completed</p>

Goal 1 – Continued

<p>27. Transportation Manager will actively forward the Mobility Management concept in the County. This will involve transportation providers, government agencies and community-based organizations working toward improving transportation in the County. It will include planning the implementation of a Mobility Management Center in the County. If developed through a collaborative, community-based process that is focused on meeting the transportation needs of the consumer, a mobility management center could evolve into an effective one-stop source for information, referral, and service for seniors on various transportation modes and for assistance with transitioning to a non-driving lifestyle. This objective was deleted due to budget cuts and staff lay-offs.</p>	<p>5/1/08-6/30/09</p>		<p>Deleted</p>
<p>28. Falls are the leading cause of unintentional injury deaths among Contra Costa County residents 65 years and older, and the leading cause of unintentional hospitalizations for residents of all ages. To prevent and address the factors that causes falls, the AAA will develop and organize the Fall Prevention Program (FPP) of Contra Costa County, a coalition of public, private, and community agencies that would share resources and work in partnership to develop and deliver comprehensive, integrated, and systemic solutions. A Fall Prevention Coalition was successfully established in 2008. It has a membership of over 50 individuals representing private, public, and non-profit agencies from throughout Contra Costa.</p>	<p>5/1/08-6/30/09</p>		<p>Completed</p>
<p>29. In conjunction with the County's In-Home Support Services Program and Health Services Department, the AAA will establish and dedicate a Public Health Nurse (PHN) position to work on fall prevention activities. Responsibilities of the PHN will include developing tools and materials to educate social workers and community providers on how to screen for clients at risk for falling; conducting individual health assessments in clients' homes to identify those persons with fall risks; and connecting clients to services in the community to address the risk factors that may lead to falls. In addition, the PHN will work collaboratively with the Fall Prevention Program (FPP) of Contra Costa County to develop fall prevention programs and activities such as physical activity and exercise, medication management, nutrition and diet analysis, and public education. After about several months of implementation, this objective was deleted due to budget cuts and the elimination of the Public Health Nurse position from In-Home Supportive Services.</p>	<p>5/1/08-6/30/09</p>		<p>Deleted</p>

GOAL # 2

AAA will provide services to older individuals with the greatest economic and social needs, including low income diverse population groups through continued service expansion, development, and collaboration with community groups, service providers, and elected officials, in order to provide health, social, nutrition and legal services for older individuals who may be at risk of abuse or neglect.

RATIONALE

Mandated by the Older Americans Act and the AAA is committed to providing services to the population groups specified above.

OBJECTIVES

OBJECTIVES	Projected Start & End Dates	Title III B Funded PD or C	Status
1. In order to address the increased need for affordable housing and financial assistance, AAA Sr. Staff Assistant will meet monthly with the Contra Costa County for Every Generation Housing Workgroup and assist in its' work toward property development of affordable living for older adults and encourage the group to explore the feasibility of duplicating the National Shared Housing Resource Center (NSHRC) and San Mateo Human Investment Project (HIP) model in CCG to add coordinated shared housing services and assistance with home equity conversion. The CCEG Housing Initiative and the AAA Advisory Council is planning to hold a joint meeting to review the feasibility of this objective. This objective was deleted due to budget cuts and staff lay-offs.	7/1/05 - 6/30/09	C	Deleted
2. In order to assure those aged 60 or older with low-incomes, who are ethnically or culturally diverse, limited English-speaking and/or have the greatest social needs will be served, AAA Program Manager and AAA Sr. Staff Assistants will design Requests for Proposals (RFP's) to require bidders to include a plan for community outreach when submitting proposals to provide services.	7/1/05 - 6/30/09		Completed

Goal 2 - Continued

<p>3. AAA Program Manager and AAA Sr. Staff Assistant will ensure that contractors and subcontractors are required to serve clients 60 years of age and over. Based on targeting guidelines, contractors will be required to seek out new clients with the greatest economic need, greatest social need, minority persons and minority persons of greatest economic need through usage of clear contract language, monitoring, and review of client data reports. The term "greatest economic need" means the need resulting from an income level at or below the poverty line. The term "greatest social need" means the need caused by non-economic factors, which include:</p> <ul style="list-style-type: none"> (A) Physical and mental disabilities (B) Language barriers; and (C) Cultural, social and or geographical isolation including isolation caused by racial or ethnic status, that restricts the ability of an individual to live independently. 	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>4. AAA Program Manager and AAA Sr. Senior Staff Assistant will design the Request For Proposals (RFP's) to require bidders to include a plan for community outreach in order to assure those with low-incomes, ethnically diverse, limited English-speaking, and persons identified as being of greatest economic or social need aged 60 years or older are being served.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>5. Senior Legal Services Director will develop a multi-media outreach plan, including internet access, brochures, and presentations, while developing community relationships regarding senior issues and services available to countywide residents. Board of Directors has not expressed interest in trying to launch another web site. Board of Directors has not expressed interest in trying to launch another web site. The agency lost the domain name and clients rarely used web site.</p>	<p>7/1/05 - 6/30/09</p>		<p>Deleted</p>
<p>6. Health Services Program Manager of the Congregate and Home Delivered Meals Programs will design a plan to enhance outreach activities through public media, i.e. PSA's, brochures, and public presentations in order to raise the number of meals served.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>7. The CCC Health Services Department will employ a Registered Nutritionist to provide nutrition and safe food handling education by giving presentations and distributing printed information at congregate nutrition sites and on home delivered meal routes which, tells seniors how a nutritious diet and safe handling of food can play an important role in maintaining health and disease prevention which can lead to a persons increased enjoyment of life.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>

Goal 2 - Continued

<p>8. AAA Sr. Staff Assistant will develop & implement an outreach timeline to reach the senior community, aging network, private and public agencies. The timeline will include activities such as conducting presentations about resources, making individual contacts with seniors, and developing and distributing AAA newsletters, program fact sheets printed in different languages, brochures, and literature regarding new and expanded services.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>9. AAA Program Manager and AAA Sr. Staff Assistant will coordinate with members of Southeast Asian Senior Access Collaborative (SEASAC) to provide isolated Laotian seniors living in West CCC access to linguistically and culturally competent services. Bilingual caseworkers will provide needs assessment, case management, advocacy, information and referral, and health education. Workers will also link seniors to services that include but are not limited to transportation, ESL classes, in-home care services, and affordable housing.</p>	<p>7/1/05 - 6/30/06</p>	<p>C</p>	<p>Completed</p>
<p>10. AAA Sr. Staff Assistant will utilize the InfoVan, an "information center on wheels", to travel throughout the county and attend events to provide information about services and how to access them. In addition, staff will collaborate with senior centers, diverse population groups, senior coalitions, and appropriate community groups to utilize the InfoVan to reach seniors that are isolated due to their low-incomes, disabilities, limited English speaking abilities, cultural barriers, or because they live in rural areas. To meet the needs of the county's diverse population, InfoVan will be stocked with brochures and resource materials that are printed in several different languages. The InfoVan has been taken out to a few community information and health fairs. It is usually parked in an area that gives it the highest visibility as possible for fair attendees and those people driving or walking nearby. It is however, expensive to run. More often a more fuel efficient vehicle is used for smaller events. During the past year. There were fifty outreach events attended with approximately 2,200 persons attending.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>
<p>11. AAA Sr. Staff Assistant will reach out to non-English speaking seniors through the use of interpreters from the county's translation service, printing publications in different languages, and publishing health information in the Senior Information Newsletter in Russian, Spanish, Laotian, and Vietnamese.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>

Goal 2 - Continued

<p>12. AAA Program Manager and AAA Sr. Staff Assistant will partner with Monument Community Partnership's Senior Action Team, Catholic Charities, and other CBO's to develop services for low-income and underserved seniors in the Monument Corridor, a neighborhood in Concord. A study will be conducted to identify needs and services will be then be developed to address those needs. The needs assessment study was completed and findings showed that many seniors in the Monument Corridor area of Concord, a low-income neighborhood with a large Latino immigrant population, are isolated and did not know how to access services. In response to the findings, a Monument Senior Outreach Program was established in FY 07-08 by Catholic Charities that utilized bilingual volunteers to do door-to-door outreach</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Completed</p>
<p>13. In conjunction with Jewish Family and Children Services, La Clinica, Bay Point Health Clinic and other organizations, AAA Sr. Staff Assistant will establish the Bay Point Committee for Senior Health to address the health issues of low-income, Latino, and African-American seniors residing in Bay Point. The Committee will organize and hold a "Senior Appreciation Day – Health and Resource Fair" in recognition of Older Americans Month in May. The event will feature exercise demonstrations, nutrition information, and other resources to help seniors stay active and healthy. Free health screenings and information about resources in the community will also be available. Presentations and information will be in Spanish and English. Over 200 seniors received services and assistance, in English and Spanish, at this annual event that took place in May in recognition of Older Americans Month.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>
<p>14. The AAA Program Manager working with the Advisory Council Housing work group will explore options for funding for CBOs interested in providing low-cost home repairs and modifications for seniors desiring to stay in their own homes but unable to pay for the home repairs and modifications. This objective was deleted due to budget cuts and staff lay-offs.</p>	<p>7/1/05 - 6/30/09</p>		<p>Deleted</p>
<p>15. AAA Program Manager, in collaboration with the CCC Community Development Department and the Advisory Council Housing work group, will develop guidelines for senior housing developers funding for incorporating <i>Aging Friendly</i> services, such as referral, and transportation, access in their housing projects. In addition, the collaboration will advocate for access by public transportation as criteria for senior housing project location and funding. A "Best Practices" for senior housing development was produced by the Advisory Council's housing workgroup.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>

Goal 2 - Continued

<p>16. The Assisted Transportation Program Manager will pursue older adults with physical and mental disabilities, who are underserved and unaware of services they qualify for, who have low incomes, language barriers, or may be culturally, socially, or geographically isolated. This will be accomplished by: 1) participating in the East County Healthy Aging Collaborative dedicated to improving access to 2) meeting with Hispanic community members and existing bi-lingual volunteers 3) collaborating with the CCC AAA Outreach and Information and Assistance Programs 4) maintaining a culturally competent interagency support-system by providing the above and recruiting and training bi-lingual program volunteers 5) enlisting volunteers from rural areas to reach those who may be geographically isolated 6) obtaining adequate funding to continue this level of service. This actually ended in June 2008 when the assisted transportation contract (Title III B) switched to another contractor.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>17. The AAA HICAP Senior Staff Assistant will be responsible for the targeting and provision of outreach to people with disabilities, the underserved, people with low-incomes, those with language barriers, and people who are culturally, socially or geographically isolated by 1) providing Consumer Fact Sheets available in languages other than English, including Spanish and Chinese 2) partnering with community leaders and services that target the above groups to offer outreach and intervention 3) advertising its free services on CCTV 4) providing home visits to the homebound in homes, assisted living facilities and nursing homes 5) providing free translation services at its counseling locations 6) targeting outreach to areas of CCC where low-income Medicare beneficiaries reside 7) out-stationing counseling site locations where they are accessible to individuals who are disabled and rural communities.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>18. The Brown Bag Program Coordinator will conduct outreach visits to other community based organizations, low-income senior housing and medical service providers to make them aware of the Brown Bag program. The Brown Bag Program targets individuals who have low-incomes by maintaining distribution sites in low-income areas. Sites are chosen which have a minimum of physical barriers in order to make them accessible to seniors with physical disabilities.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>19. The Brown Bag Program Coordinator will partner by arranging and attending meeting with organizations, which serve specific ethnic groups in order to reach ethnically and culturally diverse populations.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>

Goal 2 - Continued

<p>20. In order to reduce isolation and increase opportunities for socialization, the Brown Bag program distribution sites will open early to allow members to visit with one another Brown Bag members before the bags of groceries are dispersed. Also helping to reduce isolation and reach those with barriers to receiving services, Brown Bag recipients will deliver bags of groceries to their neighbors who have no transportation or limited-English language skills.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>21. In order to target potential Adult Day Care participants who have physical and mental disabilities, the Program Director in West County will collaborate with the various community groups, County programs, non-profit organizations, private agencies, churches, and participant family members. In addition, Director and Program Staff will provide outreach by making presentations at various forums.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>22. In order to limit language and cultural barriers and provide culturally competent services, the Adult Day Care Program Director in West County will employ and maintain staff who speak Spanish, and Tagalong (and other languages, as needed).</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>23. In order to reach individuals who are isolated and may be difficult to reach, the Adult Day Care Director and Program Staff in West County will partner with and maintain regular contact with medical practitioners, professionals, community groups, community based organizations, and social service programs, such as: Adult Protective Services, Linkages, and the AAA Information and Assistance.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>24. The Central County Adult Day Care and ADCRC Program Director will target those with physical and mental disabilities who have language barriers, low-incomes and are isolated and/or underserved. This will be accomplished by partnering with other senior service providers and volunteer organizations in order to develop a referral network to better educate the public about services. In order to serve those with limited-English speaking skills, a partnership with Jewish Family and Children Services will be maintained in order to reach Russian and Farsi speaking immigrants. In order to serve these populations, multicultural services will be offered to participants in their native tongue by maintaining bi-lingual staff. In order reach those who are isolated and/or difficult to reach, in-service trainings will be offered to hospitals, senior peer volunteer groups, and others who have access to these hard to reach populations. Self-evaluate of targeting methods take place relating to outreach and the results will be evaluated by tracking all inquiries into our program.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>

Goal 2 - Continued

<p>25. AAA Program Manager, AAA Sr. Staff Assistants, and Planning Committee to the Advisory Council will actively work together to plan ways of reaching those who may be underserved paying particular attention to reaching individuals with physical and mental disabilities, language barriers, low-incomes, or who may be isolated. This focus is woven throughout all program development and outreach activities the Planning Committee of the Advisory Council are involved in with their role in helping the AAA plan, develop, coordinate, and monitor services. For example, in conjunction with the Advisory Council the AAA has distributed disaster training/ emergency kits and exercise videos to seniors in the community, paying particular attention to reaching those underserved and who are most vulnerable.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Completed</p>
<p>26. The Linkages Social Work Supervisor will target people with disabilities, those who are underserved, people with low-incomes, those with language barriers, and/or people who are culturally, socially or geographically isolated. This will be accomplished by providing outreach countywide by utilizing AAA Information and Assistance and the AAA Senior Staff Assistant Outreach Program Coordinator to assist in reaching the underserved via phone consultations, printed literature, and community presentations. Additionally, The Linkages Social Work Supervisor and Linkages Social Workers will maintain regular contact with other community resources such as hospital discharge planners, MediCal eligibility workers, and IHSS workers in order encourage referrals of these types. In order to prevent barriers to receiving services for those who have limited-English speaking skills, translation services will be provided via in-house staff and by contracted translation services as needed/requested. Outreach is done through I & A and there is no waiting list for Linkages at this time.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>27. AAA Sr. Staff Assistant will assist the Senior Action Team to participate in an outreach project to distribute bilingual resource materials and enroll residents in the PG&E CARE program, which provides low-income households a discount on their gas and electricity bills.</p>	<p>7/1/05 - 6/30/06</p>	<p>C</p>	<p>Completed</p>

Goal 2 - Continued

<p>28. AAA Sr. Staff Assistant will provide technical assistance to help United Laotian Community Development Inc. (ULCD) re-establish its Southeast Asian Senior Access Program, which was eliminated due to a lack of funding. The program provided bilingual services including case management and information and referral to help isolated Laotian seniors access health and human services. To re-establish this program, AAA Sr. Staff Assistant will meet with ULCD Staff and Board Members to identify funding opportunities and to write and submit grant proposals. The agency unfortunately went out of business.</p>	<p>7/1/05 - 6/30/08</p>	<p>C</p>	<p>Deleted</p>
<p>29. The AAA Program Manager and Sr. Staff Assistants will assist the East County Health Aging Collaborative in their efforts to secure funding for housing, transportation, health services and affordable housing for low-income seniors in East Contra Costa County through advocacy and identification of financial grants or county funding. The East Bay Healthy Aging Collaborative has been ended due to lack of funding. The AAA in conjunction with other county services assisted with the transfer of clients being served by EBHAC to other county and community services.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Completed</p>
<p>30. AAA Sr. Staff Assistants will contact other community organizations (hospitals, service organizations, businesses, government departments) to secure current survey data they may have which identifies trends and service needs assessment data related to aging in CCC. This data will be reviewed and analyzed and incorporated in future AAA planning. Completed in order to write 2009-2012 Area Plan.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>

Goal 2 - Continued

<p>31. The Area Agency on Aging and the county's Community Service Department will work jointly to initiate an outreach plan to link low-income seniors who are vulnerable to high energy costs with the Low Income Home Energy Assistance Program (LIHEAP) and the Weatherization Program. LIHEAP offers one-time financial assistance to qualifying low-income households who require support in paying their home heating or cooling bills. The Weatherization Program is designed to reduce household energy use and costs in the homes of low-income persons by installing energy efficient improvements. Components of the public outreach plan include newsletter publications in English and Spanish, trainings/presentations to professionals and organizations that work with low-income individuals, and participation in senior-related events to set-up exhibit tables or give presentations. The AAA worked with Community Service Department to successfully increase awareness and use of the LIHEAP and Weatherization Program amongst Contra Costa County's senior population by promoting the services and distributing materials directly to seniors, caregivers, and service providers at all AAA outreach activities.</p>	<p>7/1/08-6/30/09</p>		<p>Completed</p>
<p>32. The AAA will begin crafting a needs assessment plan that would include establishing a timeline, developing an assessment tool, and recruiting Advisory Council members, representatives from our service provider network, and volunteers who would be willing and ready to help conduct survey interviews and collect data. The goal is to have in place a needs assessment plan that outlines strategies to examine more closely what reasonable steps are necessary to ensure that limited English speaking older adults have meaningful access to services. Due to budget and staff cutbacks, the needs assessment targeting limited English speaking older adults had to be postponed to the next planning cycle. In the meantime, the AAA reviewed surveys such as the one conducted by Catholic Charities and UC Berkeley School of Social Work to better understand the needs of limited English speaking seniors.</p>	<p>7/1/08-6/30/09</p>		<p>Incomplete</p>

GOAL # 3

AAA will provide public information to agencies and community persons 60+ and their families regarding resource availability, educational opportunities, demographics, health care insurance counseling, and funding opportunities.

RATIONALE

The Key-Informant, Core, and Long-Term Care survey results, Acute and Long-Term Integration Task Force, AAA Advisory Council, Board of Supervisors, Coalitions and other groups have identified the need for the AAA to communicate with and provide information to the general public at all levels.

OBJECTIVES

OBJECTIVES	Projected Start & End Dates	Title III B Funded PD or C	Status
1. The I & A Social Work Supervisor will attend meetings with CORD (Contra Costa Online Resource Database) partners (CCC Employment and Human Services and Health Services Department, CCC Community Services, and the Contra Costa Crisis Center), in order to assure that CORD users (professionals, clients, and the general public) needs are met by providing the most up to date information and resources by merging partner resources. Cord has been renamed 2-1-1 database.	7/1/05 - 6/30/09		Completed
2. In order to continue compliance with AIRS (Alliance of Information & Referral Systems), the I & A Social Work Supervisor will implement IRIS 4.0 software, which will be maintained by the Contra Costa Crisis Center for organizing resources information, collecting data, and producing statistics.	7/1/05 - 6/30/08		Completed
3. The I & A Social Work Supervisor will be responsible for assuring I & A Social Workers furnish backup assistance as requested by the AAA Outreach Program to provide informational and educational presentations to the public regarding services and programs for older adults.	7/1/05 - 6/30/09		Completed
4. The I & A Social Work Supervisor will be responsible for developing and maintaining updated printed informational lists and resource materials used as distribution literature for the public regarding services available to older adults in order to promote the increase utilization.	7/1/05 - 6/30/09		Completed
5. In order to provide information regarding programs for older adults, available funding for services, activities in relationship to the AAA Area Plan, and gather input from the community, AAA Program Manager and AAA Sr. Staff Assistants will hold a public hearing at least once a year.	7/1/05 - 6/30/09		Completed

Goal 3 - Continued

<p>6. The I & A Social Work Supervisor will be responsible for assuring each I & A Social Worker attends at least six (6) educational presentations a year in order to stay informed and up-to-date on health and social issues and resources related to older adults, so that they may provide the highest level of assistance to consumers calling I & A to request information.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>7. The I & A Social Work Supervisor will be responsible for providing educational presentations to the general public and professionals in order to provide the most up to date information on resources for services available to older adults in order to increase access to services. Printed resource materials will be made available for handouts at each presentation.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>8. In order to ensure continuity of services delivered by community based organizations, AAA Program Manager and AAA Sr. Staff Assistants will assist in the coordination of obtaining grants by working collaboratively to share information and provide technical assistance for writing grants in relationship to funding opportunities appropriate for any community based organizations in CCC serving older adults. The AAA gathered and disseminated information on available grants and funding opportunities to community providers. In addition, over the last year AAA Senior Staff Assistant provided technical assistance to Contra Costa for Every Generation in applying for a federal grant to educate minority seniors and those with limited incomes about the services of the Health Insurance Counseling and Advocacy Program. Technical assistance was provided to the Fall Prevention Program on several grant applications for funding to sustain and expand services.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>
<p>9. In order to ensure the delivery of efficient quality services to consumers, AAA Program Manager and AAA Sr. Staff Assistants will work collaboratively to provide technical assistance to contractors, County programs, County Supervisors, and groups serving older adults.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>10. In order to provide public information to agencies and community persons 60 + years and their families regarding resource availability, educational opportunities, health care counseling and topics relevant to the aging community, AAA Sr. Staff Assistant and AAA Program Manager will utilize CCTV's (Contra Costa Television, a local cable station) Community Bulletin Board and Community Calendar to advertise meeting dates, times and places of the East, West and Central County coalition meetings and other related activities.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>

Goal 3 - Continued

<p>11. In order to provide the public with an internet resources for topics, issues, and information regarding aging, AAA Sr. Staff Assistant will contract with Trilogy Integrated Resources for the expansion and maintenance of the Network of Care by updating resource dates monthly, legislative module nightly, and maintaining county links in order to increase consumer knowledge and access to services. Website: www.contracosta.networkofcare.org Contract terminated.</p>	<p>7/1/05 - 6/30/09</p>		<p>Deleted</p>
<p>12. AAA Sr. Staff Assistant will actively participant in the Central County Senior Coalition to identify and prioritize senior needs by providing technical assistance by working with Coalition members on needs identified, including fraud, health and intergenerational issues. Staff attended monthly coalition meetings and monthly steering committee meetings and worked to assist the coalition in developing projects, forums and speakers at the monthly meetings.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>
<p>13. AAA Program Manager and AAA Sr. Staff Assistant will work with senior coalitions, community based organizations, the County's aging network, offices of County Supervisors, and other groups to identify and address senior needs by providing technical assistance including, assistance with needs assessments, focus groups, quality assurance surveys, program developing, and fundraising. AAA staff diligently provided technical assistance to community partners in FY 2008-2009. Highlights of our efforts included providing fundraising and program development assistance to the Fall Prevention Program, Contra Costa County for Every Generation, and supporting West County Senior Coalition's fundraiser for the Ombudsman Program.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>
<p>14. AAA Mobility Manager will work on improving the availability of information about transportation choices for seniors in Contra Costa. This includes the sponsorship of a countywide senior transportation event scheduled for October 2005, the "Mobility =Independence Conference", which featured both current services and discussion on planning expanded services to meet the mobility needs of seniors.</p>	<p>7/1/05 - 6/30/06</p>	<p>PD</p>	<p>Completed</p>
<p>15. AAA Mobility Manager will develop a countywide transportation guide, "Way To Go Contra Costa", which will feature information about transportation services available in each community, and information resources, such as Information and Assistance and the 511 transportation phone service and web site. This guide will be published and distributed.</p>	<p>7/1/05 - 8/31/05</p>	<p>PD</p>	<p>Completed</p>

Goal 3 - Continued

<p>16. AAA Mobility Transportation Manager will work with the public transportation providers in Contra Costa to develop and implement a coordinated "travel training" program to familiarize seniors with using public transportation providers in Contra Costa to develop and implement a coordinated "travel training" program to familiarize seniors with using public transportation and the benefits thereof. This will also include an outreach component to senior centers, senior residential facilities and other locations where seniors congregate. This objective was deleted due to budget cuts and staff lay-offs.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Deleted</p>
<p>17. The AAA Program Manager will develop a Power Point Presentation and will make it available to CCC CBO's, outlining the demographics and trends related to aging in CCC. The demographics were compiled by the AAA Outreach Senior Staff person and Advantage Initiatives <u>Every Generation</u> survey of county residents. The AAA continues to collect data to share with community based organizations; however the project has been deleted due to budget cuts and staff lay-offs.</p>	<p>7/1/05 - 6/30/09</p>		<p>Deleted</p>
<p>18. To begin preparing CBO's for ALTCl, AAA Program Manager and AAA Sr. Staff Assistants will begin educating them on the demographics of the increased CCC population needing support services due to the ALTCl plan. Training will be accomplished through one to one interaction and through a Partners in Planning workshop sponsored by AAA by June 2009.</p>	<p>7/1/05 - 6/30/06</p>	<p>C</p>	<p>Completed</p>
<p>19. Assistance to AAA contract partners and other CBO's will be provided by a AAA Sr. Staff Assistant, in researching government grants through the AAA's membership and access to www.grants.gov, to provide them with funding to prepare for the increased older adult population they will serve through the ALTCl program and the coming wave of Baby Boomers retiring.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>20. AAA Program Manager will serve on the Bay Area Bio-Ethics Committee in order to replicate the plan in CCC, which is being developed by this committee in order to streamline the conservatorship process and standards, including, but not limited to how conservators will handle their responsibilities, in particular end of life decisions. Activities Discontinued.</p>	<p>7/1/05 - 6/30/06</p>	<p>C</p>	<p>Deleted</p>
<p>21. The AAA Advisory Council Health Work Group members and the AAA Advisory Council Consultant will partner with Contra Costa Television and County Emergency Services to develop and implement a series of three televised strokes awareness shows, in order to educate County residents about recognition, prevention and treatment of strokes and stroke-related disabilities in CCC.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>

Goal 3 - Continued

<p>22. The AAA Advisory Council Housing Work Group and the AAA Advisory Council Consultant will conduct six site visits to senior residential facilities that vary in type, income target and geography in order to provide County Information & Assistance with expanded information for its housing database.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>23. The AAA Advisory Council Health Work Group members and the AAA Advisory Council Consultant will outreach to senior centers, the Public Authority and other appropriate venues, offering to provide them with copies of the strokes awareness videos to show to their participants, and to provide a professional from our work group to do a follow-up question and answer period in order to educate professionals about recognition, prevention, and treatment of strokes and stroke-related disabilities in CCC.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>24. The AAA Program Manager, AAA Sr. Staff Assistants, and the Advisory Council Planning Committee Members will coordinate with CBO's who provide Title III supportive services to fund needed items with the use of One-Time Only funds which will improve the quality of service to their older clients. One Time Only contracts and programs approved and implemented.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>
<p>25. The AAA Program Manager, AAA Sr. Staff Assistants, and the Advisory Council Planning Committee Members will coordinate with CBO's who provide Title III E Family Caregiver services to fund needed items with the use of One-Time Only funds which will improve the quality of service to their older clients. One Time Only contracts and programs approved and implemented.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>
<p>26. AAA Sr. Staff Assistant, as part of her community Outreach will coordinate her community calendar with members of the Advisory Council to facilitate their attending outreach activities with her. While attending outreach activities, the Advisory Council members will document any identified service needs relayed to them by seniors attending the outreach activity. These documented needs will be included in needs assessment data used by AAA staff in Area Agency Planning. This project was put on hold due to staff lay-offs; however the AAA plans to start needs assessment activities with Advisory Council members in the next planning cycle.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Incomplete</p>

Goal 3 - Continued

<p>27. In order to provide resource information and enhance access to services, the AAA Program Manager and AAA Sr. Staff Assistant will implement a new program called Community Resource Connections (CRC), to recruit and train senior volunteers to provide community members with basic information on senior services and to connect them with the Information and Assistance program. Volunteers will be located at four initial pilot sites in various regions of the county: a Brown Bag program site, a multicultural center, a center serving the LGTB community and a traditional senior center. This project was dropped because of staffing reductions.</p>	<p>7/1/08 – 6/30/09</p>	<p>PD</p>	<p>Deleted</p>
<p>28. The AAA is continually looking for ways to assist and support its service providers. For that reason, the AAA will set-up periodic roundtable meetings with providers to facilitate discussions of issues or changes impacting programs, network and share information with other providers, learn about ways to strengthen program operations, and keep up-to-date on issues that affect seniors. The end goal is to increase service providers' access to the information, resources, and support they need to successfully operate their programs. Carried over to new area plan.</p>	<p>7/1/08 – 6/30/09</p>	<p>PD</p>	<p>Incomplete</p>
<p>29. Transportation Manager will actively forward the Mobility Management concept in the County. This will involve transportation providers, government agencies and community-based organizations working toward improving transportation in the County. It will include planning the implementation of a Mobility Management Center in the County. If developed through a collaborative, community-based process that is focused on meeting the transportation needs of the consumer, a mobility management center could evolve into an effective one-stop source for information, referral, and service for seniors on various transportation modes and for assistance with transitioning to a non-driving lifestyle. This project was terminated due to budget cuts and staff-offs.</p>	<p>5/1/08- 6/30/09</p>		<p>Deleted</p>

GOAL # 4

The AAA will work toward an efficient, cost effective, user friendly integrated approach to deliver Aging & Adult services, including but not limited to, Multipurpose Seniors Service Project, Adult Protective Services, LPS Conservatorship, In Home Support Services, Older California Act programs (Linkages, Brown Bag and Alzheimer's Day Care and Older Americans Act Services). The AAA will continue to provide direct HICAP services. The adult service delivery system will be monitored to ensure quality responsiveness to the community based system of care for the elderly.

RATIONALE

The Employment and Human Services Department and AAA staff are working toward an integrated approach to services in order to reduce duplication of information collected about the client to be more responsive to clients' needs, and to work together more cohesively.

OBJECTIVES

	Projected Start & End Dates	Title III B Funded PD or C	Status
1. In order to provide for an efficient, cost effective, user friendly integrated approach to the delivery of services AAA Sr. Staff Assistants and AAA Program Manager will assist in the planning, development, and coordination of Request for Proposals (RFP's) and Request for Information (RFI's) in order to solicit and allow opportunities to appropriate providers to bid for the provision of services in compliance with Title III B, Title III E, and Title VII programs funded by the Older Americans Act and Older Californian's Act. RFP activities for Title III E.	7/1/05 - 6/30/06		Completed
2. AAA Program Manager and AAA Sr. Staff Assistants will assign an outside panel of individuals to review requests for Proposals submitted as a result of the AAA RFP and RFI process in order to provide for an impartial and unbiased analysis and review of proposals submitted. An evaluation committee will be comprised of members from the AAA Advisory Council, employee(s) of a neighboring PSA, and fiscal staff from an independent county department. The evaluation committee will utilize a scoring sheet that defines specific review criteria for evaluating each RFP. Each scorer will rate the RFP based on the defined criteria and assign a score in each category. The highest score possible is 100 points.	7/1/05 - 6/30/08		Completed
3. AAA Sr. Staff Assistants will monitor all contracted and funded programs at least once each year. The AAA will use a program-monitoring tool designed to evaluate and monitor the performance and compliance of each contractor. Criteria used to monitor each contractor will be pertinent to the contractor's service plan, administration and program delivery systems.	7/1/05 - 6/30/09		Completed

Goal 4 - Continued

<p>4. AAA Sr. Staff Assistants and AAA Program Manager will organize and hold an annual "Partners in Planning" that brings together volunteers, community based organizations, and organizations in the county's aging network to meet each other, exchange ideas, learn from each other's successes and challenges, foster partnerships, and develop strategies to develop, expand, and enhance services for the elderly in CCC. The 2008 forum will be used to spotlight senior employment issues and resources such as the Title V Senior Employment Community Services Program (SECSP) and East Bay One Stop Career Centers. This is a timely topic as a significant number of Baby Boomers are expected to continue to work into their retirement years because of choice or financial need. This annual event was held on September 19, 2008. About 60 people attended the event, which featured presentations and resources to help senior service providers build and strengthen their advocacy capacity. In addition, the information on senior employment and the Title V program was disseminated.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>
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GOAL # 5

The AAA will advocate for all older adults 60+ by analyzing public policy and legislation, reviewing program regulations, holding and attending hearing, and actively participating in public forums, community activities, and advocating for the rights of older adults.

RATIONALE

Goal exemplifies the mission of the AAA and the Older Americans Act.

OBJECTIVES

OBJECTIVES	Projected Start & End Dates	Title III B Funded PD or C	Status
1. In order to maintain awareness of issues, policy, and legislation relating to older adults and provide advocacy toward addressing the needs, the AAA Program Manager and AAA Sr. Staff Assistants will partner with community organizations and groups by attending meetings, forums, public hearings and conferences, which relate to the most significant problems (financial, health/medical. Isolation, transportation, access, housing) as shown in the results of the surveys analyzed for the 05-09 Area Plan needs assessment.	7/1/05 - 6/30/09		Completed
2. AAA Program Manager and AAA Sr. Staff Assistants will advocate for all older adults 60 + by analyzing public policy and legislation, reviewing program regulations, holding and attending hearing, and actively participating in public forums, community activities.	7/1/05 - 6/30/09		Completed
3. AAA Sr. Staff Assistant will coordinate with the West County Senior Coalition to organize annual bus trips to the State Capitol for the Senior Rally and hold Town Hall meetings to give seniors the opportunity to learn about, discuss, and advocate for senior issues. Service discontinued.	7/1/05 - 6/30/08		Deleted
4. AAA Mobility Manager and the Transportation Work Group of the Advisory Council on Aging will work on legislative issues that effect transportation and mobility for seniors. At the regional level, this includes actively working with the Metropolitan Transportation Commission to encourage them to allocate funding to senior transportation projects, and to conduct research and foster pilot programs in senior transportation, older driver issues and transportation coordination. At the state level, this includes service on the statewide Mobility Task Force. This work was underway until the transportation management staff position was eliminated.	7/1/05 - 6/30/09	PD	Incomplete

Goal 5 - Continued

<p>5. AAA Program Manager, in collaboration with the CCC Community Development and the Advisory Council Housing work group, will provide education to senior housing developers on the broad issues of aging and disabilities, in particular as it relates to the senior's housing environment. This will be accomplished with individual meetings with Senior Housing Developers.</p>	<p>7/1/05 - 6/30/06</p>		<p>Completed</p>
<p>6. Through the Advisory Council Housing work group, the AAA Program Manager will advocate for CCC Community Development Block Grant funding, a major source of financing for home modifications that is a risk for funding cuts.</p>	<p>7/1/05 - 6/30/06</p>		<p>Completed</p>
<p>7. In order to be well-informed about best practices in prescription drug plan policies, the AAA Advisory Council Health Work Group members and the AAA Advisory Council Consultant will research model prescription drug plans throughout the country so that they can analyze and compare a minimum of three plans.</p>	<p>7/1/05 - 3/31/06</p>		<p>Completed</p>
<p>8. With the technical assistance of the AAA Advisory Council Consultant, the AAA Advisory Council Health Work Group members will initiate a letter-writing campaign promoting the removal of prohibitions against negotiated prices for prescription drugs in State and Federal programs, so that fewer residents of California go without needed medications.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>9. By reviewing and analyzing current laws requiring training of staff in Alzheimer's and dementia facilities, the AAA Advisory Council Alzheimer's / Dementia Group members and the AAA Advisory Council Consultant will develop a strategy to promote legislation requiring expanded training, so that more facilities know of procedures which lead to sensitive care for dementia patients and peace of mind for family members.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>10. The AAA Advisory Council Alzheimer's / Dementia Group will appoint a minimum of two representatives to attend monthly meetings of the Older Adults Committee of the Mental Health Commission and the Contra Costa Alzheimer's Network, in order to create partnerships between the groups advocating for services for those suffering from Alzheimer's and other forms of dementia.</p>	<p>7/1/05 - 12/30/06</p>		<p>Completed</p>
<p>11. The AAA Advisory Council Housing Work Group members and the AAA Advisory Council Consultant, with the assistance of County Homeless Program staff, will make presentations to city planning commissions and city councils about senior homeless statistics, reasons for homelessness, and the homeless encampments and demographics in each of their jurisdictions, to raise awareness of the need for cities to provide affordable and supportive housing.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>

Goal 5 - Continued

<p>12. A subcommittee of the AAA Advisory Council Housing Work Group members, staff from Independent Living Resource and Public Health, the AAA Advisory Council Consultant, a retired geriatrician, and the AAA Program Manager will assist the County Community Development Department and the Advisory Council on Aging in developing best-practice guidelines for support of affordable and disability housing developments in the County, so that housing developers have stronger incentives to design projects that meet the needs of seniors and persons with disabilities.</p>	<p>7/1/05 - 6/30/08</p>		<p>Completed</p>
<p>13. In order to promote Social Security legislation and policy changes that reflect local concerns and the needs of current and future recipients, the AAA Advisory Council Legislative Advocacy Work Group will promote a broad discussion on Social Security's future and proposals for change by researching all available information and statistics, hosting speakers at Legislative Advocacy and Advisory Council meetings, and promoting attendance of its members at Social Security forums.</p>	<p>7/1/05 - 12/30/06</p>		<p>Completed</p>
<p>14. In order to reduce the incidence of elder financial abuse, the AAA Advisory Council Legislative Advocacy Work Group members and the AAA Advisory Council Consultant will implement a statewide campaign to make financial institutions mandated reporters, by speaking out at senior centers, commission on aging meetings, TACC meetings and other appropriate venues; promoting this issue through the California Senior Legislature; and sending letters to State legislators and organizations, encouraging them to support such legislation.</p>	<p>7/1/05 - 12/30/05</p>		<p>Completed</p>
<p>15. AAA Program Manager and AAA Sr. Staff Assistants will staff the AAA Advisory Council Planning Committee once a month and provide technical assistance with analyzing public policy and legislation and reviewing program regulations in order to assist the committee with their task of advocating for older adults.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>16. The AAA Mobility Manager will staff the AAA Advisory Council Transportation Work Group meeting once a month, and provide technical assistance with analyzing transportation policy, programs, services and legislation in order to assist the Work Group with their task of advocating for the transportation needs of older adults. The AAA Mobility Manager position was terminated due to budget cuts.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Deleted</p>

Goal 5 - Continued

<p>17. The Advisory Council Consultant and Advisory Council Legislative Committee members will meet with each of the five County Supervisors in order to advocate for increased services in the areas of senior mental health, senior homelessness and elder abuse. This advocacy happened in FY 08-09 and earlier and helped establish the elder court.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>18. In order to address the need highlighted at the Mental Health Community for an integrated system of mental health services for older adults, the AAA Advisory Council on Aging will convene a new work group, the Mental Health Community Task Force. This task force will consist of representation from the Advisory Council, older adults, community organizations, advocates, consumers, representatives of mental health and dementia organizations, and will work on policy changes, program planning and the development of funding for mental health services. The AAA Advisory successfully convened a new mental Health Community Task Force, which meets monthly.</p>	<p>7/1/08 – 6/30/09</p>	<p>PD</p>	<p>Completed</p>
<p>19. In order to raise public awareness and to find solutions to critical issues facing older adults, the AAA Program Manager, Sr. Staff Assistant, AAA Advisory Council Consultant and the AAA Advisory Council on Aging, will sponsor quarterly community-wide forums in the chambers of the Board of Supervisors on the topics of mental health, elder financial abuse, gambling/addiction, housing/ homelessness, and health. The following forums were held: Senior Mental Health issues, Elder Financial Abuse, gambling and addiction, housing and homelessness.</p>	<p>7/1/08 – 6/30/09</p>	<p>PD</p>	<p>Completed</p>

GOAL # 6

In order to respond to the changing needs of the older population the AAA will enhance administrative efficiency of its contracting and service delivery operations for the purpose of improving community-based care for the elderly of CCC.

RATIONALE

In order to respond to the older adult population, the AAA is committed to enhance the efficiency of its contracting and service delivery operations.

OBJECTIVES	Projected Start & End Dates	Title III B Funded PD or C	Status
1. AAA Sr. Staff Assistant will design RFP's requiring bidders to include a plan for community outreach to assure that low income individuals, ethnically diverse, limited English speaking individuals and persons identified as being of greatest economic or social need aged 60 years or older are being served.	7/1/05 - 6/30/09		Completed
2. In order to improve and standardize the procurement, contracting, evaluation, and monitoring processes of the Employment and Human Services Dept (EHSD), the EHSD Director established a Contracts Improvement Committee comprised of staff from different EHSD Bureaus and Divisions. AAA Sr. Staff Assistant will actively participate on this committee. AAA contracts and monitoring tools will be analyzed as potential models for use by all EHSD Divisions.	7/1/05 - 6/30/09		Completed
3. In order to enhance the administrative efficiency of contracting and service delivery operations, the AAA Program and AAA Sr. Staff Assistants will develop a schedule, whereas, each contracting and direct service program manager/director will be scheduled to attend one Advisory Council Planning Committee meeting to present information on the program and service delivery. Additionally, time will be scheduled at the end of each presentation to allow comments/recommendations from the Council members and AAA staff to aid the service providers in their service delivery methodology.	7/1/05 - 6/30/09		Completed
4. AAA Program Manager, AAA Sr. Staff Assistants, and AAA Fiscal Officer will meet at a minimum four (4) times a year to assure adequate communication and coordination between AAA fiscal and AAA program functions in order to provide optimum delivery of service to our contractors.	7/1/05 - 6/30/09		Completed

Goal 6 - Continued

<p>5. The AAA Program Manager and AAA Sr. Staff Assistants will work with the Lead Committee of the CCC Acute and Long Term Care Integration Project in identifying and setting up "Best Practice" contracting processes to expand the continuum of community based services needed for the project. This will result in a continuum of integrated, accessible service options to seniors and persons with disabilities in CCC. ALTCI was discontinued by all parties.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Deleted</p>
<p>6. In conjunction with the AAA Senior Advisory Council, Sr. Staff Assistant will conduct a random customer satisfaction survey of the 22 AAA contracted providers. Eleven AAA Advisory Council members will each contact 2 provider clients a month over a 10 month period for a total of 220 calls or 10 consumer calls for each AAA provider. The customer satisfaction survey information will then be collated and analyzed by AAA staff for future planning related to meeting identified customer needs. This survey information will also be shared with the individual contracted providers for their operational and quality improvement needs.</p>	<p>7/1/05 - 6/30/09</p>		<p>Deleted</p>

GOAL # 7

AAA will maintain a preventive health care program that will provide both health care insurance counseling and advocacy and health promotion and disease prevention information to the older population of CCC by means of a variety of community outreach activities.

RATIONALE

As specified by the Older Americans Act.

OBJECTIVES

OBJECTIVES	Projected Start & End Dates	Title III B Funded PD or C	Status
<p>1. AAA Sr. Staff Assistant, through an Administrative Letter of Agreement with CCTV, will coordinate production services for a new program entitled: "The Time of Your Life", by scouting locations for tapings and arranging for co-hosts and expert guests. A professional broadcast journalist has been contracted to host this program and develop topics for four (4) two (2) shows focusing on preventive health, nutrition, exercise and the importance of staying active in order to show seniors how they can improve and/or maintain their health and prevent disease by taking an active and healthy approach to aging. Changed to 2 shows for FY 08-09. Discontinued because of budget cuts.</p>	7/1/05 - 6/30/09	C	Deleted
<p>2. AAA Sr. Staff Assistant will actively work with senior community members to organize and present Ageless Lifestyle forums co-sponsored by the, Central County Senior Coalition. This forum will discuss topics related to preventing illness, managing chronic disease and promoting healthy lifestyle habits. CCTV will videotape the forums for broadcast to the community on CCTV's cable channel. Forum held with approximately 50 people attending. Program had speakers discussing nutrition, exercise, medicines, and lifestyle choices/changes. Program was broadcast on Cable Channel 27, serving the East Bay area.</p>	7/1/05 - 6/30/09	C	Completed
<p>3. AAA Sr. Staff Assistants and AAA Staff Assistant will actively work with the East County Senior Coalition to annually coordinate a series of Senior Health and Information Mini-Fairs, which will bring health screenings and resources to seniors residing in rural and isolated East County communities. AAA Staff Assistant actively worked with East County Coalition in the planning 4 senior mini health and resource fairs, which offered free health screenings.</p>	7/1/05 - 6/30/09	C	Completed
<p>4. AAA Sr. Staff Assistant will provide the public with preventive health care and disease control information on a continuing basis by telephone, community presentations, and the local TV cable program, <i>The Time of Your Life</i>. Eliminated from budget.</p>	7/1/05 - 6/30/09		Deleted

Goal 7 – Continued

<p>5. AAA Sr. Staff Assistant will work with Office of County Supervisor Gayle Uilkema, Health Services Department, Office of Emergency Services, and other organizations to develop a program and coordinate the distribution of a Medication Safety Packets that would hold a 3-day supply of essential medications and medical information for seniors to quickly take with them in an event of an evacuation. <i>Year One:</i> design Medication Safety Pack components with input from seniors, distribute Packs to a sample of seniors and survey them to determine usability of product, and solicit donations from businesses to finance the project. <i>Year Two:</i> collaborate with community organizations and emergency response agencies to educate the public about the Medication Safety Packs and distribute it throughout the County. Over 10,000 seniors received free Medication Safety Packs.</p>	<p>7/1/05 - 6/30/08</p>	<p>C</p>	<p>Completed</p>
<p>6. Older Adults consume more medicines than any other age group, but using medicines may put them at risk, especially when several medicines are used at one time. To help seniors avoid risks and get the best results from their medicines, AAA Sr. Staff Assistants will distribute medication safety fact sheets and med-sets/pillboxes that keep medications in order. AAA Senior Staff Assistant distributed pill boxes and literature on medication management in English and, when requested, in Spanish. Distribution sites focused on senior housing complexes, senior centers, and libraries.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>7. AAA Senior Staff Assistant and AAA Program Manager will develop and implement an outreach plan that includes, utilizing the InfoVan and working with senior coalitions, health clinics and hospitals, and community agencies to distribute exercise, nutrition, and disease prevention fact sheets to help seniors prevent health problems and live a healthy lifestyle. Outreach activities directed at seniors and caregivers are coordinated on an ongoing basis with community partners. In FY 08-09 outreach activities had to be scaled back due to staff-lays. However, there were still many outreach highlights including successful health and information fairs at Doctors Medical Center, Pittsburg Senior Center, and City of Oakley.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>
<p>8. AAA Sr. Staff Assistant will actively participate in the East County AIDS Task Force, which was convened in response to the disproportionately high impact of HIV/AIDS on East County. To increase awareness about HIV/AIDS and inform the public about East County resources, the Task Force will develop and distribute outreach materials and hold a health and resource fair during Aids Awareness Month in May.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>

Goal 7 – Continued

<p>9. To increase awareness about the benefits of physical activity for older adults, AAA Sr. Staff Assistant will work with community agencies to develop and coordinate exercise programs including "Active Aging" forums, which will provide demonstrations, workshops, and exhibits on exercise and fitness. In FY 08-09, the AAA worked jointly with community partners to coordinate two successful "Active Aging" forms, one in the city of Pittsburg and the other in Pleasant Hill. Community partners included local hospitals, adult education centers, and community organizations.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Completed</p>
<p>10. AAA Sr. Staff Assistant and AAA Program Manager will provide support and information to the Case Management Division Manager to make available to the Mental Health Services Act community stakeholders in order to plan programs, services, and funding allocations for Prop 63 dollars intended to address mental health issues for older adults.</p>	<p>7/1/05 - 6/30/08</p>	<p>PD</p>	<p>Completed</p>
<p>11. In order to develop a coordinated case management process to patient care, the AAA Program Manager and AAA Sr. Staff Assistants will participate in development of an ALTCI plan to carve in mental health care services resulting in a coordinated care management process across disciplines by January 1, 2007. ALTCI was discontinued.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Deleted</p>
<p>12. AAA Sr. Staff Assistant and AAA Program Manager will use the Partners in Planning workshop to explore with contract partners and CBOs barriers to and opportunities for volunteering by older adults in the community. In recent AAA and <u>Every Generation</u> surveys seniors expressed a desire for more volunteer opportunities. The Partners in Planning workshop will be used to educate participants, on what are the advantages of using volunteers in your CBO and how to set up and maintain a volunteer program.</p>	<p>7/1/05 - 6/30/08</p>	<p>C</p>	<p>Completed</p>
<p>13. In order to help HICAP consumers receive health care entitlements and make informed decisions, the HICAP Program Coordinator will work in collaboration with California Health Advocates and will update consumer literature regarding health care benefits and rights regarding Medicare, HMOs, Medi-gaps, and long-term care insurance. HICAP updated Medicare Advantage Plan Comparison Charts for HMOs and Special Needs Plans and updated Medigap Plan Comparison Charts for People Aged 65 and Older and for younger, disabled Medicare beneficiaries. These documents were widely distributed.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>

Goal 7 – Continued

<p>14. In order to ensure that Medicare beneficiaries receive the information and assistance they need to make informed decisions and receive the benefits to which they are entitled under Medicare Part D, the HICAP Program Coordinator and HICAP Staff Assistant will work collaboratively with other public and private agencies, such as, the Social Security Administration and Centers for Medicare and Medicaid Services. HICAP worked closely with the Social Security Administration and the Centers for Medicare and Medicaid Services, at training events and community health fairs, with an emphasis on enrolling Medicare beneficiaries with limited-incomes in the Low-Income Subsidy Program for Medicare Part D.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>15. In order to increase outreach and information to as many Medicare beneficiaries as possible, the HICAP Program Coordinator and HICAP Senior Staff Assistant will target special presentations on Medicare Part D and other Medicare issues to aging and adult service providers, relevant citizens groups and key informants. In order to protect the health and welfare of a vulnerable population, the HICAP Senior Staff Assistant and HICAP Staff Assistant will use at least 5% of Federal SHIP funding to provide pharmaceutical (Part D) assistance for dual eligible beneficiaries with mental illness. HICAP provided training and information on Medicare Part D to aging and adult service providers and key informants through presentations to the Advisory Council on Aging, Senior Coalitions, County Staff and other professional groups. HICAP used more than 5% of designated SHIP funding to provide enrollment assistance on Medicare Part D to low-income people with mental illness.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>16. The Linkages Social Work Supervisor will target people with disabilities, those who are underserved, people with low-incomes, those with language barriers, and/or people who are culturally, socially or geographically isolated. This will be accomplished by providing outreach countywide by utilizing AAA Information and Assistance and the AAA Senior Staff Assistant Outreach Program Coordinator to assist in reaching the underserved via phone consultations, printed literature, and community presentations. Additionally, The Linkages Social Work Supervisor and Linkages Social Workers will maintain regular contact with other community resources such as hospital discharge planners, MediCal eligibility workers, and IHSS workers in order to encourage referrals of these types. In order to prevent barriers to receiving services for those who have limited-English speaking skills, translation services will be provided via in-house staff and by contracted translation services as needed/requested.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>

Goal 7 – Continued

<p>17. AAA HICAP Staff Assistant will develop and coordinate a program to be offered at senior centers to provide the services of a pharmacist to conduct prescription drug reviews with seniors in order to prevent adverse drug reactions and overmedication and to promote good health and well-being. There is no funding for this activity.</p>	<p>7/1/05 - 6/30/08</p>	<p>C</p>	<p>Deleted</p>
<p>18. AAA Sr. Staff Assistant will pursue funding resources to develop pilot episodes of an instructional exercise television series. The television series would feature exercises specifically design to help Contra Costa County's Baby Boom and senior population become and stay fit while reducing their risk of obesity, heart disease, diabetes, and other chronic conditions. The show would be televised on Contra Costa Television (CCTV), giving older adults access to safe workouts without having to leave the convenience of their homes. There was insufficient Title IIID funding, so we submitted a grant proposal to a local foundation, however, were turned down for the funding.</p>	<p>7/1/05 - 6/30/08</p>	<p>C</p>	<p>Deleted</p>
<p>19. The AAA Program Manager, AAA Sr. Staff Assistants, and the Advisory Council Planning Committee Members will work collaboratively with CBO's to develop and plan special programs/events/services with the use of One-Time Only funds in order to help address the needs of older adults with particular attention to promoting health and preventing disease, such as health screening, home safety, physical and mental health. OTO funds allocated and project completed.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Completed</p>

GOAL # 8

The CCC AAA is committed to empowering and sustaining family caregivers, recognizing that they are the backbone of our long-term care system and that they function under tremendous burdens. AAA will empower and sustain family caregivers through the development and enhancement of a comprehensive system of family caregiver support services and by making this support system both visible and accessible to them.

RATIONALE

Mandated by the Older Americans Act.

OBJECTIVES

Projected Start & End Dates	Title III B Funded PD or C	Status
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1. AAA Sr. Staff Assistant will maintain active participation in the Family Caregiver Support Program by managing and monitoring FCGP contractors in order to ensure the continual networking of FCGP contractors by facilitating meetings once a year between the six FCGP contractors. Aging and Adult Services Information and Assistance Unit will make four presentations to community groups in order to provide information services about caregiver programs available to caregivers in Contra Costa County.	7/1/05 - 6/30/09		Completed
2. AAA Sr. Staff Assistant will work with the Employment and Human Services Department contracts staff to issue a RFP for service needs as identified in the FCSP Needs Assessment and in compliance with the service categories outlined in the FCSP Service Matrix.	7/1/05 - 6/30/08		Completed
3. AAA Sr. Staff Assistant will require through its RFP process that bidders include a plan for community outreach in order to assure low income individuals, ethnically diverse communities, limited English speaking individuals and persons identified as being of greatest economic and / or social need will be served by the programs and services provided with FCGP funds meeting the targeting mandates of the Older Americans Act.	7/1/05 - 6/30/08		Completed
4. AAA Sr. Staff Assistant and the Advisory Council on Aging will review and recommend the awarding of bids for FCGP services in order to provide for contracted services that address the needs of the target population.	7/1/05 - 6/30/08		Completed
5. AAA Sr. Staff Assistant will negotiate contracts for successful provision of FCGP services in order to provide for a wide array of services to caregivers meeting the targeted mandates of the FCGP of the Older Americans Act.	7/1/05 - 6/30/08		Completed

Goal 8 - Continued

<p>6. AAA Sr. Staff Assistant will provide technical assistance to contractors through the entire contract process and contract year in order to ensure the adequate provision of services under the FCGP.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>7. AAA Sr. Staff Assistant will work with FCGP services to develop a new Money Management Program where FCGP Contractors will be responsible to identify through the intake and assessment process family caregivers who are in need of Money Management services in order to better their ability to prepare a household budget that can be managed successfully, maintaining a system to pay bills on time, and helping to alleviate the stress that comes with financial problems created by a lack of knowledge or ability to manage household finances. Title III E RFP set Money Management as a priority to be addressed by Title III E program contractors during the term of the area plan.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Completed</p>

GOAL # 9

The AAA is committed to planning for and implementing community services for the Baby Boomer population; recognizing and addressing their unique needs related to housing, transportation, financial security, health and well being, employment and community involvement. While there is no current funding for this effort, the AAA will seek to accomplish this through advocacy, and creative collaboration with current and new community partners.

RATIONALE

To address the needs of the influx of Baby Boomers expected to retire in the near future.

OBJECTIVES

	Projected Start & End Dates	Title III B Funded PD or C	Status
1. AAA Sr. Staff Assistant responsible for outreach and AAA Program Manager will recruit a CBO or corporate partner to develop and offer a training program that will develop or enhance skills for older adults interested in second career employment opportunities. This project is put on hold due to budget cuts and staff lay-offs. The AAA will revisit this project once there is funding to support it.	7/1/05 - 6/30/09	C	Deleted
2. AAA Sr. Staff Assistant and AAA Program Manager will form a AAA community of partners to develop flexible work option plans for older adults, including flexible scheduling, compressed work week, telecommuting, part time, job sharing and on call employment options. Fourteen percent of the seniors in CCC currently work full or part time with another twenty five percent of seniors wanting to find employment. Large numbers of Baby Boomers are expected to want to work well into their seventies. This project is put on hold due to budget cuts and staff lay-offs. The AAA will revisit this project once there is funding to support it.	7/1/05 - 6/30/09	C	Deleted
3. AAA Sr. Staff Assistant responsible for outreach will work with County Public Relations staff in changing negative stereotypes that exist in the media and throughout society by incorporating issues of diversity and involvement of older adults in the community through the Senior Information Newsletter and countywide media publications. This ongoing effort is called the Myth Buster Campaign and it ended in 2008 due to a lack of funding.	7/1/05 - 6/30/09		Completed

Goal 9 - Continued

<p>4. AAA Sr. Staff Assistant and AAA Program Manager will partner with the AARP Workforce Services Division and "aging friendly" employers in Contra Costa County to hold an annual countywide Senior Employment Fair in order to increase senior employment by offering seniors a variety of options including: part-time and short-term work, as well as, full-time employment for Seniors and to educate Contra Costa employers on the value to their organizations of hiring older workers. This project is put on hold due to budget cuts and staff lay-offs. The AAA will revisit this project once there is funding to support it.</p>	<p>7/1/05 - 6/30/09</p>	<p>C</p>	<p>Deleted</p>
<p>5. AAA Sr. Staff Assistant responsible for outreach, AAA transportation staff, HICAP staff, and the AAA Program Manager will be leading <u>For Every Generation</u> stakeholder community task forces in the areas of transportation, housing, support services, quality of life and involvement in the community in order to set up pathways to an <i>Aging Friendly Community</i>. The <u>For Every Generation</u> community program has long-range goals over the next several years, however these aforementioned task forces led by AAA staff will complete the initial pathways. The task forces accomplished many goals with the support and leadership of AAA staff and Program Manager, particularly in the area of transportation. For example, ideas for many of the transportation projects such as, CarFit and expanding the volunteer driver program, originated from the For Every Generation task force.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Completed</p>
<p>6. AAA Program Manager, AAA Sr. Staff Assistants, and Planning Committee of the Advisory Council on Aging will actively work together to enhance the Area Plan Update Report, in order to plan for services and utilization in preparation of the influx of Baby Boomers expected to retire over the next fifteen (15) years.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>
<p>7. In conjunction with CCC Health Services and Aging and Adult Services Departments the AAA Program Manager and Sr. Staff Assistants will work to develop an Acute and Long Term Care Integration plan which will provide a comprehensive, integrated system of medical and social services for 30,000 blind, aged, and disabled seniors in CCC, beginning April 2008. ALCTI was discontinued.</p>	<p>7/1/05 - 6/30/09</p>	<p>PD</p>	<p>Deleted</p>
<p>8. The AAA Program Manager and AAA Senior Staff Assistant will provide training in civic engagement skills for the Contra Costa for Every Generation Ambassador (name changed) program volunteers, in order to educate the public and local jurisdictions about policies and programs that support an Aging Friendly Community.</p>	<p>7/1/05 - 6/30/09</p>		<p>Completed</p>

Goal 9 - Continued

<p>9. AAA Transportation Staff, working in collaboration with the Contra Costa for Every Generation organization, will convene and develop a mobility management transportation center, in order to provide a one-call center for information and referral to transportation resources and services for non-drivers. Transportation management call center was never realized because transportation manager position was eliminated.</p>	<p>7/1/08 – 6/30/09</p>	<p>C</p>	<p>Deleted</p>
<p>10. AAA Program Manager and Sr. Staff Assistants will provide technical assistance and training to Contra Costa for Every Generation volunteers on how to research issues and interview for local boards, city councils and planning commissions, in order to increase the number of older adults in policy-making positions. This objective was deleted due to budget cuts and staff lay-offs.</p>	<p>7/1/08 – 6/30/09</p>	<p>C</p>	<p>Deleted</p>
<p>11. In order to increase and enhance prosecution of the crime of elder abuse, the AAA Program Manager and Sr. Staff Assistants will work with Contra Costa for Every Generation, Adult Protective Services, local law enforcement and the district attorneys' office to create an Elder Court. Elder court was created in November 2008 and occurs every Tuesday.</p>	<p>7/1/08 – 6/30/09</p>	<p>C</p>	<p>Completed</p>
<p>12. The AAA will begin crafting a needs assessment plan that would include establishing a timeline, developing an assessment tool, and recruiting Advisory Council members, representatives from our service provider network, and volunteers who would be willing and ready to help conduct survey interviews and collect data. The goal is to have in place a needs assessment plan that outlines strategies to survey a sampling of the county's Baby Boomers population in order to identify their unique needs. This project was put on hold due to budget cuts and staff lay-offs. With assistance from the Planning Committee of the Advisory Council the AAA plans to complete this objective during the 2009-2012 planning cycle.</p>	<p>7/1/08 – 6/30/09</p>	<p>C</p>	<p>Incomplete</p>

GOAL # 10

AAA will work with each of its contractors to assess/design/implement an Emergency Services Plan that will ensure the continuation of the provision of critical services that will meet the emergency needs of its staff and clients during a disaster.

RATIONALE

Mandated by the California Department of Aging.

OBJECTIVES

OBJECTIVES	Projected Start & End Dates	Title III B Funded PD or C	Status
1. AAA Sr. Staff Assistant will conduct an evaluation of each of its contractors Emergency Preparedness Plans and provide technical assistance to those contractors that need to implement or update their respective preparedness plans.	7/1/07 – 6/30/09		Completed
2. AAA Sr. Staff Assistant will coordinate its responsibilities with the Contra Costa County Employment and Human Services Dept. Emergency Preparedness staff and the Contra Costa County Office of Emergency Services.	7/1/07 – 6/30/09		Completed
3. AAA Sr. Staff Assistant will conduct emergency preparedness informational presentations at senior centers in each area of the County in order to assist seniors in preparation for a disaster.	7/1/07 – 6/30/09		Completed
4. AAA Sr. Staff Assistant will distribute 1000 emergency preparedness kits in each area of the County in order to assist seniors in preparation for a disaster. In '08-'09 1000 emergency preparedness kits will be distributed at senior home safety fairs, senior centers, more Brown Bag sites, and low-income senior housing. In addition, application will be submitted for funding from the Bay Area Super Urban Area Security Initiative (SUASI).	7/1/07 – 6/30/09		Completed

GOAL # 11

The AAA will work to prevent isolation, poverty, homelessness, and premature institutionalization of Lesbian, Gay, Bisexual, and Transgender (LGBT) seniors due recent studies showing them to be at a higher risk as a result of life-long experiences causing marginalization.

RATIONALE

Mandated by the California Department of Aging.

OBJECTIVES

OBJECTIVES	Projected Start & End Dates	Title III B Funded PD or C	Status
1. AAA Program Manager and AAA Sr. Staff Assistant will conduct a needs assessment of LGBT seniors in all areas of the County to determine priorities for services and challenges experienced with service utilization in order to plan for culturally competent services.	7/1/07 – 6/30/09		Completed
2. With One-Time Only funds, the AAA Program Manager and AAA Sr. Staff Assistant will bid for the services of an experienced professional CBO to conduct trainings for County Aging & Adult Service Staff and AAA service providers in order to maximize their ability to provide culturally competent services to LGBT Seniors. Two trainings were conducted: one for AAA staff and one for County Aging and Adult Services staff.	7/1/07 – 6/30/09	PD	Completed
3. AAA Program Manager and AAA Sr. Staff Assistant will collaborate with local agencies which serve LGBT seniors in order to gain technical assistance needed to plan for culturally competent services to LGBT Seniors. AAA was certified as "LGBT-friendly."	7/1/07 – 6/30/09	C	Completed
4. AAA Program Manager and AAA Sr. Staff Assistant will collaborate with local agencies which serve LGBT seniors in order to maintain the most current demographic information on LGBT Seniors, particularly regarding those of low-income and minority status in order to adequately plan for services.	7/1/07 – 6/30/08	C	Completed
5. AAA Program Manager and AAA Sr. Staff Assistant will collaborate with local agencies which serve LGBT seniors in order to maintain the most current resource information on culturally competent services for LGBT Seniors in order for I & A to provide the appropriate referrals. Material was exchanged between programs.	7/1/07 – 6/30/09	C	Completed

Section VI: Summary of Activities for the Year and 2005-2009 Planning Cycle

The resources required to carrying out services outlined in the Area Agency on Aging's (AAA) 2005-2009 Four-Year Plan was subject to the whims of budget ups and downs. During the first two years of the Plan, the AAA took necessary steps to address the needs of a rapidly growing senior population by expanding services incrementally in areas such as transportation and outreach. Regrettably these and other expansion efforts were halted or rolled back in the latter two years of the planning cycle when budget cutbacks at the State and in Contra Costa County trickled down to the AAA. As a result the AAA ended the planning cycle with two consecutive years of staff and service contraction. FY 2008-2009 was particularly challenging because most of the cutbacks occurred during this period. Nevertheless, the AAA continued the difficult task of operating core services with tighter resources and we welcome the opportunity to provide a summary of our activities during FY 08-09 and from the 2005-2009 planning cycle.

Information & Assistance

Senior Information and Assistance (I&A) has adapted to several significant changes during the 2005-2009 planning cycle. In 2005 the program was considered the center piece of a plan to create a single point of entry into county benefits and care systems. In that vein I&A took the initial applications or referrals for the following programs:

- In-Home Support Services (IHSS)
- Health Insurance and Advocacy Program (HICAP)
- Adult Protective Services (APS)
- Multi-Purpose Senior Services Program (MSSP)
- Linkages

The I&A program also participated in the planning for the Acute and Long Term Care Integration Project (ALTCI). Contra Costa County was one of three counties in the state who hoped to implement expanded use of managed care delivery systems for Medi-Cal recipients who were seniors and persons with disabilities. This system was to be operational by January 1, 2007.

In order to meet the demands of program referrals and activities the I&A staff included eight social worker, a clerk supervisor, and program analyst.

By 2008 a much different scenario had developed. The ALTCI project was discontinued. MSSP was no longer operated by the County but instead transferred to a community service provider. Linkages was closing. APS staff was reduced by 75% in December of 2008. By June 2009 the I&A staff was reduced to three social workers, one clerk, and supervisor. The workload regarding I&A calls and APS referrals has grown.

In 2005 there was a full time staff position dedicated for community outreach and education. The I&A supervisor is now the primary contact for presentations and information fairs.

HICAP

HICAP faced three major challenges in the planning period from 2005-2009:

1. The introduction of Medicare's prescription drug benefit.
2. The increasing complexity of Medicare regulations and choices of plans for medical coverage.
3. The increasing number of low-income Medicare beneficiaries who are unable to afford medical care.

HICAP blanketed the community with presentations on the new drug coverage, both for Medicare beneficiaries and professionals. HICAP Staff prepared consumer-friendly fact sheets in six languages to enable people to make wise choices. HICAP Counselors provided drug plan comparisons for hundreds of seniors. HICAP worked closely with Medi-Cal to prevent low-income beneficiaries from losing access to medications when their drug coverage switched to Medicare.

To manage the increasing complexity of Medicare regulations and plan choices, HICAP introduced "Welcome to Medicare" seminars. These 2-hour presentations for people who are new to Medicare explain plan options for receiving Medicare and supplementing Medicare. Participants can make informed decisions and have a base of information that makes individual HICAP counseling sessions more productive.

To respond to the increasing number of low-income Medicare beneficiaries, HICAP worked closely with the County's Medi-Cal Staff to help clients obtain financial support for medical costs. HICAP also trained aging service providers on resources for health care for low-income seniors and people with disabilities and targeted outreach and community presentations to people with limited incomes.

HICAP remains committed to recruiting and training highly skilled volunteers to address the increasing and changing needs of Contra Costa Medicare beneficiaries.

Advisory Council on Aging

The Advisory Council on Aging had a full-time consultant and AAA staff support to help successfully carry out a wide range of activities during the 2005-2009 planning cycle. The Advisory Council partnered with Contra Costa County for Every Generation [CCEG] and the Advisory Committee of the IHSS Public Authority to hold forums to generate community-wide action to address elder mental health and financial abuse issues. The forum on mental health led to the creation of a community-wide mental health task force. The financial abuse forum helped generate more attention and support for the establishment of an elder protection court in Contra Costa County, which became operational in November 2008.

The Advisory Council was involved with the community-based organization, CCEG. CCEG's mission is to create aging-friendly communities in Contra Costa County by increasing awareness, getting people involved through active engagement, supporting them with training and facilitation, and fostering local action. The Advisory Council and AAA staff worked jointly with CCEG on many goals in the areas of transportation, housing, health, and community involvement.

Additionally the Council members were active in advocacy efforts. They were particularly concerned about the growing State budget crisis and its impact on senior programs. Members protested drastic cuts to senior programs and presented their own ideas on how to address raising revenue to offset the budget deficit. Members spoke out at press conferences and forums and wrote letters to legislators. Council advocacy efforts focused mostly on four key areas: Adult Protective Services, Medi-Cal programs and In-Home Support Services, Nutrition programs, and Transportation services.

By FY 08-09 budget cuts eliminated the consultant position that staffed the Advisory Council. This led the Advisory Council to reorganize by shifting more responsibilities to its members and scaling back on some efforts in order to focus on core activities.

The Housing Work Group of the Advisory Council continued its efforts to develop standards for construction of multi-unit senior housing projects to be used by planning departments to evaluate proposed projects. The Health Work Group, working with the County Health Department, created the second Stroke TV program that was aired on Contra Costa Television (CCTV) and is now available on DVD. This program focused on prevention and is complement to the first program that focused on calling

911 for suspected strokes. An Ad Hoc Committee headed by First Vice President of the Advisory Council, Mim Carlson, drafted a new set of bylaws which will be presented to the Board of Supervisors for approval in October. The Advisory Council's new Senior Mental Health Work Group has sent out questionnaires to mental health providers in Contra Costa County in furtherance of the goal to determine provider needs for the county. The latter is an ongoing effort.

Transportation

In the FY 2005-2009 Area Plan, the AAA outlined many initiatives to address senior transportation issues. Many of those initiatives were successfully met.

There was progress made in some parts of the County in developing community-based transportation alternatives for seniors. Examples of services that have been developed in Contra Costa include: senior van programs, tax scrip programs, and volunteer driver program.

There has also been progress made in improving information available regarding transportation alternatives. In 2005, the AAA produced the "Way To Go Contra Costa!" transportation resource guide in both Spanish and English and the accompanying website. In 2007, AAA in cooperation with the Department of Motor Vehicles produced the brochure: "Are You Ready for Someone Else to Do the Driving?" which was distributed at DMV offices and senior centers throughout the county.

Work was also done on the older driver issue in Contra Costa. "CarFit" Programs and CarFit volunteer trainings have taken place, and driver assessment tools and videos on older driver issue have been distributed.

Unfortunately the progress made in many of the transportation initiatives was cut short by budget cutbacks. In FY 07-08 the Mobility Specialist position was cut, followed by the Mobility Manager position in FY 08-09. The AAA no longer has dedicated staff for transportation issues but groups including public transit operators, non-profit providers, the Contra Costa Transportation Authority and its Paratransit Coordinating Council, the County Advisory Council on Aging, and Contra Costa For Every Generation is continuing some of the work.

Fall Prevention

A community-driven, comprehensive Fall Prevention Program (FPP) of Contra Costa County was established during the 2005-2009 planning cycle. AAA along with In-Home Supportive Services, the Contra Costa Public Health Department, Jewish Family & Children's Services of the East Bay, and John Muir Senior Services founded the program with the mission to reduce preventable injuries, loss of independence, costs and deaths associated with falls among seniors and people with disabilities by raising awareness and developing fall prevention services.

The program secured a \$90,000 start-up grant from John Muir Hospital in February 2008. Senior Outreach Services, a non-profit agency, was then selected to act as the fiscal/lead agency for the Fall Prevention Program of Contra Costa County. Senior Outreach Services hired a Fall Prevention Program Manager in June 2008 to lead efforts to implement services.

As a component of the Fall Prevention Program, the Area Agency on Aging, Contra Costa County Public Health, and IHSS developed a project to utilize a public health nurse to assess IHSS clients' fall risk and then link them to fall prevention services. An assessment tool was developed and the program was being tested in West Contra Costa County for about 3 months before it was prematurely discontinued when the public health nurse was laid-off due to budget cuts in the Health Department. While this was a significant setback, the Fall Prevention Program progressed in many other areas.

In FY 08-09, the Fall Prevention Program successfully implemented a home modification program and an education campaign that includes a partnership with the fire department to educate the public about fall prevention and fire safety. It formed a Fall Prevention Coalition with over 50 members representing agencies from the non-profit, public, and private sector. The focus of the Coalition is to develop services to address four areas key to preventing falls: education, medication safety, home modification, and exercise.

Outreach

The AAA implemented many outreach initiatives to ensure that seniors are aware of the services available to them during the 2005-2009 planning cycle. We actively conducted outreach to seniors, particularly to those with low-incomes, mental or physical disabilities, language barriers, and who are isolated due to cultural, social, and geographical factors. Staff spoke to groups and made one-on-one contact with individuals at service clubs, community events, senior centers, churches, senior housing facilities, and other locations where seniors congregate. Our InfoVan, "an information center on wheels," traveled throughout the county, including to rural communities, to disseminate information about services and how to access them.

Additionally, the Area Agency on Aging published a Senior Information Newsletter, which was disseminated to approximately 17,000 households, of which about 6,000 are low-income and disabled adults and seniors in the In-Home Supportive Services (IHSS) program. The Newsletter provided readers with information about community services and events, legislative updates, and health information.

By FY 08-09 staff lay-offs led the AAA to scale back on its outreach efforts. However outreach activities did continue because the Information & Assistance Supervisor took on that added responsibility. Furthermore, the AAA's Senior Information Newsletter was discontinued due to a lack of funding.

Conclusion

The AAA operated under drastic budget constraints and with decreased staffing in FY 08-09. As a result, we were not able to progress some objectives in the Area Plan, but nonetheless we made significant accomplishments during FY 08-09 and in the 2005-2009 planning cycle.

Unfortunately the budget and staffing problems experienced by the AAA continues to loom over this current year and foreseeable future. The AAA is increasingly challenged in the face of unprecedented budget cuts. Moving forward the AAA will have to continue to prioritize objectives and pursue and develop community partnerships to help maintain critical operations and address emerging needs.