

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

WP
DEPT: Aging & Veterans Services

BOARD AGENDA # *B-1

Urgent Routine

AGENDA DATE April 23, 2013

CEO Concurs with Recommendation YES NO
Art
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Approval of Area Agency on Aging Fiscal Year 2013-2014 Planning and Service Area (PSA) Plan Update

STAFF RECOMMENDATIONS:

1. Approve the Area Agency on Aging's Fiscal Year 2013-2014 Planning and Service Area (PSA) Plan Update.
2. Authorize the Chairman of the Board of Supervisors and the Director of the Area Agency on Aging to sign the Transmittal Letters to the California Department of Aging.
3. Return original signed Transmittal Letters to the Area Agency on Aging.

FISCAL IMPACT:

The projected PSA Plan Budget for Fiscal Year 2013-2014 is \$2,570,434. The budget is made up of \$1,622,697 from the California Department of Aging, \$182,675 from the County's matching share of Area Agency on Aging administration to fulfill federal Older Americans Act and state mandates, and \$765,062 from contracting providers for the minimum required match for each program, which includes cash / in-kind contributions. This funding will be included in the Area Agency on Aging 2013-2014 Proposed Budget.

BOARD ACTION AS FOLLOWS:

No. 2013-165

On motion of Supervisor Withdraw, Seconded by Supervisor Monteith
and approved by the following vote,

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

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) Approved as recommended

2) Denied

3) Approved as amended

4) Other:

MOTION:

Christine Ferraro

ATTEST:

CHRISTINE FERRARO TALLMAN, Clerk

File No.

DISCUSSION:

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

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

As the lead agency in the County for advocacy, planning and program development for seniors, the Stanislaus County Area Agency on Aging has been designated the Planning and Service Area (PSA) 30 by the California Department of Aging. As PSA 30, the Area Agency on Aging receives funding from the Administration on Aging, the Federal agency given the duty of overseeing the Older Americans Act programs. A requirement of the Older Americans Act is to submit an Area Plan every four years, with updates annually, to the California Department of Aging for approval and distribution of the funds. The current four year Area Plan cycle began July 1, 2012 and is in effect through June 30, 2016. The Stanislaus County Board of Supervisors approved the four year plan, April 17, 2012. It was submitted to the California Department of Aging, April 30, 2012 and received final approval October 26, 2012.

The Area Plan includes all the requirements established by both federal law and guidance from the State. It includes goals and objectives, outlining the anticipated number of senior citizens to be served, specific to each program. The Area Plan also includes objectives of how the Area Agency on Aging staff and volunteers will collaborate with County and community agencies to provide for the needs of senior citizens, disabled persons and caregivers that go beyond the available federal funding. Older Americans Act programs include: Assisted Transportation, Home Delivered & Congregate Meals, Senior Employment, Long-Term Care Ombudsman and Elder Abuse Prevention, Family Caregiver Support, Homemaker, Senior Law, and Disease Prevention/Health Promotion programs.

The 2013-2014 Planning and Service Area Plan Update provides an update of goals and objectives for the Area Agency on Aging's Four-Year planning document (the 2012-2013 Planning and Service Area Plan). The updated version of the Plan also integrates any new objectives in the Area Plan Budget for Fiscal Year 2013-2014 that begins on July 1, 2013.

The Area Agency on Aging (AAA) will continue working on the following two goals:

1. Provide Information and Assistance to Senior Citizens, Caregivers, and Disabled Persons. The AAA staff will strive to provide comprehensive information about senior and caregiver services to the public.
2. Promote Health & Well-Being for Senior Citizens, Disabled Persons, and Caregivers. The AAA staff and volunteers will see to address concerns about falling, loneliness and depression expressed in the Older Adult Survey. We will seek ways that can help people be healthier and stay as independent as possible.

This Area Plan Update integrates five new objectives into the Four-Year 2012-2016 Area Plan. These new objectives will fall under Goals # 1 and # 2.

Goal #1:

1. Objective # 1.12: The AAA staff will work with a local radio station to design and broadcast a Public Service Announcement to promote the Prevention and Early Intervention Programs (PEI) Programs: PEARLS (Program to Encourage Active, Rewarding Lives for Seniors), Peer to Peer Counseling, Friendly Visitor, and Senior Center Without Walls.
2. Objective # 1.13: The AAA staff will collaborate with local Hispanic clubs and organizations to increase recruitment of bilingual volunteers for the PEI, HICAP (Health Insurance Counseling and Advocacy Program), and Family Caregiver Support Programs.

Goal #2:

3. Objective # 2.9: The AAA staff will partner with Adult Protective Services to expand the PEI programs to include short-term 'brief intervention' for seniors whose needs exceed the PEARLS and Peer Counseling programs.
4. Objective # 2.10: The AAA staff, staff from the Consolidated Transportation Services Agency, and members of the Veterans Advisory Commission will develop a volunteer driver program to assist homebound veterans to attend appointments in the San Francisco Bay area.
5. Objective # 2.11: The AAA staff will use public health nursing student and masters in social work interns to assist the Multipurpose Senior Services Program (MSSP) and PEI staff to meet the needs of low income homebound seniors.

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

POLICY ISSUES:

By approving the Fiscal Year 2013-2014 Update of the Four-Year 2012-2016 Area Plan, Stanislaus County will be able to continue to provide Older Americans Act and Older Californians Act aging services to residents of Stanislaus County, consistent with the Board of Supervisor's priority of ensuring A Healthy Community.

STAFFING IMPACT:

There are no staffing impacts associated with this request, as existing Area Agency on Aging staff will provide services related to the Area Plan.

CONTACT PERSON:

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

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Area Plan Update, 2013-2014

Planning & Service Area 30

Stanislaus County

Area Agency on Aging



Margie Palomino, Director

May 2013

TRANSMITTAL LETTER
Area Plan Update, 2013-2014

AAA Name: Stanislaus County Area Agency on Aging

PSA 30

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

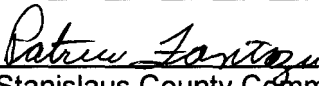
1. Vito Chiesa, Chair



Stanislaus County Board of Supervisors

4/23/13
Date

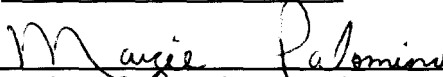
2. Patricia Fantazia, President



Stanislaus County Commission on Aging

4-8-2013
Date

3. Margie Palomino, Director



Stanislaus County Aging and Veterans Services

4-8-13
Date

2013-2014 AREA PLAN UPDATE (APU) CHECKLIST
(Revised December 2012)

AP Guidance Section	APU Components (To be attached to the APU)	Check if Included	
	Update ALL of the following ANNUALLY:		
n/a	APU-(submit electronically only)	<input checked="" type="checkbox"/>	
n/a	Transmittal Letter-(must have original signatures or official signature stamp)	<input checked="" type="checkbox"/>	
2, 3, or 4	Estimate of the number of lower income minority older individuals in the PSA for the coming year	<input checked="" type="checkbox"/>	
7	Public Hearings that will be conducted	<input type="checkbox"/>	
n/a	Annual Budget	<input type="checkbox"/>	
10	Service Unit Plan (SUP) Objectives	<input checked="" type="checkbox"/>	
	If there has been a CHANGE from the 2012/16 Area Plan, or if the section was not included in the 2012/16 Area Plan, update the following:	Mark Changed/Not Changed (C or N/C)	
		C N/C	
5	Minimum Percentage/Adequate Proportion	<input type="checkbox"/>	<input type="checkbox"/>
5	Needs Assessment ¹	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	AP Narrative Objectives:		
9	• System-Building and Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• Title III B-Funded Programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• Title III B-Transportation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• Title III B-Funded Program Development/Coordination (PD or C)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• Title III B/VIIA- Long-Term Care Ombudsman/Elder Abuse Prevention Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• Title III C-1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• Title III C-2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• Title III D	<input type="checkbox"/>	<input checked="" type="checkbox"/>
20	• Title III E-Family Caregiver Support Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	• Title V-SCSEP Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9	• HICAP Program	<input type="checkbox"/>	<input type="checkbox"/>
14	Notice of Intent-to Provide Direct Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15	Request for Approval-to Provide Direct Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16	Governing Board	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17	Advisory Council	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18	Legal Assistance	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Area Plan Update, 2013-2014

PSA 30-Stanislaus County

Report of the Area Agency on Aging-2012-2013 and Update of Area Plan-2013-2014:

The first year of the four year Area Plan has been productive and challenging. We have increased our collaborations with non-profit agencies; assisted other groups in raising funds for services for seniors; maintained or exceeded anticipated levels of service to seniors; and participated in innovative projects to highlight the lives of seniors and caregivers. Our Information and Assistance Program has been a testament to the challenges associated with our on-going difficult economy, particularly for seniors on very limited incomes. Our Home-Delivered Meals Program saw a jump in participation, straining the already tight budget. Due to a number of factors, there was higher than normal turnover in membership on our advisory board, the Stanislaus County Commission on Aging.

To estimate the number of lower income minority persons over the age of 60 in Stanislaus County, projections were made using information on the California Department of Aging website and data from the California Department of Finance. For the estimated 29% of the population determined to identify as part of a minority group and assuming the 19.4% of the total 60+ population to be eligible for Medi-Cal, at least 4,521 persons in the minority population could be considered to have income in the “lower” category. The Elder Economic Security Standard Index (Elder Index) continues to be a much better indication of seniors who are barely able to cope with expenses. Though the Insight Center for Community Economic Development has not published information that reflects the most recent census data, it is unlikely that the economic situation has significantly changed in the 4 years since their last estimate of over 40%

of seniors in Stanislaus County whose income is under the Elder Index threshold of \$15,833 for a homeowner without a mortgage, \$18,971 for a renter or \$28,444 for a homeowner with a mortgage. That 40% is in addition to the 8-10% of seniors whose income is at or below the Federal Poverty Line. The number of seniors that are likely to have incomes that are below the Elder Index could be in excess of 30,000. If the same proportions hold true for the minority communities, approximately 12,000 seniors are likely to have income that is under the Elder Index threshold.

Approximately five years ago, members of the Commission on Aging, the staff of Catholic Charities (the non-profit agency under contract for the IIIB Assisted Transportation Program), and the AAA staff began work on proving that door-through-door assisted transportation was and continues to be a need that is greater than the available transit and paratransit services. Through surveys and focus groups the un-met need was sufficiently proven for transit funds to be allocated for door-through-door services. As a result, the Consolidated Transportation Service Agency (CTSA) for Stanislaus County was created to coordinate the un-met needs of seniors in Stanislaus County. For the last few years the small staff of the CTSA has been active assisting seniors and disabled persons learn how to use the public transit systems, and they have initiated a volunteer driver program to augment the other transportation services. The director of the CTSA is a member of the Stanislaus County Commission on Aging, and the AAA Director sits on the CTSA's Mobility Advisory Committee as well as the Stanislaus Council of Government's Social Services Transportation Advisory Committee. Staffs from the CTSA and the AAA have frequently collaborated at outreach and information events to bring their information and assistance to seniors and caregivers throughout the County. Referrals to

the CTSA and other alternative transportation options for seniors will continue in the coming years.

The Healthy Aging Association has provided exercise classes, information about healthy living and avoidance of falls for over 10 years. As the recipient of funds from Title IIID and other sources they have been able to increase the number of sites for the exercise classes and have expanded their focus on healthy living by participating in the SNAP-Ed Program. During this fiscal year 5 new exercise classes have been added, with participants doing pre-tests before joining the classes and post-tests after 18 weeks. Current results show that the majority of participants are at least maintaining their level of ability, with more tests later as they continue to attend the classes. Anecdotal evidence has shown that the socialization and regular exercise has produced greater quality of life for the participants. The staff has also offered low income seniors in Modesto the opportunity to receive free fresh produce through the Green Bag Program. The Healthy Aging Association and AAA staffs will be seeking grant funding to bring the Green Bag Program to the communities outside of Modesto.

Collaboration with other agencies continues for the AAA staff. The unique Dementia Reality Experience has been an event sponsored by the AAA and other agencies to assist caregivers and other family members of persons afflicted with dementia, better understand the difficulties a care receiver experiences. These events have been coordinated by the Stanislaus Elder Abuse Prevention Alliance (SEAPA) in an attempt to give caregivers insight and thus be able to better cope with the challenges faced in caring for a senior with dementia. SEAPA has sponsored other events that include AAA staff participation in Modesto, Riverbank, Turlock, Oakdale, and Newman. Another set of events orchestrated by the local Community Hospice has been called "Caregiver College". The AAA has assisted by sponsoring one or more of the series

of informational meetings 6 times each year, and has also been the presenting agency for several of the meetings.

The Healthy Aging Association and the AAA received a grant from the SCAN Foundation to begin planning for the proposed implementation of the Affordable Care Act and to address specific senior and caregiver needs within the county. Staff from the AAA and the Healthy Aging Association invited participation by staff from the approved Medi-Cal providers for the county, Adult Protective Services, Community Services Agency, Doctors Medical Center Foundation-Miller's Place, and the Commission on Aging. Many from this group were part of the Stanislaus County Fall Prevention Coalition. Though there continues to be an emphasis on preventing falls and healthful living, the new name of "Senior Coalition of Stanislaus County" indicates a broader focus for the group, seeking a more balanced approach to services for senior citizens and caregivers.

The Stanislaus Senior Foundation continues to assist seniors to access services beyond the programs funded by the Older Americans and Older Californians Acts. Through a grant from Care More, the Foundation coordinated with the AAA staff to address needs such as assistance with paying past-due utility costs, purchasing microwave ovens for Home-Delivered Meals clients, and other emergency needs. The annual fundraiser allowed the Foundation to give grocery gift cards to low income seniors in time for the end-of-year holidays.

SECTION 7. PUBLIC HEARINGS

PSA 30

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

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

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

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

² A translator is not required unless the AAA determines a significant number of attendees require translation services.

³ AAAs are encouraged to include individuals in LTC facilities in the planning process, but hearings are not required to be held in LTC facilities.

1. Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals.
2. Were proposed expenditures for Program Development (PD) and Coordination (C) discussed?
 - Yes. Go to question #3
 - Not applicable, PD and C funds are not used. Go to question #4
3. Summarize the comments received concerning proposed expenditures for PD and C
4. Attendees were provided the opportunity to testify regarding setting of minimum percentages of Title III B program funds to meet the adequate proportion funding for Priority Services
 - Yes. Go to question #5
 - No, Explain:
5. Summarize the comments received concerning minimum percentages of Title III B funds to meet the adequate proportion funding for priority services.
6. List any other issues discussed or raised at the public hearing.
7. Note any changes to the Area Plan which were a result of input by attendees.

Section 9-Area Plan Narrative Goals and Objectives

Goal # 1			
Goal: Provide Information and Assistance to Senior Citizens, Caregivers, and Disabled Persons			
Rationale:			
Based upon the results of the Older Adult Survey where over 52% of respondents indicated as an issue, Getting Information about Services/Benefits, and anecdotal information, the AAA staff will strive to provide more comprehensive information about senior and caregiver services to the public.			
Objectives:	Start & End Dates	PD or C	Update Status
Objective 1.1: The AAA staff will update the DVD previously produced to reflect the most current services.	7/1/12-6/30/13	PD	Delete-Unable to complete
<u>Outcome:</u> Information about senior and caregiver services will be available to an audience beyond the usual AAA client base.			
<u>Measurement:</u> The completed DVD, commitment by the media to feature the content and resulting contact from the audience.			
Objective 1.2: The AAA staff and the Fall Prevention Coalition will update and distribute copies of the Fall Prevention Guide.	7/1/12-6/30/16	C	Ongoing
<u>Outcome:</u> Fall prevention information will be distributed by service providers and at outreach events throughout the county.			
<u>Measurement:</u> The number of guides produced and distributed.			
Objective 1.3: The AAA staff will coordinate with the Stanislaus Elder Abuse Prevention Alliance (SEAPA) to conduct workshops throughout the county to increase awareness of the signs and symptoms of elder abuse, how to prevent abuse, and give the resources to better serve the victims of abuse.	7/1/12-12/31/12	C	Five workshops and 3 outreach events
<u>Outcome:</u> Approximately 1,000 attendees of workshops will receive educational material concerning elder abuse.			

<u>Measurement:</u> The number of workshops conducted and the pre- and post-tests taken by participants.			
Objective 1.4: The AAA will partner with the Modesto Irrigation District (MID) to purchase and install assistive thermostats for qualified seniors and disabled citizens.	7/1/12-12/31/13	C	Contract in place through 12/31/13
<u>Outcome:</u> Visually impaired seniors and disabled persons will be able to control the temperature in their homes, increasing their independence and potentially saving money.			
<u>Measurement:</u> A maximum of 10 persons will receive the thermostats.			One unit installed
Objective 1.5: The AAA staff will work with the members of the Fall Prevention Coalition to sponsor the Healthy Aging and Fall Prevention Summit, October 12, 2012. Free health screenings and information about fall prevention and a variety of health topics will be presented to the public.	7/1/12-10/12/12	C	Complete and ongoing-next Summit-10/18/13
<u>Outcome:</u> Seniors and caregivers will attend the Summit.			
<u>Measurement:</u> The number of attendees and health evaluations completed.			
Objective 1.6: The Health Insurance Counseling and Advocacy (HICAP) staff and volunteers at the AAA will partner with staff members in the cities of Oakdale and Patterson to establish HICAP services in the Senior Centers.	7/1/12-6/30/16	C	Ongoing
<u>Outcome:</u> Senior citizens and caregivers in Oakdale and Patterson will have improved access to information about Medicare benefits.			
<u>Measurement:</u> The number of seniors that access the services.			3-6 seniors per month at each site
Objective 1.7: The AAA staff will coordinate with the staff of the Consolidated Transportation Services Agency (CTSA) to promote their Mobility Training and Bridges programs.	7/1/12-6/30/13	C	Ongoing
<u>Outcome:</u> Senior citizens will successfully access various forms of transportation.			

			34 outreach events; 8 seniors trained on using buses; 14 seniors with Bridges
<u>Measurement:</u> The number of outreach events and resulting registrations for services.			
Objective 1.8: The AAA staff and members of the Commission on Aging will work to advocate for continuing assistive transportation services by serving on the Social Services Transportation Advisory Committee of StanCOG and the CTSA Mobility Advisory Committee.	7/1/12-6/30/16	C	Ongoing
<u>Outcome:</u> The AAA and Commission on Aging will secure greater funding for door through door transportation for seniors and disabled persons who cannot use other means of assisted transportation.			
<u>Measurement:</u> The amount of funds available to establish and continue specialized transportation services.			
Objective 1.9: The AAA staff and Commission on Aging members will partner with the Stanislaus Senior Foundation's staff to assist seniors whose needs exceed available assistance.	7/1/12-6/30/16	C	Ongoing
<u>Outcome:</u> Low income seniors will receive assistance to remain independent as long as possible.			
<u>Measurement:</u> The number of seniors that are referred by AAA staff to the Stanislaus Senior Foundation			
Objective 1.10 The AAA staff will promote programs and encourage participation by diverse populations within the County, including seniors of various ethnic backgrounds and LGBT seniors and caregivers.	7/1/12-6/30/16	C	Ongoing
<u>Outcome:</u> Information about available senior services will be conveyed via participation in outreach opportunities.			
<u>Measurement:</u> The number of events attended by AAA staff.			18 events through April 2013
Objective 1.11 The AAA staff will establish and maintain a calendar on the www.agingservices.info website with information about events involving senior citizens.	7/1/12-6/30/16		Ongoing

<u>Outcome:</u> Information about events will be readily accessible through the website.			
<u>Measurement:</u> The number of events recorded on the website.			
Objective 1.12 The AAA staff will work with a local radio station to design and broadcast a Public Service Announcement to promote the Prevention and Early Intervention Programs: PEARLS, Peer to Peer Counseling, Friendly Visitor and Senior Center Without Walls.	7/1/13-6/30/14	PD	New
<u>Outcome:</u> Increase the publicity & awareness about the availability of the PEI programs.			
<u>Measurement:</u> Number of radio PSA broadcasts			
Objective 1.13- The AAA staff will collaborate with local Hispanic clubs and organizations to increase recruitment of bilingual volunteers for the PEI, HICAP and Family Caregiver Support Programs.	7/1/13-6/30/14	PD	New
<u>Outcome:</u> Having bilingual volunteers will enable us to better serve the Spanish speaking communities			
<u>Measurement:</u> The number of recruitment meetings with Hispanic organizations and the number of bilingual volunteers.			
Goal: #2			
Promote Health & Well-Being for Senior Citizens, Disabled Persons, and Caregivers			
Rationale:			
The responses on the Older Adult Survey that received the fourth, fifth, and sixth highest ratings included concerns about accidents or falls, loneliness and feeling sad frequently. Addressing these concerns and seeking ways that can help people be healthier can help senior citizens stay as independent as possible.			

Objectives:	Start & End Dates	PD or C	Update Status
<p>Objective 2.1 The AAA staff will request a resolution from the Board of Supervisors to declare May to be Older Americans Month, bringing attention to the accomplishments and needs of senior citizens in Stanislaus County. The AAA staff and Commission on Aging will coordinate to honor one outstanding senior from each supervisor's district at a Board of Supervisor's Meeting to highlight the contributions they have made to their communities.</p>	1/1/13-5/31/16	C	Ongoing-this is an annual event.
<p><u>Outcome:</u> Sponsoring the special event will emphasize the on-going contributions of the senior population.</p>			
<p><u>Measurement:</u> Participation by the public to nominate candidates to be honored and the completion of the special session of the Board of Supervisors.</p>			
<p>Objective 2.2 As the recipient of Title IIID funding, the Healthy Aging Association will conduct strength training, Tai Chi and aerobic classes throughout the County to assist seniors in achieving and maintaining optimal health and preventing injuries.</p>	7/1/12-6/30/16		Ongoing
<p><u>Outcome:</u> Seniors will participate in classes that will increase their strength, improve their balance, help with recovery from disease or injury, and prevent falls.</p>			
<p><u>Measurement:</u> The number of classes available, number of participants, and completed evaluation forms done at 6 month intervals.</p>			
<p>Objective 2.3 Catholic Charities, the agency contracted to provide the Long Term Care Ombudsman Program, will conduct training sessions with facility staff and other direct senior services personnel to assist them effectively care for residents and know resources available to prevent elder abuse.</p>	7/1/12-12/31/14		Approval of plans for training is pending

<u>Outcome:</u> Facility staff and social service agency personnel understand the implications of potential elder abuse and how to locate assistive resources for them.			
<u>Measurement:</u> At least 225 attendees will be trained.			
Objective 2.4 The AAA staff will coordinate with the Behavioral Health and Recovery Services (BHRS) to promote utilization of the Prevention and Early Intervention (PEI) programs to adults 60 or older throughout Stanislaus County.	7/1/12-6/30/16	C	Ongoing
<u>Outcome:</u> AAA staff will participate in the Older Adult Advisory group at least quarterly.			
<u>Measurement:</u> AAA staff will offer a minimum of 6 presentations about the PEI programs to local community groups, and medical or social services providers and participate in a minimum of 12 outreach events.			Through February 2013, 14 presentations done
Objective 2.5 The AAA staff will expand the PEI programs by developing a “navigation” role of the PEARLS counselors.	7/1/12-6/30/13	PD	Completed
<u>Outcome:</u> The AAA staff will continue to recruit and train volunteers for the Peer Counseling and Friendly Visitor programs. Coordination between programs will be improved.			
<u>Measurement:</u> Staff Services and 2 Social Worker positions will be added. 12 new Friendly Visitors and 10 new Peer Counselors will be recruited and trained.			Staff has been hired. Through 12/12, 39 Friendly Visitor volunteers, 15 Peer Counselors.
Objective 2.6 The AAA staff will partner with the Healthy Aging Association and the Second Harvest Food Bank to expand the Green Bag program.	7/1/12-6/30/13	PD	Continue through 6/30/14
<u>Outcome:</u> Low income seniors will have access to fresh fruits and vegetables.			
<u>Measurement:</u> The number of seniors receiving produce and the number of new sites for distribution throughout the county.			A grant application will be filed to serve seniors in west and east side communities.

<p>Objective 2.7 The AAA staff will plan Enrollment Fairs to assist seniors to access the congregate meals program and various social services. Agencies that will assist will include the Community Services Agency, AARP and other senior service providers.</p>	7/1/12-6/30/13	PD	Completed
<p><u>Outcome:</u> Low income seniors will enroll in appropriate programs and increase their participation at congregate meals sites.</p>			
<p><u>Measurement:</u> The number of Info and Enrollment Fairs, the number of attendees and the census from congregate meals sites.</p>			Event to be held May 9, 2013
<p>Objective 2.8 The new SNAP Ed Nutrition Program will be available for participants of the Health Promotion exercise programs and residents of senior housing complexes. The staff of the Healthy Aging Association, the AAA and the Community Services Agency will work together on this program.</p>	7/1/12-6/30/13	PD	Completed
<p><u>Outcome:</u> Low income seniors will learn nutrition facts that will assist them to make healthy choices and enhance their lives.</p>			
<p><u>Measurement:</u> The number of classes held, attendees, and evaluations completed.</p>			6 Bi-monthly classes held; 200 seniors per month.
<p>Objective 2.9 The AAA staff will partner with Adult Protective Services to expand the PEI programs to include short-term “brief intervention” for seniors whose needs exceed the PEARLS and Peer Counseling programs.</p>	7/1/13-6/30/14	PD	New
<p><u>Outcome:</u> High risk seniors will be assessed and assisted by connecting them to appropriate resources and helping them “navigate” through the referral process.</p>			
<p><u>Measurement:</u> Number of seniors assisted with brief intervention.</p>			
<p>Objective 2.10 The AAA staff, staff from the Consolidated Transportation Services Agency, and members of the Veterans Advisory Commission will develop a volunteer driver program to assist</p>	7/1/13-6/30/14	PD	New

homebound veterans attend appointments in the San Francisco Bay area.			
<u>Outcome:</u> Veterans will be assisted in getting the medical care needed by having transportation available.			
<u>Measurement:</u> The number of volunteers available and the number of veterans who are able to keep appointments.			
Objective 2.11 The AAA staff will use public health nursing student and masters in social work interns to assist the Multipurpose Senior Services Program and PEI staff to meet the needs of low income homebound seniors.	7/1/13-6/30/14	PD	New
<u>Outcome:</u> Seniors will receive case management, medical and counseling services in their homes.			
<u>Measurement:</u> The number of seniors assessed by the public health nursing student and masters in social work interns.			

SECTION 10 - SERVICE UNIT PLAN (SUP) OBJECTIVES

PSA 30

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

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

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

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

1. Personal Care (In-Home)

Unit of Service = 1 hour

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

2. Homemaker

Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	5,400	1	
2013-2014	5,400	1	
2014-2015			
2015-2016			

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

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

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	120,000	1	
2013-2014	136,176	1	
2014-2015			
2015-2016			

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

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

2015-2016			
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6. Case Management

Unit of Service = 1 hour

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

7. Assisted Transportation

Unit of Service = 1 one-way trip

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

8. Congregate Meals

Unit of Service = 1 meal

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	75,000	1, 2	2.8
2013-2014	48,000	1	

2014-2015			
2015-2016			

9. Nutrition Counseling

Unit of Service = 1 session per participant

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

10. Transportation

Unit of Service = 1 one-way trip

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

11. Legal Assistance**Unit of Service = 1 hour**

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

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	5,000	1	
2013-2014	4,000	1	
2014-2015			
2015-2016			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	2,000	1	
2013-2014	2,000	1	1.5, 1.10
2014-2015			
2015-2016			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers(if applicable)
2012-2013	3,500	1	1.2, 1.5, 1.7, 1.10
2013-2014	1,000	1	1.2, 1.5, 1.7, 1.10
2014-2015			
2015-2016			

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

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

Service Category Cash/Material Aid**Unit of Service 1 instance**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2012-2013	15	1	
2013-2014	10	1	
2014-2015			
2015-2016			

16. Title III D Health Promotion

Unit of Service = 1 contact

Service Activities: ____Physical Fitness_____

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

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

TITLE III B and Title VII A:
LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES
2012–2016 Four-Year Planning Cycle

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

Measures and Targets:

A. Complaint Resolution Rate (AoA Report, Part I-E, Actions on Complaints)

The average California complaint resolution rate for FY 2009-2010 was 73%.

1. FY 2010-2011 Baseline Resolution Rate: 60%
Number of complaints resolved <u>371</u> + Number of partially resolved complaints <u>46</u> divided by the Total Number of Complaints Received <u>704</u> = Baseline Resolution Rate <u>60%</u>
2. FY 2012-2013 Target: Resolution Rate <u>65%</u>
3. FY 2011-2012 AoA Resolution Rate ___% FY 2013-2014 Target: Resolution Rate ___%
4. FY 2012-2013 AoA Resolution Rate ___% FY 2014-2015 Target: Resolution Rate ___%
5. FY 2013-2014 AoA Resolution Rate ___% FY 2015-2016 Target: Resolution Rate ___%
Program Goals and Objective Numbers: 2.3

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

FY 2010-2011 Baseline: number of meetings attended <u>10</u>
2. FY 2012-2013 Target: <u>16</u>
3. FY 2011-2012 AoA Data: ___ FY 2013-2014 Target: ___
4. FY 2012-2013 AoA Data: ___ FY 2014-2015 Target: ___
5. FY 2013-2014 AoA Data: ___ FY 2015-2016 Target: ___

Program Goals and Objective Numbers: 2.3

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

1. FY 2010-2011 Baseline: number of meetings attended 7

2. FY 2012-2013 Target: number 10

3. FY 2011-2012 AoA Data: ____ FY 2013-2014 Target: ____

4. FY 2012-2013 AoA Data: ____ FY 2014-2015 Target: ____

5. FY 2013-2014 AoA Data: ____ FY 2015-2016 Target: ____

Program Goals and Objective Numbers: 2.3

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

1. FY 2010-2011 Baseline: number of consultations 86

2. FY 2012-2013 Target: 100

3. FY 2011-2012 AoA Data: ____ FY 2013-2014 Target: ____

4. FY 2012-2013 AoA Data: ____ FY 2014-2015 Target: ____

5. FY 2013-2014 AoA Data: ____ FY 2015-2016 Target: ____

Program Goals and Objective Numbers: 2.3

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

1. FY 2010-2011 Baseline: number of consultations <u>1085</u>
2. FY 2012-2013 Target: <u>1000</u>
3. FY 2011-2012 AoA Data: ___ FY 2013-2014 Target: ___
4. FY 2012-2013 AoA Data: ___ FY 2014-2015 Target: ___ _
5. FY 2013-2014 AoA Data: ___ FY 2015-2016 Target: ___
Program Goals and Objective Numbers: 2.3

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

1. FY 2010-2011 Baseline: number of sessions <u>8</u>
2. FY 2012-2013 Target: <u>5</u>
3. FY 2011-2012 AoA Data: ___ FY 2013-2014 Target: ___
4. FY 2012-2013 AoA Data: ___ FY 2014-2015 Target: ___
5. FY 2013-2014 AoA Data: ___ FY 2015-2016 Target: ___
Program Goals and Objective Numbers: 2.3

G. Systems Advocacy

- FY 2012-2013 Activity: In the box below, in narrative format, please provide at least one new priority systemic advocacy effort the local LTC Ombudsman Program will engage in during the fiscal year. Enter information in the box below.

Systemic Advocacy Effort(s)

Catholic Charities Ombudsman program (staff and volunteers) will participate in efforts to educate federal, state and local leaders regarding legislative proposals/issues impacting long term care residents. We will also seek to place articles, stories, letters to the editor with local media. We will seek appearances on local radio talk shows to raise awareness and elicit public support for systemic changes impacting LTC residents.

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

Measures and Targets:

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

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

1. FY 2010-2011 Baseline: <u>57%</u> Number of Nursing Facilities visited at least once a quarter not in response to a complaint <u>8</u> divided by the number of Nursing Facilities <u>19</u> .
2. FY 2012-2013 Target: <u>75%</u>
3. FY 2011-2012 AoA Data: ___% FY 2013-2014 Target: ___%
4. FY 2012-2013 AoA Data: ___% FY 2014-2015 Target: ___%
5. FY 2013-2014 AoA Data: ___% FY 2015-2016 Target: ___%
Program Goals and Objective Numbers: 2.3

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

Percentage of RCFEs within the PSA that were visited by an ombudsman representative at least once each quarter during the fiscal year **not** in response to a

complaint. The percentage is determined by dividing the number of RCFEs in the PSA that were visited at least once each quarter not in response to a complaint by the total number of RCFEs in the PSA. NOTE: This is not the total number of visits per year. In determining the number of facilities visited for this measure, no RCFE can be counted more than once.

1. FY 2010-2011 Baseline: <u>21%</u> Number of RCFEs visited at least once a quarter not in response to a complaint <u>16</u> divided by the number of RCFEs <u>79</u>
2. FY 2012-2013 Target: <u>35%</u>
3. FY 2011-2012 AoA Data: ___ % FY 2013-2014 Target: ___%
4. FY 2012-2013 AoA Data: ___ % FY 2014-2015 Target: ___ %
5. FY 2013-2014 AoA Data: ___ % FY 2015-2016 Target: ___%
Program Goals and Objective Numbers: 2.3

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

(One FTE generally equates to 40 hours per week or 1,760 hours per year) This number may only include staff time legitimately charged to the LTC Ombudsman Program. For example, the FTE for a staff member who works in the Ombudsman Program 20 hours a week should be 0.5. Time spent working for or in other programs may not be included in this number.

Verify number of staff FTEs with Ombudsman Program Coordinator.

1. FY 2010-2011 Baseline: FTEs <u>1.09</u>
2. FY 2012-2013 Target: <u>2.2</u> FTEs
3. FY 2011-2012 AoA Data: ___ FTEs FY 2013-2014 Target: ___ FTEs

4. FY 2012-2013 AoA Data: ___ FTEs FY 2014-2015 Target: ___ FTEs
5. FY 2013-2014 AoA Data: ___ FTEs FY 2015-2016 Target: ___ FTEs
Program Goals and Objective Numbers: 2.3

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

Verify numbers of volunteers with Ombudsman Program Coordinator.

1. FY 2010-2011 Baseline: Number of certified LTC Ombudsman volunteers as of June 30, 2010 <u>39</u>
2. FY 2012-2013 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2013 <u>35</u>
3, FY 2011-2012 AoA Data: ___ certified volunteers FY 2013-2014 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2014 ____
4. FY 2012-2013 AoA Data: ___ certified volunteers FY 2014-2015 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2015 ____
5. FY 2013-2014 AoA Data: ___ certified volunteers FY 2015-2016 Projected Number of certified LTC Ombudsman volunteers as of June 30, 2016 ____
Program Goals and Objective Numbers:

TITLE VII B ELDER ABUSE PREVENTION

SERVICE UNIT PLAN OBJECTIVES

TITLE VIIB ELDER ABUSE PREVENTION SERVICE UNIT PLAN OBJECTIVES

Fiscal Year	Total # of Public Education Sessions
2012-13	5
2013-14	
2014-15	
2015-16	

Fiscal Year	Total # of Training Sessions for Professionals
2012-13	5
2013-14	
2014-15	
2015-16	

Fiscal Year	Total # of Training Sessions for Caregivers served by Title III E
2012-13	5
2013-14	
2014-15	
2015-16	

Fiscal Year	Total # of Hours Spent Developing a Coordinated System
2012-13	100
2013-14	
2014-15	
2015-16	

Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials
2012-2013	200	a. Bank teller training materials to assist them in identifying fraud and abuse and how to report suspected

		financial abuse
		b. Packet of information to distribute to agency in-home assistants on how to identify abuse and how to report it
		c. Updated informational brochures for distribution at senior centers and other community venues
2013-2014		
2014-2015		
2015-2016		

Fiscal Year	Total Number of Individuals Served
2012-2013	500
2013-2014	
2014-2015	
2015-2016	

TITLE III E SERVICE UNIT PLAN OBJECTIVES**CCR Article 3, Section 7300(d)****2012–2016 Four-Year Planning Period**

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

Direct and/or Contracted III E Services

CATEGORIES	1	2	3
Family Caregiver Services Caring for Elderly	<i>Proposed</i> Units of Service	<i>Required</i> Goal #(s)	<i>Optional</i> Objective #(s)
Information Services	# of activities and Total est. audience for above		
2012-2013	# of activities: 40 Total est. audience for above: 150,000	1	
2013-2014	# of activities: 10 Total est. audience for above: 150,000	1	
2014-2015	# of activities: Total est. audience for above:		
2015-2016	# of activities:		

	Total est. audience for above:		
Access Assistance	Total contacts		
2012-2013	400	1	
2013-2014	350	1	
2014-2015			
2015-2016			
Support Services	Total hours		
2012-2013	200	1	
2013-2014	200	1	
2014-2015			
2015-2016			
Respite Care	Total hours		
2012-2013	4,000	1	
2013-2014	3,500	1	
2014-2015			
2015-2016			
Supplemental Services	Total occurrences		
2012-2013	50	1	
2013-2014	50	1	
2014-2015			
2015-2016			

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

List all SCSEP monitor sites (contract or direct) where the AAA provides services within the PSA (Please add boxes as needed)

Location/Name (AAA office, One Stop, Agency, etc): United Cerebral Palsy of Stanislaus and Tuolumne Counties
Street Address: 4265 Spyres Way, #2, Modesto, CA 95356
Name and title of all SCSEP staff members (paid and participant): Erlinda Bourcier, Seniors Program Coordinator Gretchen Van Schaick, Participant Coordinator
Number of paid staff __1__ Number of participant staff __1__
How many participants are served at this site? 9

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)

SERVICE UNIT PLAN

CCR Article 3, Section 7300(d)

Section 1. Primary HICAP Units of Service

Fiscal Year (FY)	1.1 Estimated Number of Unduplicated Clients Counseled	Goal Numbers
2012-2013	603	1
2013-2014		
2014-2015		
2015-2016		

Note: Clients Counseled equals the number of Intakes closed and finalized by the Program Manager.

Fiscal Year (FY)	1.2 Estimated Number of Public and Media Events	Goal Numbers
2012-2013	53	1
2013-2014		
2014-2015		
2015-2016		

Note: Public and Media events include education/outreach presentations, booths/exhibits at health/senior fairs, and enrollment events, excluding public service announcements and printed outreach.

Section 2: Federal Performance Benchmark Measures

Fiscal Year (FY)	2.1 Estimated Number of Contacts for all Clients Counseled	Goal Numbers
2012-2013	2,411	1
2013-2014		

2014-2015		
2015-2016		

Note: This includes all counseling contacts via telephone, in-person at home, in-person at site, and electronic contacts (e-mail, fax, etc.) for duplicated client counts.

Fiscal Year (FY)	2.2 Estimated Number of Persons Reached at Public and Media Events	Goal Numbers
2012-2013	3,255	
2013-2014		
2014-2015		
2015-2016		

Note: This includes the estimated number of attendees (e.g., people actually attending the event, not just receiving a flyer) reached through presentations either in person or via webinars, TV shows or radio shows, and those reached through booths/exhibits at health/senior fairs, and those enrolled at enrollment events, excluding public service announcements (PSAs) and printed outreach materials.

Fiscal Year (FY)	2.3 Estimated Number of contacts with Medicare Status Due to a Disability Contacts	Goal Numbers
2012-2013	495	1
2013-2014		
2014-2015		
2015-2016		

Note: This includes all counseling contacts via telephone, in-person at home, in-person at site, and electronic contacts (e-mail, fax, etc.), duplicated client counts with Medicare beneficiaries due to disability, and not yet age 65.

Fiscal Year (FY)	2.4 Estimated Number of contacts with Low Income Beneficiaries	Goal Numbers
2012-2013	1,475	1

2013-2014		
2014-2015		
2015-2016		

Note: This is the number of unduplicated low-income Medicare beneficiary contacts and/or contacts that discussed low-income subsidy (LIS). Low income means 150 percent of the Federal Poverty Level (FPL).

Fiscal Year (FY)	2.5 Estimated Number of Enrollment Assistance Contacts	Goal Numbers
2012-2013	1,945	1
2013-2014		
2014-2015		
2015-2016		

Note: This is the number of unduplicated enrollment contacts during which one or more qualifying enrollment topics were discussed. This includes all enrollment assistance, not just Part D.

Fiscal Year (FY)	2.6 Estimated Part D and Enrollment Assistance Contacts	Goal Numbers
2012-2013	1,337	1
2013-2014		
2014-2015		
2015-2016		

Note: This is a subset of all enrollment assistance in 2.5. It includes the number of Part D enrollment contacts during which one or more qualifying Part D enrollment topics were discussed.

Fiscal Year (FY)	2.7 Estimated Number of Counselor FTEs in PSA	Goal Numbers
2012-2013	21	
2013-2014		
2014-2015		

2015-2016		
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Note: This is the total number of counseling hours divided by 2000 (considered annual fulltime hours), then multiplied by the total number of Medicare beneficiaries per 10K in PSA.

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

State Fiscal Year (SFY)	3.1 Estimated Number of Clients Represented Per SFY (Unit of Service)	Goal Numbers
2012-2013	0	
2013-2014	0	
2014-2015	0	
2015-2016	0	
State Fiscal Year (SFY)	3.2 Estimated Number of Legal Representation Hours Per SFY (Unit of Service)	Goal Numbers
2012-2013	0	
2013-2014	0	
2014-2015	0	
2015-2016	0	
State Fiscal Year (SFY)	3.3 Estimated Number of Program Consultation Hours per SFY (Unit of Service)	Goal Numbers
2012-2013	0	
2013-2014	0	
2014-2015	0	
2015-2016	0	

³ Requires a contract for using HICAP funds to pay for HICAP Legal Services.

2012-2016 Four-Year Planning Cycle

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

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

Category of Service and the Percentage of Title III B Funds expended in/or to be expended in FY 2012-13 through FY 2015-16

Access:

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

12-13 -33.04% 13-14 33.04% 14-15 _____% 15-16 _____%

In-Home Services:

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

12-13 -20.47% 13-14 20.47% 14-15 _____% 15-16 _____%

Legal Assistance Required Activities:

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

12-13 -22.02% 13-14 22.02% 14-15 _____% 15-16 _____%

Explain how allocations are justified and how they are determined to be sufficient to meet the need for the service within the PSA.

SECTION 16 - GOVERNING BOARD

PSA 30

GOVERNING BOARD MEMBERSHIP

2012-2016 Four-Year Area Plan Cycle

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

Total Number of Board Members: 5

Name and Title of Officers:

Office Term Expires:

Vito Chiesa, Chair	12/31/2012
Jim DeMartini, Vice-Chair	12/31/2012

Names and Titles of All Members:

Board Term Expires:

Dick Monteith	12/31/2015
Terry Withrow	12/31/2015
William O'Brien	12/31/2012

SECTION 17 - ADVISORY COUNCIL

PSA 30

ADVISORY COUNCIL MEMBERSHIP

2012-2016 Four-Year Planning Cycle

45 CFR, Section 1321.57

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

Total Council Membership (include vacancies) 21

Number of Council Members over age 60 12

Race/Ethnic Composition	<u>% of PSA's 60+Population</u>	<u>% on Advisory Council</u>
White	<u>67%</u>	
Hispanic	<u>21%</u>	
Black	<u>2%</u>	
Asian/Pacific Islander	<u>7%</u>	<u>0</u>
Native American/Alaskan Native	<u>1%</u>	<u>0</u>
Other	<u>2%</u>	<u>0</u>

Name and Title of Officers:

Office Term Expires:

Pat Fantazia, President	6/30/2013
Jeri Johnson, 1 st Vice President	6/30/2013
Billie Taylor, 2 nd Vice President	6/30/2015
Eileene King	6/30/2014
Joanne Lyons	6/30/2015
Ken Hanigan	6/30/2015
Joyce Gandelman	6/30/2013
Mickey Peabody	6/30/2013
Jean Foletta	6/30/2014
Maggie Mejia	6/30/2015

Name and Title of other members:

Office Term Expires:

Kathleen Faria	6/30/2014
Jenny Kenoyer	6/30/2015
Amelia Henson	6/30/2015
Lillian Castigliano	6/30/2013
Adriana Breugem	6/30/2013

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

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

Explain any "No" answer(s): _____

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

Each supervisor appoints two members from his or her district. The supervisor may identify a potential candidate or a candidate may be recommended as a person interested in serving on the Commission on Aging. That person is interviewed by the supervisor or the representative of the supervisor and is subsequently chosen to

represent the senior citizens, disabled persons, and caregivers of that district. The AAA staff and Commission on Aging leadership is notified of the appointment and the person is admitted as a voting member of the Commission.

2012-2016 Four-Year Area Planning Cycle

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

Any changes to this Section must be documented on this form and remitted with Area Plan Updates Specific to Legal Services, what is your AAA’s Mission Statement or Purpose Statement? Statement must include Title III B requirements:

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

1. Based on your local needs assessment, what percentage of Title III B funding is allocated to Legal Services? 22.02%
2. Specific to legal services, has there been a change in your local needs in the past four years? If so, please identify the change (include whether the change affected the level of funding and the difference in funding levels in the past four years).

In general the needs and the funding levels have remained the same.

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

The targeted senior population is the low and moderate income seniors who may not have the means to afford legal counsel. In addition the bi-lingual staff provides the opportunity for mono-lingual Spanish speaking seniors and disabled persons to access the services. Information about these services is available through the AAA Information and Assistance program, the AAA website, and other AAA service providers.

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

Fiscal Year	# of Legal Assistance Services Providers
2012-2013	1
2013-2014	1
2014-2015	

2015-2016	
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5. Does your PSA have a hotline for legal services?

The Senior Advocacy Network does not have their own hotline. Their brochure and the AAA brochure list the California Senior Legal Hot Line-1-800-222-1753.

6. What methods of outreach are providers using? Discuss:

The staff and volunteers of the Senior Advocacy Network participate in the outreach efforts of the Stanislaus Elder Abuse Prevention Alliance (SEAPA). This coalition of partners that assists seniors, their families and concerned citizens understand and prevent elder abuse and sponsors information days throughout the county, including the rural and suburban areas outside of the Rt. 99 corridor. Their brochures in English and Spanish are distributed through the AAA office and are available on the AAA information table at other outreach events. In addition, the staff from the Senior Advocacy Network participates in the annual Law Day free clinics sponsored by the local bar association. There are plans to conduct workshops for local attorneys at meetings of the bar association. The Senior Law Program brochures are available at the self-help clinic at the Stanislaus County Courthouse.

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

Fiscal Year	Name of Provider	Geographic Region covered
2012-2013	a. Senior Advocacy Network b. c.	a. Stanislaus County b. c.
2013-2014	a. Senior Advocacy Network b. c.	a. Stanislaus County b. c.
2014-2015	a. b. c.	a. b. c.
2015-2016	a. b. c.	a. b. c.

8. Discuss how older adults access Legal Services in your PSA:
Seniors and concerned citizens are referred through the AAA Information and Assistance program or through other agencies.

9. Identify the major types of legal issues that are handled by the TIII-B legal provider(s) in your PSA. Discuss (please include new trends of legal problems in your area):

The Senior Advocacy Network receives cases that involve potential elder abuse, working closely with the county Adult Protective Services and Long Term Care Ombudsman office. They deal with consumer issues; public benefits such as Social Security and SSI issues; housing issues; and conservator/guardianship issues.

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

The issues have stayed the same.

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

A major barrier to accessing legal assistance is that the communities of Newman, Patterson, Grayson, Oakdale and Riverbank are significant distances from the office for the Senior Law Project, located in Modesto. The Senior Law staff sends outreach volunteers to visit senior meal sites and senior centers in these communities on a monthly basis to offer assistance and to acquaint the population with the available services.

Outreach volunteers are now visiting these remote areas and provide information about the services our agency provides and encourages seniors to avail themselves of our services.

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

The Senior Advocacy Network coordinates services with the District Attorney's Office, Family Partnership Center (Stanislaus County Behavioral Health and Recovery Services Agency) Stanislaus Senior Foundation, Valley Mountain Regional Center for disabled adults, Project Sentinel, HICAP, Veterans Services Office, the Ombudsman Office and Catholic Charities. They assist Adult Protective Services staff with obtaining restraining orders. They have also coordinated with agencies that offer free home repair services for seniors.