

## CONSOLIDATED NEW BEGINNING COALITION WORKPLAN

**GOAL 1: RESPECTING THE CONSUMER AND THE CONSUMER SELF-HELP MOVEMENT**

*To create a network of services and supports which respects the role of the consumer and which incorporates the values of the self-help movement*

**Obj.1 To invite advocates and representatives of the consumer self-help movement to identify areas of common ground with the New Beginning Coalition, and to join forces around goals in the Strategic Plan common to both**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. To define self-help and identify local groups that fall into the self-help category (NBC)	AAS staff will work with NBC Steering Committee and Community Information Program to define and identify self-help and consumer advocacy groups	New Beginning Coalition staff/New Beginning Coalition Steering Committee	3rd-4th qtr. FY 95-96	Worked with Community Information Program to review computerized records
2. Develop and disseminate a comprehensive list of local advocates and representatives of the self-help movement (NBC)	Groups will be contacted and a list will be developed	New Beginning Coalition Resource Committee and New Beginning Coalition staff	3rd-4th qtr. FY 95-96	List of local advocates and representatives of self-help groups was developed
3. Develop a comprehensive list of self-help Groups and their services and distribute it Together with the New Beginning Coalition Goals and objectives to providers (NBC)	List will be distributed at quarterly NBC meetings	New Beginning Coalition	1st qtr. FY 96-97	Flyer listing advocates and self-help groups will be distributed at July 1996 New Beginning Coalition meeting.

**Obj. 2 To encourage agencies and organizations participating in the New Beginning Coalition to re-evaluate the role of consumers in planning and program decisions and identify ways that consumer self-help efforts can be integrated into their services**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Publicize positive experiences of agencies that have used consumers in planning and program decisions. Cite model programs. (NBC/COD/COA/Prov)	Ongoing local publicity on role of consumers on Congregate Nutrition Site Councils	Commission on Aging Nutrition Committee/Providers	FY 96-97 through FY 98-99	Not implemented in FY 96-97. In FY 97-98, the San Mateo County independent newspapers featured a front-page article on the Millbrae nutrition site. In FY 98-99, publicity will be incorporated into the public service announcements developed for the Congregate Nutrition Program.

	Survey agencies. Highlight findings in newsletters and media <i>(Delete effective July 1, 1998)</i>	Resource and Public Relations Committees of the New Beginning Coalition	Starting 4th qtr. FY 95-96, then quarterly on an ongoing basis	New Beginning Coalition members began discussion of consumer involvement at April 1996 quarterly meeting.
2. Schedule presentations of model programs at New Beginning Coalition meetings (NBC)	Prepare and present model programs identified in preceding action step at quarterly New Beginning Coalition meetings	Education and Presentations Committee of the New Beginning Coalition	Starting 4th qtr. FY 95-96, then quarterly on an ongoing basis	Began discussion of model programs at April 1996 quarterly meeting of the New Beginning Coalition. July 1996 quarterly meeting will focus on consumer involvement from both the agency and consumer perspective.
3. Survey how many agencies have implemented Programs to involve consumers as a result of Presentations at the Coalition meetings (NBC) <i>(Delete effective July 1, 1998)</i>	Discuss at quarterly New Beginning Coalition meetings. Problem-solve with agencies at quarterly meetings to assess effectiveness	New Beginning Coalition Education and Presentations Committee	Starting 4th qtr. FY 95-96, then quarterly on an ongoing basis	Coalition members at April 1996 quarterly meeting were surveyed.
4. Develop person-centered planning within agencies serving seniors and adults with disabilities (AAS/Prov)	Actively involve consumers in the planning process	Public Authority	FY 96-97, then on an ongoing basis	Five slots on the Public Authority's advisory board have been set aside for consumers, who have played an active role in the development and implementation of the program.
	Hold forum on developmental disabilities issues	Aging and Adult Services	3 <sup>rd</sup> qtr. FY 96-97, then on an ongoing basis	Approximately 30 persons attended the March 24, 1997 forum at the Peninsula Community Foundation. The group identified key issues for persons with developmental disabilities and established a group process for addressing those issues. Two forums were held in FY 97-98. The July 1997 forum included updates on legislation and welfare reform, housing, dual diagnosis, the Memorandum of Understanding between Aging and Adult Services, the Golden Gate Regional Center, and the Ombudsman Program. It also included the development of action plans regarding areas of concern. A second summit, which took place on November 7, 1997, focused SB 1038 (Thompson). Input from the interactive discussion was included in

			reports to Senator Thompson's committee. Additional meetings took place regarding the integration of seniors with developmental disabilities into senior programs. Participants in the developmental disabilities summits were invited to participate in the "Fine-tuning the Strategic Plan" Conference.
Advocate for the maintenance of consumer control within the In-Home Supportive Services Program	Commission on Aging/ Commission on Disabilities	3 <sup>rd</sup> quarter FY 96-97	Both the Commission on Aging and Commission on Disabilities recommended that the Board of Supervisors not implement task-based reimbursement for this program. The proposed change could result in safety concerns, while at the same time reducing the consumer's role as decision-maker.
Actively involve consumers and representatives of the senior community in the planning of the hospital's programs and activities	Seton Medical Center Senior Advisory Committee/ Mills-Peninsula Senior Focus/ Sequoia Hospital	FY 95-96, then on an ongoing basis	Members of the senior community and consumers have been meaningful participants in the planning process

**Obj. 3 To conduct an annual survey of agencies serving seniors and adults with disabilities to document:**  
**- shifts from professional and agency decision-making incorporating consumer preference and choice**  
**- increased involvement of volunteers, seniors, and persons with disabilities in agency planning, operational policy, and program decisions**  
*(deleted effective July 1, 1998)*

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Develop and send out a survey to a targeted list of organizations to document positive changes in these areas (NBC/COA/COD)	Survey Congregate Nutrition providers, participants and non-users annually to determine effectiveness of program	Commission on Aging Nutrition Committee	4 <sup>th</sup> qtr. FY 95-96 through FY 96-97	Survey of users of Congregate Nutrition and Meals on Wheels began in 4 <sup>th</sup> quarter FY 95-96 and will continue through the 1 <sup>st</sup> quarter of FY 96-97. Analysis of results from these surveys, plus surveys of non-users will take place in FY 96-97. A survey will be conducted in FY 97-98. Informal surveys of participants occur daily, with comments recorded on food delivery slips/driver logs. Comments are discussed at the quarterly

				<p>site managers' meetings, at the monthly Meals on Wheels meetings, and at the Food Services Meetings.</p> <p>CoA and Senior Center Directors formed a task force in December 1998 to examine declining participation in Congregate Nutrition. Data from a survey that was developed and distributed are being tabulated and will be presented at the July 1999 task force meeting. The task force has also conducted four consumer focus groups, using survey questions as the framework. A report on the results of survey and focus group findings will be presented to the Board of Supervisors in October 1999.</p>
	<p>Survey participants at quarterly New Beginning Coalition meetings <i>(Deleted effective July 1, 1998)</i></p>	<p>New Beginning Coalition Steering Committee and staff</p>	<p>Starting 4th qtr. FY 95-96, then quarterly, on an ongoing basis</p>	<p>Participants at 4<sup>th</sup> quarter FY 95-96 meeting of the Coalition were surveyed regarding the meaningful involvement of consumers in the agencies that provide services for them.</p>
<p>2. Review input from survey to identify which objectives need to be re-emphasized or modified to effectively meet goals related to consumer involvement (NBC/COA/COD) <i>(Deleted effective July 1, 1998)</i></p>	<p>Analyze and disseminate survey results</p>	<p>Commission on Aging Nutrition Committee</p>	<p>FY 96-97</p>	<p>Carryover to FY 97-98</p>
	<p>Review input regularly at New Beginning Coalition Steering Committee meetings <i>(Deleted effective July 1, 1998)</i></p>	<p>New Beginning Coalition Steering Committee and staff</p>	<p>Starting 4<sup>th</sup> qtr. FY 95-96, then quarterly on an ongoing basis</p>	<p>Consumer involvement and issues were discussed and presentations at New Beginning Coalition quarterly meetings were planned.</p>

**Obj. 4 To encourage neighborhood groups (such as Neighborhood Watch) to visit and extend neighborhood volunteer support to isolated or vulnerable seniors and adults with disabilities**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Identify neighborhood groups within each community service area and the services they provide (COA/COD)	Contact service organizations, religious institutions, etc. in each community service area	Commission on Aging Community-based Long Term Care Committee/ Commission on Aging Minority Elders Committee	FY 95-96 through FY 96-97 (one CSA each qtr./each year)	Community-based Long Term Care Committee members made personal phone calls to 43 senior organizations and 81 community service and religious organizations in the 20 cities in San Mateo County.
2. Survey police departments, homeowner associations, friendly visiting programs, libraries, churches, pet programs, and the Humane Society to identify the range of services they provide within each community service area (COA/COD) <i>(Deleted effective July 1, 1998)</i>				
3. Educate neighborhood groups on the needs of isolated and vulnerable seniors and adults with disabilities and existing services through presentations and resource packets (including information on the TIES line and the Help At Home Directory (COA/COD)	Conduct one community forum in each community service area and include information packets in each forum	Commission on Aging Community-based Long Term Care Committee	FY 95-96 through FY 96-97 (one CSA each quarter/each year)	Completed four forums (one in each community service area) on Resources for Independent Living. Program was designed to maintain the independence of older adults and adults with disabilities. The last forum took place in September 1996, as the Community-based Long Term Care Committee has changed its focus to the development of an adult day care program in northern San Mateo County (Community Services Area I).

<p>Develop presentations on New Beginning Coalition Strategic Plan in English and other languages. Schedule presentations in two community service areas each year</p>	<p>Commission on Aging Minority Elders Committee</p>	<p>FY 96-97</p>	<p>Instead of scheduling separate presentations in the community, the Minority Elders Committee has worked together with the New Beginning Coalition to include non-English-speaking consumers in quarterly Coalition meetings. Simultaneous translation is provided through the use of translation equipment and bilingual interpreters.</p>
<p>Develop Speakers Bureau and Train the Trainer Program for professionals and consumers to provide education and sensitivity presentations about living with a disability</p>	<p>Commission on Disabilities Outreach &amp; Education Committee</p>	<p>3rd qtr. FY 95-96 through 1st qtr. FY 96-97</p>	<p>Began development of Speakers Bureau in 4<sup>th</sup> quarter FY 95-96. Its start-up date, October 1996, coincided with Disabilities Awareness Month. The group has conducted disabilities awareness presentations and panel discussions for staff and volunteers at four senior centers, the Senior I &amp; R Forum, the Employment Development Department, and the Multi-Disciplinary Team. Plans are underway for a training session for staff and volunteers at the Coyote Point Museum. The Speakers Bureau has introduced a video, "The Ten Commandments for Communicating with People with Disabilities," as part of its training.</p>
<p>4. Coordinate materials and information to support the network of neighborhood groups in serving vulnerable seniors and adults with disabilities through the dissemination of resource packets (including information on the TIES line and the Help At Home Directory) (COA/COD)</p>	<p>Review existing materials and develop/update material for distribution at forums in each community service area</p>	<p>Commission on Aging Community-based Long Term Care Committee— renamed Community-Based Continuums of Care Committee (including Help at Home Ad Hoc Committee)</p> <p>FY 95-96, then on an ongoing basis</p> <p>Develop- 1st qtr./ea. yr. Produce- 3rd qtr./ea. yr. Distribute- 4th qtr./ea. yr.</p>	<p>In January 1996, the Community-based Long Term Care Committee began the review of all materials that would be distributed at the community forums. At the same time, they began the review of the Help At Home Directory, updated it, had it printed, and began distribution in May 1996. Even though the Committee has changed its focus and will no longer be doing Resources for Independent Living forums, it will continue its involvement in producing the Help at Home directory. The</p>

				updates of the Help at Home Directory are distributed in May of each year to all senior centers, hospitals, and numerous organizations serving seniors and adults with disabilities. Commissioners personally distribute copies during site visits. The directory contains a list of organizations that have agreed to provide language assistance to those individuals who are non-English-speaking. Additionally, bilingual members of the Commission on Aging's Minority Elders Committee are available to translate material from the directory at any community meeting/forum that they attend.
	Survey existing material and develop/update material for distribution at forums in each community service area	Commission on Aging Minority Elders Committee	Survey/update- 2nd qtr. FY 95-96 & FY 96-97 Distribute- 4th qtr. FY 95-96 & FY 96-97	The Minority Elders Committee reviewed all materials prior to distribution at the community forums. Much of the material was translated them into Chinese, Tagalog, Spanish, and Japanese. See above for additional information regarding community forums.

**Obj. .5 Sponsor a meeting among representatives from San Mateo County and representatives of the Federal administration to advocate for the development of a Community service corps which utilizes the talents of retired adults and seniors in serving seniors and adults with disabilities**

<i>ACTION</i>	<i>HOW</i>	<i>WHO</i>	<i>TIMELINE</i>	<i>PROGRESS</i>
1. Get update from Feds regarding service corps programs and available funding (AAS)				
2. Identify who is currently operating this type of program - look at programs run by universities and medical schools - look at models in minority communities - look at intergenerational programs - look at programs that include persons with disabilities (AAS)				

3. Schedule a meeting with these groups to learn more about what community service corps can do to meet the needs of seniors and adults with disabilities (AAS)				Starting in FY 98-99, the State of California will make state funding available to Area Agencies on Aging to provide services through the Senior Companion Program
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**Obj. .6 To develop and implement a national demonstration project for a community service corps for seniors and adults with disabilities within San Mateo County**

<i>ACTION</i>	<i>HOW</i>	<i>WHO</i>	<i>TIMELINE</i>	<i>PROGRESS</i>
(contingent on outcome of Objective .5) 1. Examine potential of existing program(s) to serve unmet need (AAS)				In FY 98-99, San Mateo County Aging and Adult Services will begin contracting with a community-based organization to provide Senior Companion Program services.
2. Identify other options to fund a new community service corps program(s) to serve unmet needs (AAS)				

**Obj. .7 To expand the role of peer support and peer counseling within agencies serving seniors and adults with disabilities in San Mateo County**

<i>ACTION</i>	<i>HOW</i>	<i>WHO</i>	<i>TIMELINE</i>	<i>PROGRESS</i>
1. Identify organizations that have a peer counseling component and the services they provide (COA/COD)	Provide media coverage for peer counseling programs	Implementation Coordination Committee and staff	FY 96-97	The Strategic Plan January 1997 newsletter featured an article on a program sponsored by the Community College District and San Mateo County Mental Health Division that trains mental health consumers to become peer counselors. The April 1997 newsletter highlighted the Senior Peer Counseling Program.
2. Identify what needs are not currently being met that could be met by peer support/peer counselors (COA/COD)	Advocate and promote recruitment and training of minority consumers as volunteer peer support/peer counselors to meet need for increased level of peer support/peer counseling in the minority community	Commission on Aging Minority Elders Committee/ La Esperanza Vive/ The Hispanic Concilio/ Volunteer Center	Ongoing FY 95-96 through FY 97-98	Members of the Minority Elders Committee recruited representatives from their respective communities to serve as peer support/peer counselors.



3. Identify and disseminate to providers what specific types of training are available for peer counselors and who provides training (COA/COD)	Provide media coverage on training for peer counselors	Implementation Coordination Committee/staff	FY 96-97, then on an ongoing basis	The Strategic Plan newsletter of January 1997, April 1997, and January 1998 highlighted the training offered for mental health peer counselors and senior peer counselors respectively.
4. Provide written material and presentations to service providers and consumers on the important role and effectiveness of peer support/peer counseling in providing support to clients (COA/COD)	Schedule public meetings at Seton Hospital	Commission on Aging Minority Elders Committee (in coordination with La Esperanza Vive)	Ongoing FY 95-96 through FY 96-97	Educational material was prepared and presented at a community forum at Seton Hospital. The forum, which targeted the Latino community, focused on the importance and effectiveness of peer support/peer counseling.
5. Provide technical assistance to agencies interested in developing a peer support/peer counseling component (COA/COD/AAS)	Establish introductory college level course on peer counseling for mental health consumers	Community College District/San Mateo County Mental Health	FY 96-97, then on an ongoing basis	Program has been implemented which will assist students in making effective adjustment to adult life.
6. Convene meetings of agencies providing peer support/peer counseling in order to encourage coordination and information sharing (COA/COD/AAS)				

**Obj. .8 To promote the effective use of volunteers and consumers to augment services provided by community-based organizations serving seniors and adults with Disabilities**

<i>ACTION</i>	<i>HOW</i>	<i>WHO</i>	<i>TIMELINE</i>	<i>PROGRESS</i>
1. Survey agencies to document the use of volunteers and consumers in providing services to seniors and adults with disabilities (COA/COD)	Survey Congregate Nutrition providers, users, and non-users to identify effective and productive use of volunteers in Congregate Nutrition programs	Commission on Aging Nutrition Committee	FY 96-97 Carryover to FY 97-98	A survey has not been conducted. Instead, they are working with RSVP on a project, which will produce a list of RSVP volunteers by Congregate Nutrition provider.

	Send questionnaire to community service organizations	Volunteer Center	FY 96-97	In Fall 1996, the Volunteer Center implemented the Agency Disaster Preparedness Program, which focuses on the role of volunteers during a disaster. Information from the survey became a part of the agency's data bank and was used as a basis for the training offered by them.
	Convene monthly meetings of the coastside-based Interfaith Advisory Council	Senior Coastsiders/ Interfaith Advisory Council	FY 95-96, then on an ongoing basis	Group meets monthly to identify vulnerable seniors and their needs, and to discuss volunteer recruitment and placement.
2. Develop and disseminate a comprehensive package of resource material on the effective use of consumers and volunteers (AAS)	Develop and periodically update the Bay Area Volunteer's Handbook	The Volunteer Center of San Mateo County, in coordination with the Volunteer Centers of the Bay Area and the EarthWorks Group	FY 96-97, then on an ongoing basis	A comprehensive volunteer guide has been developed and disseminated to interested consumers.
3. Schedule a semi-annual meeting to educate organizations on the effective use of volunteers and consumers and to encourage coordination and information sharing (AAS/COA/COD)	Participate in semi-annual meeting on effective use of volunteers by providing information on their role in Congregate Nutrition programs	Commission on Aging Nutrition Committee/ Congregate Nutrition Providers/RSVP	FY 96-97 through FY 98-99	Although a formal survey has not been conducted, Congregate Nutrition site managers have informally requested assistance with recruiting and managing volunteers. An ad hoc committee has met to outline the contents of a generic handbook, which would be a useful tool for Congregate Nutrition sites. In FY 98-99, a handbook for site volunteers was developed. And training was provided.
	Provide volunteer training for site managers and volunteers	Commission on Aging Nutrition Committee/ Congregate Nutrition Providers	FY 99-00	No trainings were provided in FY 99-00
	Update handbook for site volunteers	Commission on Aging Nutrition Committee/ Congregate Nutrition Providers	FY 99-00	Although the handbook has not been updated during this period, it has been put on disk and has been made available to providers to update and edit on an individual site basis.

Create handbook for site managers	Commission on Aging Nutrition Committee/Congregate Nutrition Providers	FY 99-00	Handbook was not created in FY 99-00.
Hold brown bag orientation sessions for agencies	The Volunteer Center	FY 95-96, then on an ongoing basis	Monthly sessions have taken place for new agencies and new volunteer managers working with the Volunteer Center.
Hold workshops on volunteer management	The Volunteer Center	FY 96-97	The following workshops were held: July 1996- readying your organization for volunteers, recruiting and retaining volunteers; Aug. 1996- Corporate Connections; Sept. 1996- Working with Youth; Oct. 1996- 3 part series on working with the media/Working with Newspapers, Working with Ethnic Resources, and Working with TV & Radio. The following workshops are planned: Feb. 1997- Volunteer Recognition; Mar. 1997- Working with Difficult Volunteers; Apr. 1997- Gearing Up for Summer Youth; and May 1997- Trends that Impact your Volunteer Program.
Hold educational forums on: <ul style="list-style-type: none"> <li>• partnering with corporations</li> <li>• writing job descriptions</li> <li>• orientation for new volunteer manager/agencies</li> </ul>	The Volunteer Center	FY 97-98	Forums were conducted on March 18, June 9 and 11, 1998 (respectively).

	Hold educational forums on volunteer recruitment and management	The Volunteer Center	FY 98-99, then on an ongoing basis	In FY 98-99, Volunteer Managers' Roundtable topics included: Volunteer Activities for Groups and Families; Winning Job Descriptions; Corporate Connections; Working with the Media; Trends in Volunteerism and Community Service; and Moving from Burnout to Balance. There was also a 1/2-day workshop, "Achieving Success with Recruitment and Retention."
4. Explore the feasibility of establishing incentives (i.e., tax credits) to promote and maintain volunteer support (AAS)				
5. Advocate for implementation of incentive program to promote and maintain volunteer support (COA/COD)	Research existing legislation in other geographic areas, work with legislators to design and carry legislation <i>(Deleted effective July 1, 1998)</i>	Commission on Aging Legislative/Advocacy Committee/Legislators	FY 96-97	Carried over to FY 97-98. Delete
6. Acknowledge programs that utilize consumers and volunteers in providing service in communications that go out to the community (i.e. newsletters, calendars) (COA/COD/AAS/Prov)	Highlight program in Strategic Plan newsletter	Implementation Coordination Committee/staff	FY 96-97, then on an ongoing basis	Each of the quarterly newsletters has highlighted programs that utilize volunteers and/or consumers.
	Highlight consumer involvement in program services in Updatibility, the COD Newsletter	Commission on Disabilities	FY 96-97, then on an ongoing basis	The Commission on Disabilities has once again begun the publication of a newsletter. The newsletter, Updatibility, highlights consumer involvement in program services.
7. Target volunteer services to frail elderly and adults with disabilities (Prov) <i>(Added effective July 1, 1998)</i>	Recruit and place volunteers who will work with frail elderly and adults with disabilities	RSVP	FY 98-99	The RSVP newsletter regularly includes requests for volunteers to work with frail elderly and adults with disabilities. On November 2, 1999, a workshop was held to provide training for volunteers working with the homebound.

Provide one-time and ongoing volunteer support to seniors and frail elders on the Coastside	Senior Coastsiders	FY 98-99, then on an ongoing basis	The center's volunteer program links frail at-risk individuals with volunteers who assist them with personal needs.
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**Obj. .9 To explore the feasibility of establishing a consumer-linked computer network for seniors and adults with disabilities to access existing networks, to augment some case management functions, and to improve direct access to services and information**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Determine consumer needs for a computer network (Prov)				
2. Determine what resources/networks consumers currently have access to (Prov)				
3. Form screening committee to examine existing programs and to evaluate potential for establishing a consumer-linked computer network (Prov)				

**Obj. .10 If feasible, to develop and implement a consumer-linked computer network for seniors and adults with disabilities to access existing networks, to augment some case management functions, and to improve direct access to services and information**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Identify what would be needed to provide direct link-up to existing networks (Prov)				
2. Identify which system seems the most feasible for providing computer access (Prov)				

**Obj. .11 To provide seniors and adults with disabilities with the opportunity to select and participate in community-based services that meet their specific needs, reflect their personal preferences, and are provided in their own communities. (added effective July 1, 1998)**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Plan and implement countywide program to inte-grate seniors with disabilities (with an emphasis on developmental disabilities) into senior programs <i>(added effective July 1, 1998)</i>	Convene planning committee to develop concept and help write grant	Developmental Disabilities Integration Committee	FY 98-00	Some initial meetings took place prior to FY 98-99. Representatives from Aging and Developmental Disabilities networks expressed an interest in pursuing this project in FY 98-99. Due to limited resources, this project was not completed in FY 98-99 and will be carried over to determine future action.
	Provide ongoing opportunities for seniors in program to participate in community-based senior programs	Poplar Center	FY 98-99	Poplar Center regularly transports its senior participants to senior programs at various locations in San Mateo County.

**GOAL 2: GREATER DISCRETION, MORE FLEXIBILITY, FEWER FUNDING CONSTRAINTS**

*To provide the services and supports by seniors and adults with disabilities without regard to diagnosis, disability, age, or source of funding*

<b>Obj. .1 Develop and implement a model program (Long-Term Supportive Services Program) that has the discretion to utilize a variety of Federal and state funds in a way that provides the specific services needed by individual seniors and adults with disabilities</b>				
<b><i>ACTION</i></b>	<b><i>HOW</i></b>	<b><i>WHO</i></b>	<b><i>TIMELINE</i></b>	<b><i>PROGRESS</i></b>
<p>1. Create administrative framework</p> <ul style="list-style-type: none"> <li>- Secure legislative and regulatory authority to flexibly use a variety of funds that were previously earmarked for restricted purposes (such as for a particular age group, disability, or service)</li> <li>- Conduct a study to determine the economic feasibility of implementing the program in San Mateo County</li> <li>- Determine gaps in current service delivery system and what new services are needed</li> <li>- Develop a menu of services to be provided and establish reimbursement rate for service providers</li> <li>- Implement model project in three phases:               <ol style="list-style-type: none"> <li>I. Medi-Cal funded programs</li> <li>II. Medicare, Transportation (Paratransit), Older Americans Act, and Rehabilitation funds</li> <li>III. Funding for developmental disabilities and regional centers</li> </ol> </li> </ul>		<p>Aging and Adult Services/ Hospital Consortium of San Mateo Co./ Health Plan of San Mateo</p> <p>Aging and Adult Services/ Hospital Consortium of San Mateo Co./ Health Plan of San Mateo</p> <p>Aging and Adult Services/ Hospital Consortium of San Mateo Co./ Health Plan of San Mateo</p>	<p>Study to be completed by Summer 1997</p> <p>Study completed 2<sup>nd</sup> qtr. FY 95-96</p> <p>Study to be completed Summer 1997</p>	<p>Decisions regarding administrative structure(s) and legislative/regulatory authority pending results of program design study</p> <p>Project feasibility study and initial risk analysis indicate economic feasibility of project</p> <p>Decisions regarding service delivery system needs, menu of services, project phases, and implementation will be made pending results of program design study.</p> <p>In June 1997, representatives from the State Departments of Health, Social Services, and Aging met with the San Mateo Co. Health Department representatives, representatives of</p>

<p>-Evaluate program effectiveness</p> <p>- Work with Network of Adult Day Services and California Association of Adult Day Services to advocate for a single state agency to administer all levels of adult day care and to establish reimbursement rates for each level of adult day care, based on the needs and abilities of the consumers and the appropriate level of care needed to meet those needs (AAS)</p>		<p>Aging and Adult Services/ Network of Adult Day Services/ Health Plan of San Mateo/ North County community-based agencies</p>		<p>the Board of Supervisors, the President/CEO of the San Mateo Co. Housing Consortium and others regarding the project. The goal of the project is integration of services in a decentralized model. The Willow Clinic in south county houses a variety of services under one roof, a model that we will be replicated throughout San Mateo County.</p> <p>Aging and Adult Services continues to work with the Network of Adult Day Services and other interested parties regarding the design of/advocacy for single agency to administer all levels of adult day care and for reimbursement rates based on consumer needs and levels of care. Aging and Adult Services is negotiating with Health Plan of San Mateo to become payer for Adult Day Health Program. Aging and Adult Services is also working with providers to provide a more complete continuum of services in North County by developing Adult Day Health Services there.</p>
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**Obj. .2 Create a system for the delivery of services**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
<p>1. Execute contracts with providers, based on a set reimbursement rate for each individual consumer served by the program, regardless of the mix of services selected by the consumer (AAS)</p>		<p>Aging and Adult Services</p>	<p>Study to be completed by Summer 1997</p>	<p>Decisions regarding execution of contracts pending result of program design study.</p>



2. Develop protocols, service menu, and reimbursement rates (AAS)	Contract with consultant who will meet with key staff and providers to develop standards for program operation	Aging and Adult Services	FY 99-00	Aging and Adult Services contracted with consultants to develop standards for program operation. Consultants interviewed key staff and providers to get their input. Aging and Adult Services convened a committee consisting of staff from each of the units, developed a list of issues to be considered, and began formulating recommendations on those issues.
3. Establish Local Organizing Group (AAS)	Review and provide input regarding list of services to be provided and corresponding rates; protocols concerning pre-admission, Adult Day health Services, admission to/discharge from skilled nursing facilities; and support services	Aging and Adult Services/ Implementation Coordination Committee	FY 99-00	LTSSP was an agenda item at monthly ICC meetings. As LTSSP material was developed, it was shared with the ICC and input was solicited. When completed, the consultants' reports will be disseminated to the ICC for its review.

**Obj. 3 Provide consumers with the opportunity to select needed support from a menu of services**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Explore models for greater client choice in selecting support services - Schedule presentations by model programs at New Beginning Coalition (AAS)		Aging and Adult Services		
2. Create policies and procedures for consumer selection of services (AAS)		Aging and Adult Services	Study to be completed Summer 1997	Decisions regarding models for client choice, consumer selection of services, policies/procedures, agency training, consumer education and implementation pending results of program design study.
3. Facilitate training of agencies on how to implement consumer selection of services from a menu of services (AAS)		Aging and Adult Services		

4. Educate consumers about choice options (AAS/Prov)		Aging and Adult Services		
5. Implement consumer selection process (AAS/Prov)				

**GOAL 3: GREATER SOCIAL INCLUSION AND INDEPENDENT LIVING**

*To provide a network of services and supports that sustains independent living and promotes full participation in the community in which people choose to live and work*

<b>Obj. 1. To reduce the physical barriers that prevent individuals from enjoying maximum independence and participation in the community</b>				
<b>ACTION</b>	<b>HOW</b>	<b>WHO</b>	<b>TIMELINE</b>	<b>PROGRESS</b>
<p>1. Increase the number of seniors and adults with disabilities who are involved in activities regarding the implementation of the Americans with Disabilities Act (ADA) by:</p> <ul style="list-style-type: none"> <li>- developing and disseminating educational material about the ADA to consumers</li> <li>- identifying and disseminating information about existing disability planning/advocacy groups to consumers</li> <li>- making educational presentations about the ADA and accessibility at public meetings (COD/AAS)</li> </ul>	<p>Collect already available lists Review Develop Commission on Disabilities resource list Update regularly</p> <p>(Refer to Resource List and Outreach &amp; Education Speaker List)</p>	<p>ADA Compliance Committee/Aging and Adult Services Staff/Commission on Disabilities Outreach &amp; Education Committee</p>	<p>Lists collected- 4th qtr. FY 95-96 (5/96) Reviewed- 1st qtr. FY 96-97 (7/96) Commission on Disabilities List completed by 1st qtr. FY 96-97 (8/96) Reviewed semi-annually</p>	<p>Began development of resource list in 4<sup>th</sup> quarter FY 95-96.</p>
	<p>Develop and implement accessibility survey which would identify accessible facilities throughout San Mateo County</p>	<p>To be determined</p>	<p>FY 96-97 through FY 97-98</p>	<p>The Commission on Disabilities formally recommended that an appropriate agency(ies) secure a grant to conduct an accessibility survey which would identify accessible facilities throughout San Mateo County.</p>
	<p>Utilize the Coastsides Independent Elders Coalition as a local clearinghouse for complaints regarding accessibility.</p>	<p>Coastsides Independent Elders Coalition</p>	<p>FY 95-96 through FY 97-98</p>	<p>Received consumer complaints regarding accessibility, and advocated on behalf of those consumers with local businesses.</p>
	<p>Hold training for consumers on ADA requirements and transportation</p>	<p>Center for Independence of the Disabled</p>	<p>4<sup>th</sup> qtr. FY 97-98</p>	<p>Held training session for consumers in June 1998.</p>

<p>2. Publish and disseminate an annual report on the progress in implementing the ADA in San Mateo County, highlighting the noteworthy achievements of specific organizations and communities (COD/AAS)</p>	<p>(in conjunction with Activity 8 of 3.1) Collect data from city and County Compile data for annual report</p>	<p>ADA Compliance Committee and Aging and Adult Services staff</p>	<p>1st qtr. FY 97-98 (August 1997)</p>	<p>A status report on ADA Transition Plan Projects is being prepared and will be distributed by Summer 1998.</p>
<p>3. Develop timelines for the removal/reduction of barriers for buildings, jobs, parks, sidewalks, transporters, traffic signals (timing of), etc. (COD/AAS)</p>	<p>Prioritize all buildings &amp; parks Review at least 3 per year, based on priority Implementation</p> <p>Ensure accessibility to County buildings</p> <p>Develop ADA Policies and Procedures Manual and disseminate it to appropriate County departments</p>	<p>ADA Compliance Committee and Aging &amp; Adult Services staff</p>	<p>Prioritizing completed 3rd qtr. FY 95-96 Review- ongoing</p> <p>FY 98-00</p> <p>FY 99-00</p>	<p>Established barrier removal/reduction to the following buildings as priorities- Health Services, Hall of Justice, and the County Office Building. San Mateo County Americans with Disabilities Act &amp; Rehabilitation Act, Section 504 Transition Plan was approved by the Board of Supervisors in October 1996. First priority items have been completed; second priority items are now being addressed. Technical assistance has been provided to the Central County Courts and the County Manager's Office regarding security and accessibility concerns and the Central Courts and the Hall of Justice. Additional projects have been added, as funding became available.</p> <p>Committee and staff continue to review facilities and make recommendations. Facilities reviewed in FY 98-99 include Pine Hall (at the Expo Center), North County Courts, East Palo Alto Municipal Building, and El Portal School.</p> <p>Manual is almost complete. Major work was done regarding policies and procedures regarding website accessibility and county building accessibility. Carry over to next fiscal year for completion.</p> <p>ADA Compliance Committee met with Parks and Recreation Director to outline priorities for</p>

	<p>Collaborate with County Parks to ensure the accessibility of parks and associated facilities</p> <p>Advocate for sufficient funding to successfully implement the County's ADA Transition Plan</p>		<p>FY 99-00</p> <p>FY 99-00</p>	<p>accessibility. Site visits to start next year. Committee also submitted accessibility recommendations for the San Mateo County Trails Plan (Environmental Impact Report).</p> <p>ADA Compliance Committee worked with the liaison from the Board of Supervisors to obtain sufficient funding to implement current ADA Transition Plan projects.</p>
4. Educate professionals by placing informational articles on the ADA in newsletters and/or professional publications (COD/AAS/Dept/Prov)	<p>Write article on what ADA Compliance Committee is reviewing &amp; implementing Invite cities to add articles</p> <p>Submit to Outreach and Education Committee (COD) for distribution</p>	<p>ADA Compliance Committee/Aging &amp; Adult Services staff/Outreach &amp; Education Committee (Commission on Disabilities)</p>	<p>Write article- 1st qtr. FY 96-97 (7/96)</p> <p>Article every six months</p>	<p>An article about ADA appeared in the 1<sup>st</sup> quarter's Strategic Plan newsletter.</p>
	<p>Implement Sensory Assistance Program to improve staff communication with patients whose communication is impacted by sensory impairment</p>	<p>Seton Medical Center</p>	<p>FY 95-96, then on an ongoing basis</p>	<p>Program has been implemented at Seton Medical Center (including Seton Coastside). Staff is working with the Hospital Consortium to explore the possibility of institutionalizing the program in each of the hospitals in San Mateo Co.</p>
	<p>Implement AGESense program to heighten awareness to the needs of aging adults</p>	<p>Seton Medical Center</p>	<p>FY 95-96, then on an ongoing basis</p>	<p>Program has been implemented at Seton Medical Center (including Seton Coastside). Staff is working with the Hospital Consortium to explore the possibility of institutionalizing the program in each of the hospitals in San Mateo Co.</p> <p>Seton has also provided AGESense training for various community groups.</p>

	Develop and publicize accessibility standards for organizations planning events	ADA Compliance Committee	FY 98-99 carried over to FY 99-00	Carry over to FY 99-00. In FY 99-00, Commission on Disabilities staff reviewed new meeting site facilities at the San Mateo County Expo Center and began exploring ways for community groups to utilize those facilities.
5. Schedule all public meetings at accessible locations; highlight accessibility (i.e. for hearing-impaired), wheel chairs, etc.) on all meeting notices and invitations (COD/AAS/COA/NBC/Depts/Prov)	Develop procedures for County. Part of self-evaluation Review self-evaluation Give direction as to what is accessible- Checklist	County Health Dept./ ADA Compliance Committee/Aging & Adult Services staff	4th qtr. FY 95-96, then on an ongoing basis	Self-evaluations were completed in January 1996.
	Promote broad community participation in planning and advocacy by providing enhanced accessibility	Commission on Aging Legislative Advocacy Committee	FY 97-98	Supported provisions in AB 2132 (Murray) Public Transportation Planning, which requires transportation agencies to develop alternative means to ensure broad community participation in the planning process
6. Improve access for the hearing-impaired by providing assistance such as sign language interpreters, assistive listening devices, effective loud speaker systems, etc. (COD/COD/NBC/AAS/Depts)	Provide assistive listening devices at Commission on Aging, Commission on Disabilities, Aging and Adult Services, and New Beginning Coalition meetings. Provide interpreters, upon request, when given three day notice.	Aging and Adult Services/ Commission on Aging/ Commission on Disabilities/ New Beginning Coalition	Ongoing	Aging and Adult Services purchased a portable public address system and an assistive listening device for use at all meetings of Aging and Adult Services, the Commission on Aging, Commission on Disabilities, and the New Beginning Coalition. Sign language interpreters are available, upon request. Equipment is available for loan by Aging and Disabilities providers. Assessment and technical assistance regarding assistive listening have been provided to the Age Center Alliance for its "Removing the Barriers to Independent Living Fair" and to Mills-Peninsula Wellness Center.

Purchase Listening System that will be loaned out free of charge to local organizations on the Coastside	Coastside Independent Elders Coalition	FY 95-96, then ongoing	Listening System was purchased and equipment is available to local organizations.
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	Convene monthly educational meetings for adults with hearing impairment	Coastside Hard of Hearing Group	FY 96-97, then on an ongoing basis	Monthly meetings feature speakers on issues such as technology, health, and community resources. Group is trying to secure funding to local speech reading class. The group has also organized a series of speech reading classes.
	Advocate for reading assistance	Commission on Aging Legislative Advocacy Committee	FY 97-98	The committee supported SB 1483 (Ayala), which expanded the In-Home Supportive Services Program's scope of service to include reading important material to visually impaired and functionally illiterate recipients.
7. Develop criteria for evaluation of progress in meeting this goal (NBC/COA/COD)	Develop checklist based on these goals and action steps Review ADA Transition Plan	ADA Compliance Committee	3rd qtr. FY 95-96 Review annually	Checklist has not yet been developed. A survey will be conducted to highlight progress in ADA compliance and to identify areas where more progress is needed. A status report is being developed and will be distributed the Summer of 1998
8. Convene meeting of ADA coordinators network (city and County ADA coordinators) to share information and progress in meeting ADA goals (COD/AAS/Depts)	Identify city and County ADA coordinators Meet with city and County ADA coordinators	ADA Compliance Committee and Aging & Adult Services staff	Identify coordinators- 1st qtr. FY 96-97 (8/96) Meeting- 2 <sup>nd</sup> qtr. FY 96-97 (October 1996)	List of city coordinators has been developed. The first meeting of city ADA coordinators took place in October 1996. Copies of the County's Americans with Disabilities Act Transition Plan were distributed at the meeting. Participants requested that meetings be held semi-annually. Second meeting was convened in May 1997. A survey of cities was conducted to highlight progress in ADA compliance and to identify areas where more progress is needed.
	Use web sites to coordinate with city ADA coordinators	ADA Compliance Committee and Aging and Adult Services staff	FY 98-99 carried over to FY 99-00	Carryover to FY 99-00. To be reconsidered. Was not reconsidered in FY 99-00, as it was not a priority issue.



9. Provide consultation to SamTrans and its contractors on issues relating to train, bus, and station accessibility (COA/COD/AAS)	Participate in ad hoc and advisory groups	Commission on Aging/ Commission on Disabilities/ Aging and Adult Services	FY 94-95, then on an ongoing basis	Commission on Aging, Commission on Disabilities, and Aging and Adult Services representatives have been regular participants on the Paratransit Coordinating Council, The Americans with Disabilities Act Technical Advisory Committee, and the recently-developed Community Liaison Committee. A liaison from the Paratransit Coordinating Council has been designated to sit on the COA/COD Joint Transportation Committee, which will monitor the implementation of recommendations made in the 1996-97 study of the paratransit system. Joint Transportation Committee provided consultation regarding SamTrans' proposed RediWheels Fare Assistance program- Concept and Design."
10. Provide consultation to SamTrans and its contractors on issues relating to train, bus, and station accessibility (COA/COD/AAS)	Participate in ad hoc and advisory groups.	ADA Compliance Committee available for consultation/ Commission on Disabilities Legislative Advocacy Comm.	FY 98-99	CoD and CoA representatives attended public hearings on proposed changes to fixed route bus system.
11. Monitor the implementation of the ADA at the federal level (COD) (Added effective July 1, 1998)	Review implementation activities and respond, when appropriate	ADA Compliance Committee	FY 98-99	Implementation has been reviewed at ADA Compliance Committee and CoD Legislation & Advocacy Committee

**Obj. .2 To reduce attitudinal barriers which are obstacles to maximum independence and full participation in the community by seniors and adults with disabilities**

<i>ACTION</i>	<i>HOW</i>	<i>WHO</i>	<i>TIMELINE</i>	<i>PROGRESS</i>
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1. Organize community forums designed to change attitudes and behaviors and raise public awareness about how stigma, stereotyping, and other forms of prejudice can devalue some seniors and adults with disabilities (COA/COD)	Encourage all CSA-based community forums to include this topic	Commission on Aging Community-based Long Term Care Committee and community-based organizations	FY 95-96 through FY 96-97 (quarterly)	Instead of scheduling community forums specifically on this issue, members of the Commission on Aging and its committees have served as liaisons to various community service organizations. Their roles include serving as a role model and educating the community about this issue.
	Plan and implement at least one community forum on this topic each year	Commission on Aging Minority Elders Committee/Senior centers in which minorities comprise a significant percentage of the senior population	FY 95-96 through FY 96-97 (3rd qtr./ea. yr.)	See above.
	Design and implement workshop that will help mental health professionals work more effectively and empathetically with voice hearers and other people with psychiatric disorders	Caminar	4 <sup>th</sup> qtr. FY 96-97	On April 10, Caminar sponsored the "Hearing Voices that are Distressing Workshop," which gave participants first-hand experience hearing voices.
	Provide training for staff and volunteers on working with persons with disabilities	Aging and Adult Services/Commission on Disabilities/Community-based organizations serving seniors and adults with disabilities	FY 96-97, then on an ongoing basis	Held sensitivity training session at San Bruno Senior Center for 40 volunteers and staff. In FY 97-98, training was provided to staff and volunteers at the South San Francisco Senior Center and to the Widow and Widowers Club at the same location.
	Schedule annual People Who Care Awards Dinner	Commission on Disabilities People Who Care Awards Dinner Committee	3 <sup>rd</sup> qtr. FY 95-96, then on an annual basis	For the October 1996 event, an ad hoc committee was convened to plan the event. A special award was given for lifetime advocacy. Approximately 260 individuals attended the October 1 event. In October 1997, another special award was given at the annual dinner. Over 325 people attended the 1997 event. The October 1999 event was attended by over 280

			individuals.
Feature exhibit, "Depression: A Visual Journal of Healing and Transformation"	Ann Keiffer (artist)/ Peninsula Community Foundation/Mental Health Association/San Mateo County Mental Health Services	FY 97-98	Featured exhibit from December 5 through December 31, 1997 in the Health Services Building lobby.

	Provide educational presentation on mental illness at a monthly Commission on Disabilities meeting	Stomp out Stigma/ Commission on Disabilities	May 1998	George Vizary and Ann Patti of Stomp out Stigma gave a presentation at the May 1998 monthly Commission meeting
2. Develop a committee that will be responsible for developing a positive media campaign -Develop and distribute positive public relations material regarding seniors and adults with disabilities for distribution to local newspapers, radio, and TV stations -Develop positive responses to negative stories about seniors and persons with disabilities -Develop a means for monitoring and reporting to the public the positive and negative portrayal of seniors and adults with disabilities (COA/COD/Media)	Develop media committee that will write and disseminate articles on seniors participating at Congregate Nutrition sites	Commission on Aging Nutrition Committee/ Media Subcommittee/ Congregate Nutrition Providers	FY 96-97 through FY 98-99	The Nutrition Committee has discussed a video as a media vehicle, but it has not been completed. To be reviewed in FY 97-98. Publicity began this year with an article on seniors participating at the Millbrae Congregate Nutrition site. Public Service Announcements will be developed in FY 98-99. In FY 98-99, the focus was on identifying factors causing decreased participation in Congregate Nutrition. The media campaign was put on hold until the task force study is completed and a plan is developed that will address concerns identified in the study.
	Utilize media to promote independence of people with disabilities	Aging and Adult Services/Commission on Disabilities	FY 95-96	Aging and Adult Services staff and a member of the Commission on Disabilities were guests of KCSM's "Claire Mack Show" and discussed a local grant program that promotes the independence of persons with disabilities. COD's Media Liaison has established contacts with major newspapers to promote the People Who Care Awards Dinner, Disabilities Awareness Month, and the ABILITIES EXPO.
	Publish quarterly newsletter which describes activities that are taking place that implement goals/objectives in the Strategic Plan	Implementation Coordination Committee/Aging and Adult Services	FY 96-97, then on an ongoing basis	Newspaper is mailed to individuals on the New Beginning Coalition mailing list, members of the Commission on Aging and Commission on Disabilities, and to Aging and Adult Services staff. Mass mailings go out to programs serving seniors and adults with disabilities. Copies of the newsletter are also included in Brown Bag food

			distributions.	
	Appoint a Media Liaison to compile media lists and fax Commission on Disabilities press releases concerning Commission on Disabilities activities and important issues for people with disabilities to the media	Commission on Disabilities and Commission on Disabilities staff	4th qtr. FY 95-96 through 4 <sup>th</sup> qtr. FY 96-97	Staff to the Commission on Disabilities was appointed and has served as the Media Liaison.
	Produce a senior page two times each month in the local newspaper	Senior Coastsiders	starting in FY 95-96, then on an ongoing basis	The Half Moon Bay Review's senior page is coordinated by Senior Coastsiders. Material is provided by Senior Coastsider' staff, volunteers, and members of the Coastside Independent Elders Coalition.
3. Organize a highly-publicized event in which prominent community leaders and celebrities trade places for a day with seniors and adults with disabilities (COA/COD)	Develop and implement experiential event to include mayors, city councils, and city managers during Disabilities Awareness Month	Commission on Disabilities	1 <sup>st</sup> and 2 <sup>nd</sup> qtrs. FY 97-98	Event is still in the planning stages and may shift to the local level. Group will collaborate with city ADA coordinators.
4. Participate in teleconferences and other educational forums about this issue (COA/COD)	Plan and implement conference which focuses on seniors taking charge of their lives and living passionately and forcefully to the end	Board of Supervisors/ Commission on Aging Minority Elders Committee	FY 96-97	Approximately 350 persons attended the June 1997 all-day event. The program included Dr. Walter Bortz II, M.D., renowned gerontologist and writer, as the key note speaker, as well as a panel of experts who spoke on aging from various minority perspectives. The remainder of the program consisted of activities designed to highlight and foster active living for seniors.

	Develop educational presentation on how seniors and adults with disabilities can maximize their independence	New Beginning Coalition	FY 96-97	The April quarterly meeting of the New Beginning Coalition focused on the services and supports that are available to assist seniors and adults with disabilities in living quality lives. Approximately 75 individuals—consumers, family members, and agency representatives—attended the session.
5. Wherever possible, coordinate activities celebrating Older Americans month together with activities for adults with disabilities (COA)	Highlight the talents of seniors with disabilities in the senior art exhibition/contest	Commission on Aging and its Ad Hoc Arts Task Force/Board of Supervisors/Adult Day Care Network	FY 95-96, then on an ongoing basis	A Special Needs Award category is included in the annual senior art exhibit. This category features the work of seniors with disabilities.
6. Implement sensitivity training/disability awareness program in which students "shadow" staff working with aging and disability issues (COA/COD/Prov/Ed)	Develop curriculum for teachers to use during Disabilities Awareness Month	Commission on Disabilities Outreach and Education Committee	FY 97-98 through 2 <sup>nd</sup> qtr. FY 99-00	The committee has been working on the development of the curriculum . Once the bibliography is completed, the curriculum will be ready for distribution. Distribution is planned for October 1999, as part of Disabilities Awareness Month. The committee disbanded, but an ad hoc group from the Commission on Disabilities has redrafted the document and reviewed the recommended bibliography. It will be presented to the full Commission in October 2000.
7. Develop annual media award that recognizes media individuals and/or entities that portray seniors and adults with disabilities in a positive light (COD/Media)	Include special Awards Category as part of the annual People Who Care Awards Dinner	Commission on Disabilities People Who Care Awards Dinner Committee	4th qtr. FY 94-95 through 1st qtr. FY 96-97	A media award was added to the list of award categories for the October 1996 People Who Care Awards Dinner. The San Jose Mercury News was the recipient of the award.

<p>8. Promote positive images of aging through community events and contests that feature seniors (Media/Prov)</p>	<p>Produce photocalendar promoting positive images of aging, including photo contest, public displays, presentations to groups, and media coverage</p>	<p>Coastside Independent Elders Coalition</p>	<p>FY 95-96, through 2<sup>nd</sup> qtr. FY 98-99</p>	<p>During the 4<sup>th</sup> quarter of FY 95-96, contest material was developed and promotion for the contest was implemented, including a show and announcements of the contest on the local cable channel, and several articles in the local newspaper. A similar process took place for the production of the 1997 and 1998 calendars. Emphasis was placed on community education through the media, including articles in the local newspaper, coverage on the local cable TV station and on KCSM, and displays of the photographs at numerous locations throughout the county. The 1999 calendar was printed and distributed in the 2<sup>nd</sup> qtr. of FY 98-99. Due to a lack of human and financial resources and a limited ability to market the calendar, the group decided that would be its last calendar.</p>
	<p>Explore feasibility of developing a countywide calendar highlighting seniors and adults with disabilities</p>	<p>Aging and Adult Services</p>	<p>FY 98-99 to FY 99-00</p>	<p>Initial discussion has taken place within Health Services Agency. Carry over to FY 99-00 to determine feasibility. Due to other priorities, the publishing of a calendar is not being considered at this time.</p>
	<p>Produce publication which describes the 30-year history of Self-Help for the Elderly, featuring individuals who have participated in and benefited from their programs</p>	<p>Self-Help for the Elderly</p>	<p>FY 95-96</p>	<p>Published "Eternal Spring," commemorating the 30<sup>th</sup> anniversary of the organization and the seniors it serves.</p>

	Schedule athletic event which highlights seniors	Seton Medical Center, in coordination with planning committee	FY 96-96 through FY 96-97	Held two-day event each fiscal year highlighting the abilities of seniors in a variety of athletic events. This event received extensive newspaper and TV coverage.
	Schedule and publicize special event that highlight the vitality and interest of seniors during Older Americans Month	Community-based organizations serving seniors	FY 95-96, then on an ongoing basis	Senior programs throughout San Mateo County feature special events during May, Older Americans Month. Their activities are highlighted in local newsletters, as well as in a calendar produced by the Commission on Aging.
	Sponsor art, poetry and photography contests for seniors	Board of Supervisors/ Commission on Aging Ad Hoc Arts Committee	4 <sup>th</sup> qtr. FY 95-96, then on an ongoing basis	Art, poetry, and photography contests take place during Older Americans Month (May)
9.	Develop linkages amongst service providers in the planning and implementation of community events/forums (COA/COD/Prov)			

**Obj. .3 To conduct an annual survey of agencies serving seniors and adults with disabilities which documents agency practices in the area of:**  
**- increases in services provided in the home setting**  
**- activities that enhance the ability of family members, friends, neighbors, church groups, etc. to assist seniors and adults with disabilities with activities of daily living**  
*(Objective deleted effective July 1, 1998)*

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Develop and implement a survey of agencies in the aging and disabilities network - survey shall be included as part of Aging and Adult Services contracting package - survey shall be sent to agencies that do not contract with Aging and Adult Services (AAS) <i>(deleted effective July 1, 1998)</i>				



2. Compile and disseminate results of survey, highlighting accomplishments of providers (AAS) <i>(deleted effective July 1, 1998)</i>				
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**Obj. 4 To develop & implement educational programs for agency staff at all levels, volunteers, board members, & program participants that will increase understanding of how agency practices can enhance client independence & participation in the community**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Convene meetings of agencies in the aging & disabilities network to share information about agency practices & resources & to encourage agencies to network & share effective strategies (NBC)	Schedule discussions at quarterly New Beginning Coalition meetings	Education and Presentations Committee of New Beginning Coalition	4 <sup>th</sup> qtr. FY 95-96, then quarterly on an ongoing basis	The April 1996 meeting of the New Beginning Coalition included a discussion of agency practices. The July 1996 focused on the recognition and elimination of barriers to consumer involvement.
	Devote quarterly meeting of the New Beginning Coalition to the Welfare Reform Act and its impact on older adults and adults with disabilities residing in San Mateo County	New Beginning Coalition	2 <sup>nd</sup> qtr. FY 96-97, with quarterly follow-up	The October 1996 Coalition meeting, which focused on the newly enacted Welfare Reform Act, was attended by more than 90 individuals. A panel of experts addressed the issue from a variety of professional and personal perspectives.
	Schedule educational forums on welfare reform for Aging & Adult Services staff and identify TIES line staff as focal point for welfare reform inquiries within the agency	Aging and Adult Services	Beginning 3 <sup>rd</sup> qtr. FY 96-97, then on an ongoing basis	Educational forums have been scheduled and resource materials disseminated. Inquiries are now being received.
2. Develop & disseminate resource material to interested agencies (NBC)	Develop materials and distribute them at quarterly New Beginning Coalition meetings	Resource and Publicity Committees of the New Beginning Coalition	1st qtr. FY 96-97	Written material relating to Welfare Reform has been distributed at quarterly Coalition meetings.
3. Develop a series of educational presentations for each community service area on "Aging in Place", featuring consumers discussing their experiences (NBC/COA/COD)	Incorporate consumer experience in COA Community-based Long Term Care's CSA-based community forum	Commission on Aging Community-based Long Term Care Committee and identified community-based organizations	FY 95- 96 through FY 96-97 one in ea. CSA/ ea. qtr./ea. Yr.	The Community-based Long Term Care Committee's four community forums emphasized the availability of community resources that maximize independence. Forums provided an opportunity for the sharing of consumer experiences. Following a change in focus, the Community-based Long Term Care Committee

				ceased scheduling the community forums after September 1996.
3. Develop materials that will dispel consumer fears & obstacles in consideration of alternative housing resources & emphasize opportunities for prolonging independence (NBC/COA/COD)	Develop written material and resources and disseminate them to consumers and agencies	Education and Presentations, Advocacy, and Resource Committees of the New Beginning Coalition/Human Investment Project/Community Information Program	4th qtr. FY 96-97	The New Beginning Coalition has not pursued this issue, as it has been covered in community events sponsored by the Human Investment Project and other community-based organizations. Articles on the issue have appeared in Senior Focus News and in other publications.
	Hold Community Housing Fair	City of Foster City and other community-based organizations	3 <sup>rd</sup> qtr. FY 96-97	City of Foster City worked with community-based organizations to organize and hold fair.
	Hold housing options faire	City of San Mateo Senior Center/Human Investment Project	4 <sup>th</sup> qtr. FY 97-98	Held free event on June 29 at the San Mateo Senior Center. The event featured an informational panel, the opportunity to visit individual housing displays, and a question and answer period.

**Obj. .5 To establish a task force that will explore the potential for new product development and pilot testing of products to enhance the independence and quality of life for persons with disabilities**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Facilitate technology fair and review information on new products on a regular basis (COD/Ed)	Co-sponsor ABILITIES EXPO to ensure participation of local vendors	Commission on Disabilities Outreach & Education Committee/ Center for Independence of the Disabled/ Aging and Adult Services	3 <sup>rd</sup> qtr. FY 94-95 through FY 98-99	Planned and executed September 1995 ABILITIES EXPO. The 1996 ABILITIES EXPO included a series of workshops and exhibits, a computer center, and numerous products and services to help people maintain independence and quality of life. To encourage the participation of non-profit agencies, there were reductions in exhibitor fees. About 5000 individuals attended the 1996 event.

				The CoD Outreach & Education Committee, the Center for Independence of the Disabled, and Aging and Adult Services continued to participate in the planning and implementation of Expos in 1997 and 1998.
	Participate in planning of event with professional marketing organization that will implement annual technology fairs	Commission on Disabilities ABILITIES EXPO Committee/ Commission on Aging liaison	Ongoing FY 95-96 through FY 96-97	See above.
	Design and implement "Breaking the Barriers to Independent Living Fair," an information and home technology fair	Age Center Alliance, along with partners Aging and Adult Services, the Commission on Aging, Commission on Disabilities and numerous community-based organizations	FY 96-97 through FY 97-98 (4 <sup>th</sup> qtr. ea. fiscal year)	In May 1996, the Commission on Aging and Commission on Disabilities co-sponsored the Age Center Alliance's "Removing Barriers to Independent Living Fair" in Menlo Park. A second fair was held on May 15-16, 1997.
2. Survey agencies to see what information is currently available on new products that are needed but do not currently exist (COA/COD/Ed)	Coordinate with CID and AAS on a technology grant from the American Society on Aging to assemble a mobile display of new adaptive technology	Commission on Disabilities Outreach & Education Committee/ Center for Independence of the Disabled/ Aging and Adult Services/ Commission on Disabilities ABILITIES EXPO Committee	4th qtr. FY 95-96 through 1st qtr. FY 97-98 (June 1996-August 1997)	In June 1996, collaborated on the development of a plan for the acquisition of displays of adaptive equipment for community exhibits and presentations. Project is currently on hold due to the difficulty in locating an Occupational Therapy student intern.
3. Determine what information needs to be included in existing databases (COA/COD/Ed)				
4. Facilitate arrangements with companies to test products that have the potential of enhancing the quality of life for persons with disabilities, etc. (COA/COD/Ed)	Participate in the identification of product needs, contact appropriate providers from technology fair and other outside resources	Commission on Disabilities Outreach & Education Committee/Aging and Adult Services/	FY 96-97 Ongoing	A display board of low-tech equipment has been developed for use at community events.

**Obj. .6 Provide greater access to employment and recreation opportunities for seniors and adults with disabilities**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Educate the community, employers and participants (COA/COD/Ed)	Develop Speakers Bureau which will provide educational presentations and training targeting the business community	Commission on Disabilities Outreach & Education Committee	3rd qtr. FY 95-96 through 1st qtr. FY 97-98	Started development of Speakers Bureau, which became operational in October 1996, Disabilities Awareness Month. A variety of presentations have been made.
	Involve providers and the community in the development of a new curriculum that will enhance employability and career opportunities in Health and Human services	College of San Mateo, Canada College, State Departments of Mental Health and Rehabilitation/ San Mateo County Mental Health and Human Services Agency/Vocational Rehabilitation Services/ Poplar ReCare	FY 97-98	Started new project to develop a Human Services training and certificate program that will be offered through local community colleges.
2. Advocate for recognition and inclusion of seniors and adults with disabilities in policy development and planning in the areas of recreation and employment (COA/COD/Ed)	Speakers Bureau will provide education and training focusing of the importance of full inclusion	Commission on Disabilities Outreach & Education Committee	4th qtr. FY 95-96 through 1st qtr. FY 97-98	See above.

**Obj. .7 Provide improved access to affordable and accessible housing**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Keep officials apprised of the need within each community (COA/COD)	Research data on need for affordable/accessible housing and present information via letter to elected officials	Commission on Aging and Commission on Disabilities Legislative/Advocacy committees (joint effort)	FY 95-96	Commission on Aging liaison (appointed by Board of Supervisors) to San Mateo County Housing Commission and Housing and Community Development Advisory Committee participate in the updating of the countywide housing plan, and other activities relating to the creation and maintenance of affordable housing for seniors and low income adults.

	Network with non-profit agencies that advocate for fair housing and write letters to appropriate officials	Commission on Aging/ Commission on Disabilities	4th qtr. FY 95-96 through 1 <sup>st</sup> qtr. FY 97-98	In April and May 1996, held meeting with Fair Housing advocates.
	Make presentation on housing issues and priorities	Commission on Aging and Commission on Disabilities	FY 97-98	A joint presentation on Housing Issues and Priorities for Seniors and People with Disabilities was made to the San Mateo County Housing Division Community Development Committee and Home Program Review Committee on November 13, 1997.
2. Advocate for creation of new units and maintenance of existing units of affordable and accessible housing (COA/COD)	Work with San Mateo County Housing Authority to develop countywide housing policy	Commission on Aging and Commission on Disabilities Legislative/Advocacy committees (joint effort)	FY 95-96 through FY 97-98	Invited representative from Housing Authority to a meeting. Commission on Aging liaison to San Mateo County Housing Commission participated in the update of the countywide housing plan, which focuses on housing for the elderly and low income.
	Promote the development of group homes	Commission on Disabilities	4 <sup>th</sup> qtr. FY 96-97	The Commission on Disabilities took a position in opposition to AB 323, which would make it more difficult for proposed group homes to obtain licensing. COD stressed that existing law already addresses the concerns that law enforcement has regarding “over-concentration.” The passage of this legislation would limit housing options available to people with disabilities in each community.
	Promote the development of group homes	Commission on Disabilities	FY 97-98	The Commission wrote a letter in opposition to H.R. 3206, which would restrict the range of housing options within each community and would weaken people’s civil rights regarding the filing of housing discrimination complaints.

Respond to legislation that will promote the availability of accessible and affordable housing	Commission on Disabilities	FY 97-98	The Commission wrote a letter of support for the inclusion of an amendment on accessible housing for AB 1697, the California Affordable Housing Fund Act of 1998. It also wrote a letter to the San Mateo County State Legislative Delegation in support of AB 2737 (Aroner), which enacts the California Statewide Supportive Housing Initiative.
Respond to proposed funding cuts in elderly housing (Section 202) and disabled housing (Section 811)	Commission on Aging	FY 97-98	Wrote letter of opposition in response to proposed funding cuts in Section 202 and 811 housing.
Support collaborative efforts to increase the stock of affordable/accessible shared housing for people with disabilities	Commission on Disabilities	FY 97-98	The Commission wrote a letter to support the collaboration between the Human Investment Project and Center for Independence of the Disabled.
Ensure the affordability of mobile home living	Commission on Disabilities	FY 97-98	The Commission supported AB 2016 (Brown), which required the Public Utilities Commission to regulate the resale pricing of propane gas in mobile home parks.
Attend training on how to develop affordable housing	Commission on Aging/ Commission on Disabilities	FY 97-98	Commissioners attended a day-long conference (sponsored by the Legal Aid Society) regarding the development of affordable housing.
Coordinate with other housing-related groups	Commission on Aging Community-based Long Term Care Committee	FY 98-99	Met with the Homeless Continuum of Care Coalition and the Housing Leadership Group to develop strategies for addressing lack of affordable housing.
Develop housing standards for all levels of housing	Commission on Aging Community-based Long Term Care Committee	FY 98-00	Formed Joint Housing Task Force with Commission on Disabilities to develop guidelines and standards for affordable/accessible housing. Group has completed guidelines and standards.

Provide technical assistance to the Commission on Aging Community-based Long Term Care Committee regarding accessibility standards.	Commission on Disabilities A.D.A. Committee	FY 98-99	The development of accessibility standards was referred to Joint Housing Task Force.
Meet with cities and community groups to advocate for all new housing	Commission on Aging Legislative/Advocacy Committee/ Commission on Disabilities	FY 98-99	Carry over to FY 99-00, where it will be addressed by CoA/CoD Joint Housing Task Force.
	COA/COD Joint Housing Task Force	FY 99-00	The CoA/CoD Joint Housing Task Force has not met with cities, but has made a presentation to the San Mateo County Association of Realtors regarding accessible apartments.
Plan and implement coordinated advocacy effort for affordable housing	Housing Leadership Coalition	FY 98-00	In FY 98-99, the Coalition received a start-up grant from the Peninsula Community Foundation. The coalition includes representatives from the Human Investment Project, Mid-Peninsula Housing Coalition, Habitat for Humanity, Legal Aid Society, and the Commission on Disabilities. A part-time staff person provides support for the coalition.
Explore the feasibility of utilizing tobacco money to fund affordable/accessible housing	Commission on Disabilities Legislative Advocacy Committee/ Commission on Aging Community-based Continuum of Care Committee	FY 99-00	Carry over to FY 2000-01
Educate the community about what constitutes affordable and accessible housing	Commission on Aging Community-based Continuum of Care Committee/ Commission on Disabilities	FY 99-00	The CoA/CoD Joint Housing Task Force made a presentation to the San Mateo County Association of Realtors regarding accessible apartments. Representatives of the Commission on Aging and Commission on Disabilities have been successful in including accessibility as an issue when discussing affordable housing. The

			group has also worked with the Peninsula Habitat for Humanity and is assisting them in the promotion of accessible housing units in their new housing projects.	
Advocate that a percentage of new units that are developed be set aside as affordable and accessible housing	Commission on Aging Community-based Continuum of Care Committee / Commission on Disabilities	FY 99-00	They have successfully advocated that affordable and accessible units be set aside, though no percentage has been identified.	
Advocate for cities and County to provide incentives for builders to develop affordable and accessible housing	Commission on Aging Community-based Continuum of Care Committee / Commission on Disabilities	FY 99-00	Reconsider in FY 2000-01	
Advocate for improvements to and expansion of Section 8 Program	Commission on Aging Community-based Continuum of Care Committee / Commission on Disabilities	FY 99-00	The Commission on Disabilities wrote a letter of support on behalf of the Housing Authority to HUD for 75 additional Section 8 vouchers for people with disabilities.	
Develop standards for accessibility and supportive services for affordable and accessible housing projects	Commission on Aging Community-based Continuum of Care Committee / Commission on Disabilities	FY 99-00	The Commission on Aging and Commission on Disabilities in the 4th quarter of FY 1999-2000 approved universal Recommendations for Accessibility.	
Provide input regarding proposed housing legislation to both the Commission on Aging and Commission on Disabilities legislative advocacy committees	Commission on Aging Legislative/Advocacy Committee/ Commission on Disabilities	FY 99-00	No recommendations regarding housing legislation were made this fiscal year.	
Coordinate with other housing groups in the promotion of affordable and accessible housing for seniors and adults with disabilities	Commission on Aging/Commission on Disabilities Joint Housing Task Force	FY 99-00	The CoA/CoD Joint Housing Task Force worked with the San Mateo County Association of Realtors, Habitat for Humanity, and the Supportive Housing Workgroup to promote affordable and accessible housing.	
3. Use alternative formats to publicize availability of accessible and affordable housing (COA/COD/Prov) <i>(Added effective July 1, 1998)</i>	Advocate for the use of alternative formats (i.e. California Relay)	Commission on Disabilities A.D.A. Committee	FY 98-99 carried over to FY 99-00	Carry over to FY 99-00. In FY 99-00, the A.D.A. Committee did not address this issue. The CoA/CoD Joint Housing Task Force promoted the use of the National



				Accessible Apartment Clearinghouse Website.
4. Improve the availability of free/low cost home repair and modification services for seniors and adults with disabilities (COA/COD/Prov) <i>(Added effective July 1, 1998)</i>	Provide home modification services to income-eligible seniors and adults with disabilities in specified areas of county	Center for Independence of the Disabled	FY 98-99, then on an ongoing basis	CID continues to provide home modification services (e.g., ramps, grab bars, etc.) to seniors and adults with disabilities who meet income guidelines.
	Provide minor home repair and modification services to Coastside seniors and adults with disabilities	Senior Coastsiders	FY 98-99, then on an ongoing basis	Services are provided year round through a grant from Housing and Community Services. In addition, a once a year Home Rehab Day provides more extensive renovation for selected homeowners.
	Convene ad hoc committee to examine the availability of home repair and modification programs and the need for additional programs.	Aging and Adult Services	FY 98-99	Secured inventory of programs from Community Information Program

**Obj. .8 Explore intergenerational issues (e.g.. caregiving by grandparents) and develop strategies to improve the quality of life**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Promote activities that will increase respect, understanding, and cooperation between generations (COA/COD/Prov)	Develop and implement intergenerational programs within the community for the Congregate Nutrition Program (i.e. grade school classes adopting a day a month to have lunch with seniors)	Commission on Aging Nutrition Committee/ Congregate Nutrition providers	FY 96-97	Many providers foster intergenerational programs. One adult day care center invited preschoolers to interact with the participants ; one Meals on Wheels provider has grade school students write and send holiday cards to MOW participants; one center had a ROP food service training program preparing meals; one site celebrates grandparents' day, inviting children, grandchildren, and great grandchildren for lunch.
	Co-sponsor intergenerational events to promote socialization between the generations	Volunteer Center/ Commission on Aging	FY 95-96, then on an ongoing basis	The Volunteer Center and the Commission on Aging continue to co-sponsor two intergenerational events, the Senior Prom and the Valentines Day Dance.
	Coordinate with Youth Commission	Commission on Aging/ Youth Commission	FY 95-97, then on an ongoing basis	Commission on Aging participated in two intergenerational events with the Youth Commission. Commission on Aging members attended meetings of the Youth Commission until it was disbanded. They also hold an intergenerational picnic in May.
	Schedule coastside-based Intergenerational Style Show	Youth Task Force/ Community-based organizations	4 <sup>th</sup> qtr. FY 96-97	Seton Medical Center and representatives from the Coastside Independent Elders Coalition were among the participants in the Youth Task Force's Intergenerational Style Show, which took place in April
	Provide youth with experiential training regarding sensory changes associated with aging	Seton Medical Center	FY 96-97	Seton Medical Center took the AGESense program to a 7 <sup>th</sup> grade class in Pacifica. Pacifica Tribune included an article on the event.

	Provide funding and work with provider on the development and implementation of a Foster Grandparent Program	Aging and Adult Services	FY 98-99	Start-up funding was awarded to Mills Peninsula Senior Focus for the last quarter of FY 98-99.	
	Collaborate with organizations providing support to grand-parents raising grandchildren	Aging and Adult Services	FY 99-00	Staff have worked with the East Palo Alto Grandparents Raising Grandchildren support group, have helped develop a 2-part cable TV show on Grandparents Raising Grandchildren, and have worked with the Human Services Agency and the Edgewood Center on outreach and community education.	
	Develop and implement intergenerational activities at Congregate Nutrition sites/senior centers	Commission on Aging Nutrition Committee	FY 99-00	Senior centers and adult day care centers have identified a need for intergenerational programs. Many agencies already have programs in place. The development of additional intergenerational programs has been put on hold until the Nutrition Task Force report is completed so that plans that are developed include information/findings from the study. Although no formal intergenerational programs/activities have been developed by the Commission, individual senior centers and adult day/health care providers recognize the need for and continue to plan appropriate intergenerational programs/activities.	
2.	Provide support to grandparents who are caring for their grandchildren (i.e. respite to attend meetings and programs) (COA/COD/AAS/Prov)	Establish support groups for grandparents caring for their grandchildren	Project FOCYS (YMCA)	FY 95-96	Project FOCYS began support groups in English, Spanish, and Tagalog.

Coordinate with Human Services Agency on the development of a program that will provide supportive services to grandparents caring for grandchildren.	Aging and Adult Services/ Commission on Aging	FY 98-99	Limited staff time was allocated to other high priority issues. There are no plans for this project at this time.
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**Obj. .9 Keep apprised of developments within the Mental Health network towards local implementation of an Integrated Services Agency demonstration project in San Mateo County and identify areas for joint planning and coordination**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
Contingent on implementation of Integrated Services Agency project in San Mateo County. Action steps to be developed at that time <i>(deleted effective July 1, 1998)</i>				

**Obj. .10 Develop and implement community education campaign that will provide information about issues of concern (emphasis on abuse/neglect, housing, transportation, emergency preparation/services, and services and supports for frail/at-risk individuals) to seniors and adults with disabilities and the resources that are available to them in their community. (added effective July 1, 1998)**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Make oral presentations to community groups (AAS/COA/COD) <i>(added effective July 1, 1998)</i>	Strengthen speakers bureau by: <ul style="list-style-type: none"> <li>• Providing orientation and training to speakers</li> <li>• Broadening scope to include mental health, health issues, brain injury, and safety</li> </ul>	Commission on Disabilities Outreach and Education Committee	FY 98-99 through FY 99-00	Group worked on the development of a speakers bureau brochure. Brochure will be completed by and disseminated in September 1999. Workshops were given at Teen Expo in Pacifica and the South San Francisco Widow and Widowers Group. Continue development of speakers bureau to promote positive image of persons with disabilities. The Committee was disbanded in FY 99-00, but the Commission remains committed to providing speakers in response to requests.

Conduct monthly sessions of the "Senior I & R Forum" for service providers	Aging and Adult Services/ Community Information Program	FY 98-99, then on an ongoing basis	Monthly meetings cover information on programs and resources.
Provide monthly sessions of "Orientation to Community Resources", an overview of services in San Mateo County to County employees, nonprofit agency staff, school counselors, business people and others in the community	Community Information Program (C.I.P.)	FY 98-99, then on an ongoing basis	C.I.P provides orientation sessions on a monthly basis
Convene Interfaith Council on Coastside	Senior Coastsiders	FY 98-99, then on an ongoing basis	Group met regularly until January 1999, when it was discontinued.
Make presentations to the faith community, groups/organizations targeting the minority community, businesses	Health Services Agency	FY 98-99	A planning group continues to meet to develop an infrastructure for the health ministries program. Outreach efforts have been minimized until the planning is completed and an infrastructure is in place. The current emphasis is on securing a grant to facilitate the planning process.
Convene meetings to coordinate community education efforts within the Health Services Agency	Health Services Agency	FY 98-99 through FY 99-00	Aging and Adult Services staff has participated in a series of meetings involving staff from other divisions within the Agency. Meetings have included discussions on resource sharing, brochure development and dissemination, and staffing community events.
Convene bi-monthly health ministries meetings to share information	Sequoia Hospital	FY 98-99	Sequoia Hospital has convened meetings of several South County congregations that have functioning health ministries.
Make presentations at senior centers, nutrition sites, day care centers, support groups,.	Aging and Adult Services	FY 98-99	Aging and Adult Services staff made presentations at four senior programs.

Provide sensitivity training to information providers and SamTrans	Commission on Disabilities ADA Committee	FY 98-99	This responsibility has been taken on by the Paratransit Coordinating Council
Develop and implement program to link faith and health communities	Health Services Education Committee (San Mateo Co.)	FY 98-99 through FY 99-00	Aging and Adult Services staff has participated in a series of meetings on the development of health ministries in San Mateo County. The focus has been on the development of an infrastructure that will support the growth of health ministries. Planning grants are now being sought.
Conduct community forums on resources for independent living	Commission on Aging Community-based Continuum of Care Committee	FY 98-99 through FY 99-00	Forums were conducted with two A.A.R.P. groups, a women veterans group, and two senior center
Plan and implement educational forum on health care alternatives for seniors and adults with disabilities	New Beginning Coalition/ Aging and Adult Services	FY 98-99	The January 1999 meeting of the Coalition, "Update on Health Care," included presentations on Medicare, Medi-Cal, HMO Reform, the County's Well Program, and Legal Aid's Consumer Health Center.
Plan and implement educational forum on housing alternatives for seniors and adults with disabilities	New Beginning Coalition/ Aging and Adult Services	FY 98-99	The April 27, 1999 meeting of the Coalition, "Housing Alternatives for Seniors and Adults with Disabilities," featured speakers from San Mateo County Housing and Community Services, Mid-Peninsula Housing Coalition, Human Investment Project, Redwood City Planning and Redevelopment, and the San Mateo/Hillsborough/Burlingame/Foster City Leadership program 1997-98. It included information about home modification, home renovation and repair, housing options for renters, innovative projects, and plans for future affordable/accessible housing for seniors and adults with disabilities.

Plan and implement as series of workshops on Eldercare for County employees	Aging and Adult Services/ Employee Health & Fitness	FY 98-99 through FY 99-00	Brown bag workshops providing an overview on Eldercare and Eldercare resources were conducted at the Redwood City and San Mateo sites. In response to requests from participants, a second series of two ½-day workshops was scheduled for the same two locations. The first workshop focused on selecting in-home help, safety, and legal issues; the second workshop addressed psychosocial issues and County benefits supporting Eldercare. In FY 99-00, workshops were extended to the South San Francisco location.
Organize series of presentations on County services for seniors and adults with disabilities	Commission on Aging Community-Based Continuum of Care Committee	FY 99-00	Gave presentations on the TIES Line and services provided by Aging and Adult Services at three community forums.
Provide community forums on emergency preparedness	Commission on Aging Nutrition Committee in coordination with other committees/groups	FY 99-00	Two coalitions held successful trainings: -“Who Wants to Be Prepared,” which included a role play exercise and five breakout sessions on preparedness -“Developing a Disaster Plan for Residential Care Facilities.”
Educate members of the Commission on Disabilities about the TIES Line so that they can educate the community about it	Commission on Disabilities Information & Education Services/Aging and Adult Services	FY 99-00	Information and Education Services Committee was disbanded. Carry over to FY 2000-01.
Develop Commission on Disabilities materials, brochures, and logo to enhance visibility of/ knowledge about Commission on Disabilities and its activities	Commission on Disabilities Information & Education Services	FY 99-00	Information and Education Services Committee was disbanded . Carry over to FY 2000-01.

Schedule a minimum of two meetings between Linkages Program staff and Home Health agencies to provide education about what services each agency provides and to improve coordination and referral of clients between the programs	Linkages/Home Health Agencies	FY 99-00	Linkages staff has met with Home Health agencies to discuss the referral process, services provided, and communication between staff and case managers.	
Hold information-sharing summit for agencies serving people with developmental disabilities	Commission on Disabilities Information & Education Services Committee/Aging and Adult Services	FY 99-00	Information and Education Services Committee was disbanded. Delete activity.	
Educate the community about key issues in the Strategic Plan	New Beginning Coalition	FY 99-00	General meetings focused on the issues on Housing and Caregiving. Both sessions included a panel of guest speakers, extensive printed material, and an opportunity for participants to address questions to the panelists.	
Conduct community education campaign on county services for seniors and adults with disabilities	Commission on Aging Community-based Continuum of Care Committee	FY 99-00	Members of the committee participated in four community forums, speaking about the TIES Line and services provided by Aging and Adult Services.	
Increase awareness of abuse / neglect through community forums	Commission on Aging Legislative/Advocacy Committee	FY 99-00	A member of the Committee developed plans for collaborative abuse prevention and education campaign in Pacifica with the City of Pacifica and RSVP.	
2. Develop and disseminate written information, including information in other languages and in alternative formats (i.e. California Relay) <i>(added effective July 1, 1998)</i>	Assist organizations in senior and disabilities network in translating written material into languages prominent in the community	Commission on Aging Minority Elders Committee	FY 98-99 through FY 99-00	Committee members have assisted in translated written materials into Chinese (Cantonese and Mandarin), Tagalog, and Spanish. They have provided oral interpreters at community events. During FY 99-00, the Committee identified volunteer translators.
Utilize alternative methods to disseminate information (i.e. the				



Internet)			
Disseminate information through the faith community, Internet, SamNet, groups/organizations targeting the minority community, and other non-traditional modes of disseminating information			
Develop and disseminate accessibility standards for organizations planning events	Commission on Disabilities A.D.A. Committee	FY 98-99 Carried over to FY 99-00	Carry over to FY 99-00. In FY 99-00, Commission on Disabilities staff reviewed new meeting site facilities at the San Mateo County Expo Center and is exploring ways for community groups to utilize those facilities.
Use web sites to coordinate with city A.D.A. coordinators	Commission on Disabilities A.D.A. Committee	FY 98-99 carried over to FY 99-00	Carry over to FY 99-00. Delete activity (FY 1999-2000).
Strengthen speakers bureau by: <ul style="list-style-type: none"> <li>- providing orientation and training</li> <li>- broadening scope to include mental health and health issues, brain injury, safety, etc.</li> <li>- providing speakers for schools and the community-at-large</li> </ul>	Commission on Disabilities Outreach and Education Committee	FY 98-99	Group worked on the development of a speakers bureau brochure. Brochure will be completed by and disseminated in September 1999. Workshops were given at Teen Expo in Pacifica and the South San Francisco Widow and Widowers Group. A speaker from the California Brain Injury Association made a presentation at the May 1999 Commission on Disabilities general meeting.
Write and disseminate Commission on Disabilities Newsletter	Commission on Disabilities Outreach and Education Committee	FY 98-99	Wrote and disseminated two newsletters during FY 98-99.

Write and disseminate quarterly resource bulletins	Community Information Program	FY 98-99, then on an ongoing basis	The Community Information Program produced quarterly resource bulletins, highlighting new programs, changes in existing programs, and important information for human service providers.
Write and disseminate quarterly newsletter for consumers and providers	Implementation Coordination Committee/Aging and Adult Services	FY 98-99, then on an ongoing basis	3,500 of the newsletter are distributed each quarter to individuals and agencies serving seniors and adults with disabilities. The newsletter highlights activities by County and community-based providers that implement goals and objectives in the Strategic Plan.
Attend training on working with the media	Aging and Adult Services	FY 98-99	In June 1999, staff attended workshop on writing press releases.
Include article about the expansion of Registry services in the Public Authority's newsletter	Public Authority	FY 99-00	Because the expansion of the Registry is still under consideration at this time, an article about program expansion did not appear in the Public Authority's newsletter.
Increase community awareness of the Alzheimer's Day Care Resource Center by publishing an article about the program.	Aging and Adult Services	FY 99-00	An article about the Alzheimer's Day Care Resource Center appeared in the April 2000 edition of the Implementation Coordination Committee's Newsletter.
Increase awareness regarding abuse and neglect	Commission on Aging	FY 99-00	Minority Elders Committee conference focused on abuse awareness and prevention. Commissioners regularly disseminate written information on abuse and neglect at senior centers, community-based meetings and forums, and public events

**Obj. .11 Provide improved access to quality services and supports that will enable seniors and adults with disabilities to live safely in the community (added effective July 1, 1998)**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Advocate to maintain/improve the quality and availability of services and supports (AAS/COA/COD) (added effective July 1, 1998)	Provide written and oral testimony regarding in-home care	Commission on Disabilities Legislative Advocacy Committee/Commission on Aging Legislative/Advocacy Committee	FY 98-99	Group advocated for legislation requiring the State to pay its share of any wage increase above the minimum wage for IHSS workers. One community forum was held and a workgroup established to examine the issue of mandatory fingerprinting of IHSS workers.
	Ensure access by people with disabilities to the proposed unified system of fire and police	Commission on Disabilities Legislation & Advocacy Committee	FY 98-99	Eliminate objective, as issue was not a high priority.
	Advocate for increases in the SSI monthly payment and the elimination of disincentives associated with the program	Commission on Disabilities Legislation & Advocacy Committee	FY 98-99	Supported federal work incentives legislation (Kennedy-Jeffords and Lazio-Eshoo bills). Group also supported Social Security Administration's proposed rule making to increase the substantial gainful activity (SGA) allowance to \$900 per month.
	Provide written and oral testimony (including at the local level) regarding the entire continuum of housing	Commission on Aging Community-based Long Term Care	FY 98-99	Presented position paper before the Housing and Community Develop Advisory Group. In addition, wrote letters of support for continued funding of Section 8 and Section 202 Housing and proposals by Mid-Peninsula Housing Coalition and Leslie Foundation.
	Advocate for funding to support a statewide emergency preparedness program for seniors and adults with disabilities	Bay Area Emergency Preparedness Coalition for Seniors and People with Disabilities	FY 98-99	Coalition representatives from the 5 Bay Area Agencies on Aging worked with their respective California Senior Legislature representatives to draft legislation to fund the statewide program. The proposal was supported by each AAA director and won unanimous support of the legislators, but was not among its top ten priorities.

Participate in town hall meetings	Commission on Aging	FY 98-99	Representatives of the Commission on Aging participated in three town hall meetings conducted by legislators
Review and monitor legislation relating to Attendant Care/ In Home Supportive Services	Commission on Disabilities Legislation & Advocacy Committee	FY 99-00	Committee continues to review the MiCASA legislation, but has not made any recommendations.
Review and monitor legislation relating to employment and work incentives	Commission on Disabilities Legislation & Advocacy Committee	FY 99-00	Supported legislation (Kennedy-Jeffords Work Incentives Improvement Act of 2000).
Review and monitor legislation and other activity relating to the Americans with Disabilities Act and 504	Commission on Disabilities Legislation & Advocacy Committee	FY 99-00	Upon recommendations by the Legislation and Advocacy Committee, the Commission on Disabilities sent letters to the Governor and the Attorney General urging them not to sign on to any Amicus briefs submitted in the U.S. Supreme Court that would weaken the ADA.
Review and monitor legislation on affordable/accessible housing	Commission on Aging Legislative/Advocacy Committee and Community- based Continuum of Care Committee/Commission on Disabilities Legislation & Advocacy Committee	FY 99-00	No recommendations were made in FY 99-00 regarding affordable/accessible housing.
Analyze state and federal legislation regarding access to health care (e.g., Health Maintenance Organizations (HMO's); initiate legislative, if needed.	Commission on Aging Legislative/Advocacy Committee	FY 99-00	Committee members received an update on the status of HMO's and Medicare by HICAP (Health Insurance Counseling and Advocacy Program), but made no recommendations regarding health legislation.
Advocate for affordable/ accessible transportation for seniors and adults with disabilities	Commission on Aging Community-Based Continuum of Care Committee	FY 99-00	Commission members participated in SamTrans public hearings and are represented on the Paratransit Coordinating Council and other transportation-related committees.

	Analyze and advocate for legislation on key issues impacting San Mateo County seniors	Commission on Aging Legislative/Advocacy Committee	FY 99-00	Supported and advocated for AB 1819 (Shelley), Nursing Home Reform legislation, which was vetoed by Governor Davis. The group opposed State Senator Hayden's bill posing extra restrictions and requirements for elderly drivers.
2. Plan/implement new/improved services and supports <i>(added effective July 1, 1998)</i>	Develop and implement Foster Grandparents Program	Aging and Adult Services/Mills- Peninsula Senior Focus	FY 89-99 to FY 99-00	During FY 98-99, Aging and Adult Services staff met with representatives from Mills Peninsula Senior Focus to plan the new program. Aging and Adult Services staff continued to meet with Foster Grandparents Program staff during FY 99-00 to discuss volunteer recruitment and turnover, the development of new host agency sites, and a variety of administrative issues.
	Develop and implement Senior Companion Program	Aging and Adult Services/Mills- Peninsula Senior Focus	FY 98-99 to FY 99-00	During FY 98-99, Aging and Adult Services staff met with representatives from Mills Peninsula Senior Focus to plan the new program. Aging and Adult Services staff continued to meet with Senior Companion Program staff during FY 99-00 to discuss volunteer recruitment and turnover, the development of new host agency sites, and a variety of administrative issues.
	Set up mechanism for improved referrals between In Home Supportive Services Program and Day Care programs	Aging and Adult Services/Adult Day Care Network	FY 98-99	Meetings between representatives from Aging and Adult Services and the Network resulted in a special review of In-Home Supportive Service recipient files to identify individuals who would benefit from Day Care, but had not been referred.

<p>Meet with Public Authority to explore the expansion of job opportunities for existing individuals on the IHSS Registry</p>	<p>Aging and Adult Services/Public Authority</p>	<p>FY 98-99 to FY 99-00</p>	<p>Because discussions regarding the expansion of the IHSS Registry are still underway, existing workers are unable at this time to be referred to non-IHSS jobs via the Registry. The Public Authority has created a career ladder by offering its own ongoing training, a video resource library, an informational newsletter, and alerting workers to educational opportunities offered by other organizations.</p>
<p>Expand services provided by the Public Authority IHSS Registry to include non-IHSS in-home providers</p>	<p>Aging and Adult Services/Public Authority</p>	<p>FY 98-99 to FY 99-00</p>	<p>The expansion of the Public Authority's Registry to include referrals to non-IHSS recipients is still under discussion. There is also discussion about the possibility of re-establishing the Supplementary In-Home Supportive Services Program.</p>
<p>Identify and address issues relating to decreased utilization of Congregate Nutrition Program:</p> <ul style="list-style-type: none"> <li>• compile results from surveys and focus groups</li> <li>• review research</li> <li>• produce report containing recommendations for improving utilization</li> <li>• implement recommendations</li> </ul>	<p>Commission on Aging Nutrition Committee/Senior Center Directors Task Force</p>	<p>FY 99-00</p>	<p>The Congregate Nutrition Task Force completed its work and issued its report in October 1999. The report was based on information gathered from surveys of people who attend senior centers but don't participate in the meal program, focus groups and individual interviews with Brown Bag recipients who do not attend the meal program, and research regarding national, regional, and local congregate meal trends. During FY 2000-01, a process will be developed to select and fund recommended model projects.</p>
<p>Meet with Public Authority to explore the role of incentives in attracting/maintaining in-home workers</p>	<p>Aging and Adult Services/Public Authority</p>	<p>FY 99-00</p>	<p>In addition to providing free training, Aging and Adult Services and the Public Authority have negotiated for a pay increase, bus vouchers, and limited tuition reimbursement as added incentives for workers.</p>

Schedule in-service trainings to improve coordination and referrals between Linkages Program and Home Health agencies	Aging and Adult Services/Home Health Agencies	FY 99-00	Home Health agencies have come to Linkages and MSSP meetings to discuss the referral process, services provided, and communication between agencies.
Conduct outreach and publicity campaign to recruit volunteers for the new Foster Grandparent Program	Mills-Peninsula Senior Focus/Aging and Adult Services	FY 99-00	A brochure highlighting the Foster Grandparent and Senior Companion programs was developed and disseminated. Staff made presentations about the two programs to the Commission on Aging and at numerous sites throughout San Mateo County.
Conduct outreach and publicity campaign to recruit volunteers for the new Senior Companion Program	Mills-Peninsula Senior Focus/Aging and Adult Services	FY 99-00	A brochure highlighting the Foster Grandparent and Senior Companion programs was developed and disseminated. Staff made presentations about the two programs to the Commission on Aging and at numerous sites throughout San Mateo County.
Schedule presentations by Linkages Program with San Mateo County General Outpatient Clinics to increase understanding of the services provided and to enhance referrals	Aging and Adult Services	FY 99-00	Representatives from Aging and Adult Services' Case Management programs have met on an ongoing basis with staff from the Outpatient Clinics to clarify eligibility criteria and program services.
Schedule meetings between IHSS and Linkages staff to improve coordination and referrals between the Linkages Program and In-Home Supportive Services	Aging and Adult Services	FY 99-00	Staff from IHSS and Linkages have met monthly to discuss the status of referrals. The Linkages supervisor provides an orientation to all new IHSS staff.

	Provide nutritional treats that complement home-delivered meals to recipients of Meals on Wheels on identified holidays	Second Harvest Food Bank/Meals on Wheels Providers/Aging and Adult Services	FY 99-00	Sees Candy was included with holiday meals delivered to Meals on Wheels recipients.
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**GOAL 4: HONORING AND SUSTAINING OUR GROWING POPULATION OF SENIORS**

*To provide a network of services, programs, and supports that enables seniors to remain independent, to reside safely in their homes, and to participate fully as valued members of their communities*

**Obj. .1 To improve the coordination of the existing leadership base of seniors and adults with disabilities on planning and policy groups relating to issues of significance to those groups**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Develop, update regularly, and disseminate a matrix of planning and policymaking groups relating to affordable housing, re-zoning, shared housing and second units, public transportation and paratransit services, and employment programs for seniors and adults with disabilities, and the seniors and disability advocates who sit on them (COA/COD)				
2. Organize a phone tree and speakers bureau that will respond quickly to local and County agenda items that impact the independence of seniors and adults with disabilities and their participation in the community (COA/COD)	Develop a Speakers Bureau and Train the Trainer Program for professionals and consumers to provide education and sensitivity presentations about living with a disability	Commission on Disabilities Outreach & Education Committee	3rd qtr. FY 95-96 through 1st qtr. FY 96-97	Development of the Speakers Bureau began in 3 <sup>rd</sup> quarter FY 95-96, with October 1996 as the proposed implementation date. Plans to develop a phone tree have been dropped.
3. Utilize technology (i.e. computers) to improve access to information (COA/COD/AAS)	Use Internet to obtain information regarding state and federal legislation	Commission on Disabilities/ Commission on Disabilities Outreach and Education Committee	FY 97-98, then on an ongoing basis	The Commission on Disabilities has accessed the Internet through the Health Services Agency and Congresswoman Anna Eshoo's Office to obtain needed information proposed legislation. The Commission is looking at the possibility of developing its own web page.
4. Utilize a variety of means of communication to reach these groups (i.e. radio announcements) (COA/COD/Leg)				

**Obj. .2 To increase the participation of seniors, adults with disabilities, leaders of ethnic communities, & consumers in health care planning advocating for:**

- increased funding of services that enable seniors & adults with disabilities to remain living in their homes
- services that are responsive to the needs of our culturally diverse community

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Develop a group of senior volunteers (i.e. through churches) who will provide respite for caregivers so they can participate in those types of activities (NBC/COA/COD/Prov)	Identify church groups and other volunteer-based organizations Develop survey (can be phone-based) Implement surveys Evaluate survey results and identify interested individuals Evaluate viability of program and ability to sustain itself Develop training for providers Advertise	New Beginning Coalition staff and Resource Committee/Bay Area Health Ministry/ CHAMP/ Volunteer Center/ RSVP/ Friendly Visiting	3rd qtr. FY 96-97	The Bay Area Health Ministry, the County of San Mateo, Catholic health Care West, and the Coastsides Interfaith Advisory Council are collaborating on ways to meet the unmet needs of the under-served. A training program, tentatively scheduled for the fall, will train members of local congregations on the promotion of health through ministry.
	Work with Interfaith Advisory Council to identify seniors needing assistance and to recruit volunteers from church congregations to meet those needs	Senior Coastsiders and Interfaith Advisory Council	Starting FY 96-97, then on an ongoing basis	Group meets monthly

<p>2. Determine an area/common areas of interest/joint projects &amp; convene meetings around those subjects (NBC/COA/COD)</p>	<p>Schedule discussions at quarterly New Beginning Coalition meetings</p>	<p>New Beginning Coalition's Education and Presentations Committee, in coordination with all New Beginning Coalition committees, the Commission on Aging, Commission on Disabilities, health care providers, and day care programs</p>	<p>2nd qtr. FY 96-97</p>	<p>A New Beginning Coalition quarterly meeting focusing on taking charge of one's own health care took place the 1<sup>st</sup> quarter of FY 97-98.</p>
	<p>Develop and implement fundraising activities to support Supplemental Meals on Wheels Program</p>	<p>Board of Supervisors/ Commission on Aging/ Commission on Disabilities/ Community-based organizations</p>	<p>3<sup>rd</sup>-4<sup>th</sup> qtr. FY 95-96, then on an ongoing basis</p>	<p>Until 1999, two major fundraising events took place each fiscal year—a fundraising letter by the County Board of Supervisors and a special shopping day at Macy's.</p>
	<p>Promote the expansion of Brown Bag Program to include persons whose incomes are 125% of poverty</p>	<p>Commission on Aging Legislative Advocacy Committee</p>	<p>FY 97-98</p>	<p>Commission supported SB 1542 (Knight) Brown Bag Program, which raised the eligibility level for persons participating in the program from poverty level to 125% of poverty.</p>
	<p>Analyze the impact of pets on the health of seniors and adults with disabilities</p>	<p>Commission on Disabilities</p>	<p>FY 97-98</p>	<p>Approved letter of support to the San Mateo County State Legislative Delegation in support of AB 2020 (Thompson), which allows seniors and people with disabilities to have pets in mobile home parts and condominiums.</p>
	<p>Advocate for the expansion of funding for Alzheimer's Day Care Resource Centers</p>	<p>Commission on Aging Legislative Advocacy Committee</p>	<p>FY 97-98</p>	<p>Supported the budget augmentation of \$2.15 million for Alzheimer's Day Care Resource Centers to allow the establishment of 6 new programs statewide.</p>

	Plan and implement the expansion of the Meals on Wheels Program to include weekend service	Aging and Adult Services/ Meals on Wheels Coalition	FY 97-98 through FY 98-99	Meals on Wheels Program by Catholic Charities has been expanded to include weekend service to most critical/at-risk recipients. This is result of a client survey. Other providers polled their clients and found that the current level of service is meeting their needs. In FY 98-99, all Meals on Wheels providers were providing weekend meals for clients who needed them.
	Convene meetings to stabilize funding for Supplemental Meals on Wheels Program	Aging and Adult Services/ Meals on Wheels Coalition	FY 97-98 through FY 98-99	A fee structure has been developed for non-Medi-Cal recipients of Supplemental Meals on Wheels. Implementation will take place in FY 98-99.
3. Provide material in appropriate languages for those who are non-English-speaking (NBC/COA/COD)	Provide written and oral translations for service providers	Commission on Aging Minority Elders Committee and representatives from other ethnic groups	FY 95-96, then on an ongoing basis	The Commission on Aging Minority Elders Committee reviewed all material for distribution at forums and identified volunteers to translate material into Chinese, Japanese, Tagalog, and Spanish.
	Identify resources for translations and secure commitment to assist, as needed Provide material, as requested, at all New Beginning Coalition meetings	All New Beginning Coalition committees	FY 95-96, then on an ongoing basis	The New Beginning Coalition has coordinated with the Commission on Aging's Minority Elders Committee regarding written and oral translations. Translations (both written and simultaneous oral translations) have been available, upon request. For information on simultaneous translations, see Goal 5, Objective 1, Action 4

**Obj. 3 To expand the base of volunteers who provide support to seniors**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Identify geographic areas and programs needing volunteer support (COA/COD/AAS/Prov)	Survey participants at Congregate Nutrition sites to identify need for volunteer support. Analyze results.	Commission on Aging Nutrition Committee/ Congregate Nutrition providers/ Volunteer Center	FY 96-97 through FY 98-99	Congregate Nutrition site managers have requested assistance with recruiting and managing volunteers. An ad hoc committee has met to outline the contents of a generic handbook which volunteers at Congregate Nutrition sites would use. In FY 98-99, the handbook will be completed and training will be developed. The CoA Nutrition Committee identified two areas where support was needed—1. handbooks for perspective/new volunteers and for volunteer management and 2. training for site managers. In FY 98-99, the first handbook was completed and distributed (hard copy and disk) and one training with RSVP took place.
	Provide orientation sessions for prospective members of boards and commissions	Volunteer Center	FY 95-96, then on an ongoing basis	Provided quarterly training sessions that prepared individuals to be successful participants on boards and commissions.
	Implement recruitment campaign for volunteers who will work with frail/at-risk individuals	Retired and Senior Volunteer Program/community-based organizations	beginning FY 95-96, then on an ongoing basis	Held kickoff event to highlight campaign. Implemented extensive outreach effort through the media. Senior clubs have been invited to adopt a non-profit agency in their neighborhood. Half Moon Bay AARP #1931 was the first to respond, having adopted the local Meals on Wheels Program. Millbrae AARP #2049 members knit/crochet items and deliver them to patients at Serra Convalescent Hospital.

	Implement Agency Disaster Preparedness Program, which focuses on the use of emergent volunteers during a disaster	Volunteer Center/ Community-based organizations	2 <sup>nd</sup> -4 <sup>th</sup> qtrs. FY 96-97	Center has begun providing training and assistance to agencies in the development of a volunteer component for their disaster plans
	Promote recruitment of volunteers serving at-risk seniors and adults	Volunteer Center	FY 95-96	Provided news coverage regarding the need for volunteers serving frail/at-risk seniors and adults in 34 newspapers and 92 corporations
2. Implement neighborhood-based volunteer recruitment campaigns through TV, radio, local media (COA/COD/AAS/Prov)	Conduct local volunteer recruitment for Congregate Nutrition sites	Commission on Aging Nutrition Committee/ Media Subcommittee/ Congregate Nutrition Providers/Volunteer Center	FY 96-97 Ongoing	Made presentations to senior clubs and programs in the Hispanic and Asian/Pacific Island communities. In FY 98-99, countywide volunteer recruitment by the Nutrition Committee was limited to information in the Volunteer Handbook. Individuals agencies recruit volunteers from their local communities, businesses and volunteer agencies. In FY 99-00, aside from the volunteer handbook, there was no activity related to volunteer recruitment
	Utilize local resources to promote volunteer recruitment	Retired and Senior Volunteer Program	FY 95-96	Put advertising cards on SamTrans buses and promotional material in PG&E mailings.
	Conduct outreach campaign targeting minority communities	Retired and Senior Volunteer Program	FY 95-96	Made presentations to senior clubs and programs in the Hispanic and Asian/Pacific Island communities
	Outreach potential senior volunteers through retiree organizations	Volunteer Center/ Retired and Senior Volunteer Program	FY 95-96	Make presentation on volunteerism to retired airline employees
	Recruit volunteers for annual Home Rehab Day on Coastside	Senior Coastsiders Senior Center	FY 95-96, then ongoing	Recruited volunteers for annual one-day home rehabilitation event and provided safety/habitability work on homes of seniors and adults with disabilities living on the Coastside.

	Develop public service announcement to recruit volunteers for Congregate Nutrition sites	Commission on Aging Congregate Nutrition Committee	FY 98-99	Media campaign has been put on hold until Congregate Nutrition is completed.
3. Identify and disseminate information about resources for volunteer skills enhancement and coordination (AAS/Prov)	Participate in semi-annual volunteer meeting. Provide expertise regarding volunteers in Congregate Nutrition	Commission on Aging Nutrition Committee/ Media Subcommittee/ Congregate Nutrition Providers/ Volunteer Center	FY 96-97, Through FY 98-99	No progress has been made. To be reviewed in FY 97-98. In FY 98-99, a volunteer handbook was completed and volunteer training was provided.
	Provide volunteer training at Congregate Nutrition sites	Commission on Aging Nutrition Committee	FY 98-99	In June 1998, the Nutrition Committee began the development of the Working with Volunteers Handbook, which will focus on management of Nutrition Program volunteers. "Hospitality Service" training planned for the fall site managers' meeting.
4. Recognize and reinforce participation in volunteer activities at County and community levels through recognition events and publicity (COA/COD/AAS/Prov)	Use media to highlight the positive contributions of volunteers- both senior volunteers and volunteers that work with the senior community.	Media/Retired Senior and Volunteer Program/Volunteer Center/Providers	Ongoing	There has been monthly newspaper coverage on the positive contributions of volunteers in the San Mateo Times and in other local weekly papers.
	Hold annual event to recognize the positive contributions of volunteers- both senior volunteers and volunteers that work with the senior community	San Mateo County Mental Health	4 <sup>th</sup> qtr. FY 96-97, then on an ongoing basis	The annual recognition event has taken place in May of each year at Twin Pines Lodge in Belmont. Representatives from the Board of Supervisors, Mental Health, Aging and Adult services, and community-based organizations honor the senior peer counselors.
	Schedule annual recognition events for senior and retired volunteers	Retired Senior and Volunteer Program	Ongoing	RSVP has held annual recognition events for its volunteers for the last 25 years.

Coordinate with local Congregate Nutrition providers and with County in planning and implementing annual recognition events and publicity	Commission on Aging Nutrition Committee/ Congregate Nutrition Providers	FY 96-97, then on an ongoing basis	Individual Congregate Nutrition sites continue to recognize the contributions of their volunteers in annual luncheons and dinners, and through the distribution of small gifts. This complements the verbal praise and recognition that they receive on an ongoing basis. In FY 98-99, agencies recognized their volunteers in April, Volunteer Appreciation Month.
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**Obj. .4 To include seniors, adults with disabilities, leaders of ethnic communities, and consumers in planning, advocacy, and monitoring activities within each community service area**  
*(Deleted effective July 1, 1998)*

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Work with local planning groups to develop and implement a plan for each community service area (COA/COD/Dept/Prov) <i>(Deleted effective July 1, 1998)</i>	Convene monthly meetings of seniors, adult with disabilities, community leaders, and agency representatives to serve as local planning group	Coastside Independent Elders Coalition	FY 94-95, through FY 97-98	Coalition meets monthly to plan educational programs, discuss community needs and plans for meeting those needs, and advocate for consumers in their community.
	Identify local needs and encourage Congregate Nutrition providers to customize nutrition program to meet the special needs of their community	Commission on Aging Nutrition Committee/ Congregate Nutrition Providers	FY 96-97 Ongoing	While no formal plan has been developed or implemented, the Nutrition Committee has worked with a small site which serves a targeted population in CSA I around issues of leftover food and food leaving the site. Congregate Nutrition sites that serve predominantly minority populations provide ethnic meals on special occasions—Self-Help for the Elderly is serving Chinese-style meals at least once a week at its San Mateo Congregate Nutrition site; Fair Oaks Senior Center provides Mexican-style meals several times per month; and the St. Andrew’s site in Daly City also provides ethnic meals on an occasional basis. A survey was conducted of both Congregate and Meals on Wheels programs.



			<p>There continue to be several sites that serve complimentary cultural meals, (e.g., Filipino, Chinese, African American, and Latino). Some sites have caterers who prepare these meals daily, while other sites contract with the central kitchen, which regularly schedules ethnic meals. Since the Nutrition Task Force was convened, more sites have begun to look at other ideas that address the specific needs of the community.</p>
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**GOAL 5: RESPECTING OUR DIVERSITY**

*To ensure that the network of services and supports for seniors and adults with disabilities reflects an understanding of and respect for this county's cultural and racial diversity and is free of ethnic, cultural, and/or language barriers to utilization of services*

**Obj. .1 To foster increased understanding of and respect for the cultural diversity that exists in San Mateo County**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
<p>1. Work with ethnic organizations, educational institutions, and other appropriate individuals and organizations to develop materials and conduct workshops for agency staff and volunteers on the influence of race and culture on seniors and adults with disabilities (All)</p>	<p>Identify cultural and institutional barriers to participation by the diverse community and develop and implement strategies to overcome those barriers</p>	<p>Commission on Aging Minority Elders Committee/ COA Nutrition Committee/ Congregate Nutrition providers</p>	<p>FY 96-97, then on an ongoing basis</p>	<p>The Minority Elders Committee of the Commission on Aging has been working on the development of materials and workshops on an ongoing basis. The former president of the Commission on Aging serves as the liaison to the Community Advisory Committees of Seton Medical Center and Kaiser Hospital, providing expertise and input on cultural diversity. The President of the Commission on Aging and staff from Aging and Adult Services have been guest lecturers for a class on aging in the minority community for students in the College of Notre Dame's Masters in Gerontology Program. In FY 98-99, the Nutrition Committee and Congregate Nutrition Providers collaborated on the development of a survey to assess the reasons for declining participation in Congregate Nutrition programs. In addition, a focus group was conducted in each geographic area of the county. Results from the surveys will be tabulated, input from the forums compiled, and a report completed for presentation to the Board of Supervisors in October 1999.</p>

Recruit people with disabilities from the minority communities to participate in the Speakers Bureau	Commission on Disabilities Outreach & Education Committee	4th qtr. FY 95-96 through 4th qtr. FY 97-98	Development of the Speakers Bureau began in the 4 <sup>th</sup> quarter of FY 95-96. The start-up date was in October 1996, in coordination with Disabilities Awareness Month.
Provide Coastside-based forums for the discussion of diversity	Coastside Independent Elders Coalition	FY 95-96, through FY 96-97	Beginning in the 3 <sup>rd</sup> quarter of FY 95-96, the Coalition began to schedule discussions on diversity in its meetings. The Coalition also secured a copy of a videotape, "It's in Everyone of Us," to loan to other Coastside organizations to promote appreciation of diversity. The November 1996 annual retreat included a discussion on the issue of diversity, resulting in the establishment of the Diversity Committee.
Highlight culturally-relevant athletic activities at the Senior Games	Seton Medical Center (as part of Catholic Health Care West)/consumers	FY 96-97	The April 1997 event featured demonstrations of Tai Chi and Luk Tung Kuen, and table tennis as a event. Each of these is prominent in the Asian community.
Purchase culture-specific resource guide for nursing unit	Seton Medical Center	FY 96-97	Seton Medical Center has purchased and disseminated copies of "Culture and Nursing Care," a health culture-specific resource guide for health care professionals, to each nursing unit.
Identify existing workshop and materials and make list available to New Beginning Coalition members	Resource and Education and Presentations Committees of the New Beginning Coalition	FY 95-96, then on an ongoing basis	Coordinated with Commission on Aging Minority Elders Committee regarding resource persons and material. Committee was later disbanded.
Schedule educational forum on diversity for consumers and agency representatives	New Beginning Coalition	2 <sup>nd</sup> qtr. FY 98-99	The October 27, 1998 meeting of the Coalition featured an internationally renowned speaker on diversity from UCSF.

<p>2. Direct service, support, and management staff of Aging and Adult Services, and all agencies contracting with Aging and Adult Services will be required to receive cross-cultural training (AAS/Prov)</p>	<p>Schedule attendance of Aging and Adult Services staff at county-sponsored training. Promote participation in other related training and events.</p>	<p>Aging and Adult Services/ Providers</p>	<p>FY 94-95, then on an ongoing basis</p>	<p>Aging and Adult Services staff are required to attend the County-sponsored training program. They are also encouraged to attend training provided by the Hispanic Concilio and to attend County-sponsored multi-cultural programs and events. Aging and Adult Services staff disseminate information about diversity training/events to providers and encourage their participation.</p>
<p>3. Volunteers within Aging and Adult Services and volunteers and board members of agencies contracting with Aging and Adult Services will be required to receive cross-cultural training (AAS/Prov)</p>				
<p>4. Employees and volunteers of provider organizations will have the language capability (or access to interpreters) and knowledge of the culture(s) of the people they are serving (All)</p>	<p>Have interpreters available meetings, upon request</p>	<p>New Beginning Coalition, in coordination with Commission on Aging Minority Elders Committee and the Commission on Disabilities</p>	<p>FY 95-96, then on an ongoing basis</p>	<p>Aging and Adult Services purchased translation units, which can accommodate simultaneous translation of two languages for up to 40 persons. Prior to the purchase of the equipment, rental equipment was used. Interpretation services are provided, upon request. Aging and Adult Services utilizes translation equipment at meetings, forums, and conferences for providers, the Commission on Aging, Commission on Disabilities, and the New Beginning Coalition. Equipment is available for loan to providers in the Aging and Disabilities networks.</p>
	<p>Provide culturally sensitive educational programs that are appropriate for North County</p>	<p>Seton Medical Center, in collaboration with Self-Help for the Elderly and the Hispanic Concilio</p>	<p>FY 96-97</p>	<p>Educational presentations have been made in conversational English and Tagalog for the Asian community and in Spanish for the Latino community.</p>

	All agencies contracting with Aging & Adult Services to provide services to seniors and adults with disabilities are required to address this issue in their proposals for funding	Aging and Adult Services/ Community-based organizations	3 <sup>rd</sup> quarter FY 96-97, then on an ongoing basis	The Request for Proposals for FY 1997-98 through FY 2000-01 included this requirement.
	Expand disease prevention program to include services targeted to Pacific Asian seniors	Aging and Adult Services/ Self-Help for the Elderly	FY 97-98 through FY 98-99	Planning for program expansion took place in FY 97-98. Additional program sites will be opened in FY 98-99, with additional staff who have expertise with target population.
	Develop and implement targeted case management program for Pacific Asian seniors and adults with disabilities	Aging and Adult Services	FY 97-88 through FY 98-99	In FY 97-98, developed standards for targeted case management. In FY 98-99, discussions continued, but implementation was put on hold due to budget constraints.
5. Hold event that focuses on diversity awareness and appreciation for providers and consumers (AAS/NBC) <i>(added effective July 1, 1998)</i>	Focus quarterly Coalition meeting on the issue of diversity	New Beginning Coalition/ Aging and Adult Services	2nd qtr. FY 98-99	The October 27, 1999 meeting of the Coalition featured a presentation entitled "Valuing Diversity: Learning to Highlight Similarities While Acknowledging Differences."
	Hold town hall meeting targeting the Asian Pacific Island community	National Pacific Center on Aging/Commission on Aging	FY 98-99	Approximately 75 individuals attended the town hall meeting in Daly City. The meeting was part of a nation-wide initiative to enhance social and health services for Asian Pacific Islander American elders.
	Hold Bay Area regional conference targeting Asian Pacific Island Community	National Pacific Center on Aging/Commission on Aging/Aging agencies from other Bay Area Counties	FY 98-99	A Bay Area-wide conference was on April 29, 1999 in San Francisco. The conference, which was a culmination of NAPCA's town hall meetings in the Bay Area, focused on the availability, accessibility, and affordability of senior services to Asian Pacific Island elders.

**Obj. .2 To promote the selection of a more diverse leadership within the provider network of services to seniors and adults with disabilities**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. In coordination with leadership from our diverse communities, develop a mechanism for identifying individuals who are willing to serve on agency boards, public commissions, and advisory boards (All)	Perform outreach within diverse communities	Commission on Aging Minority Elders Committee and representatives from other ethnic groups	FY 95-96 then on an ongoing basis	The Minority Elder's Committee representative from the Volunteer Center participates in the recruitment of minority individuals and trains them, upon request, for appointment to agency boards, commissions, etc.
	Through recruitment and participation in Speakers Bureau, develop leadership skills of individuals from minority communities	Commission on Disabilities Outreach & Education Committee	4th qtr. FY 95-96 through 1st qtr. FY 97-98	The development of the Speakers Bureau began in the 4 <sup>th</sup> quarter of FY 95-96. It became operational in October 1996.
	Through community outreach efforts, develop and maintain community advisory board membership that is representative of the community that Seton Medical Center serves	Seton Medical Center	FY 96-97, then on an ongoing basis	Membership of the community advisory boards reflects the ethnic makeup of the North County area.
	Disseminate information about employment opportunities and positions on leadership and advocacy groups at quarterly New Beginning Coalition meetings	New Beginning Coalition	FY 95-96, then on an ongoing basis	Quarterly meetings of the New Beginning Coalition include the sharing of information about employment opportunities and vacancies on boards and commissions. Announcements are reflected in the minutes that are distributed to the Coalition mailing list.

2. Encourage governing boards of private non-profit agencies to develop and implement plans that will provide the means for their membership to reflect the diversity they serve by developing and disseminating educational and resource material that will assist them in recruitment and selection (All)	Recruit and recommend minority individuals for appointment to boards	Commission on Aging Minority Elders Committee/ Volunteer Center	FY 96-97, then on an ongoing basis	See Goal 5 Objective 2.1
	Disseminate copies of the Strategic Plan to community-based organizations. Highlight goals in cover letter	New Beginning Coalition Steering Committee	Starting 1st qtr. FY 95-96, then ongoing through 4th qtr. FY 96-97	Disseminated copies of the Strategic Plan to individuals who have been involved in its development, to organizations serving seniors and adults with disabilities throughout San Mateo, and members of the community-at-large. Requests for copies of the Plan have been received from organizations throughout California, as well as from other areas of the country. Copies of the Plan are brought to key meetings involving the aging and/or disabilities networks.

**Obj. 3 To invite consumers, professionals, and providers involved in the Latino, African-American, Native Americans, and Asian/Pacific Island communities to plan and implement changes in the way services and support are organized and delivered in order to be more culturally sensitive and acceptable**

<i>ACTION</i>	<i>HOW</i>	<i>WHO</i>	<i>TIMELINE</i>	<i>PROGRESS</i>
1. Co-sponsor a series of community forums targeting representatives of major ethnic groups in this county, for the purpose of soliciting input on the implementation of the Strategic Plan (NBC/COA/COD)	Hold a series of community forums targeting consumers in each of the community service areas	New Beginning Coalition/Commission on Aging/Commission on Disabilities	4th qtr. FY 94-95 through 1st qtr. FY 95-96	The Commission on Aging, Commission on Disabilities, and the New Beginning Coalition co-sponsored a series of 13 community-based forums throughout San Mateo County. Input from the forums was reflected in the Strategic Plan.

<p>2. Distribute surveys to key stakeholders in community-based organizations serving the minority community to solicit input regarding action steps (NBC)</p>	<p>Mail short survey to identify activities already planned/implemented by their organizations that relate to New Beginning Coalition goals/objectives and/or activities that are desirable, but not yet a part of any existing plan</p>	<p>New Beginning Coalition</p>	<p>4th qtr. FY 94-95</p>	<p>Surveys were mailed to 225 individuals/agencies. Input from respondents was reflected in the Strategic Plan.</p>
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**GOAL 6: CREATING SAFER, MORE ACCESSIBLE, MORE LIVABLE COMMUNITIES**

*To mobilize the leadership and energy of seniors and adults with disabilities to create and sustain safer, more accessible, and more livable communities*

**Obj. .1 To convene groups of seniors, adults with disabilities, fire departments, paramedics, public safety, and disaster preparedness planners within each community service area to develop and implement local plans that will ensure the safety of isolated and vulnerable residents (*delete effective July 1, 1998*)**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
<p>1. For each of four community service areas:                      - Develop a comprehensive list of individuals and agencies providing services to seniors and adults with disabilities, and invite them to participate on local planning groups                      - Convene local planning group                      * Develop and distribute a matrix of organizations, the services they provide, and their target population to participants in local planning group                      * Identify tasks to be undertaken during emergencies                      * Identify agencies currently responsible for specific tasks                      * Identify unmet needs                      * Identify vulnerable individuals                      + Individual agencies will develop and update lists of vulnerable individuals                      + Develop coordinated plan for contacting individuals who are at-risk during emergencies (COA/COD)                      (<i>deleted effective July 1, 1998</i>)</p>	<p>Distribute surveys to providers of services to seniors and adults with disabilities to assess what needs those agencies have in the area of emergency/disaster preparedness and to assist them in being better prepared</p>	<p>Bay Area Emergency Preparedness for Seniors and People with Disabilities</p>	<p>beginning FY 95-96, then on an ongoing basis</p>	<p>Surveyed providers of services for seniors and adults with disabilities. AAS continues to participate on the Bay Area Emergency Preparedness Coalition for Seniors and Adults with Disabilities. The following achievements took place during its second year of the grant: 1. AAS implemented disaster guidelines with all its contracted providers of services to seniors and adults with disabilities; 2. Two workshops to assist providers in complying with preparedness guidelines were held (Writing Your Agency Disaster Plan and Working with People with Disabilities in a Disaster); 3. A countywide train-the-trainer meeting was held on Disaster Preparedness for people with Disabilities in June 1997. Following the meeting, several providers offered on-site training for their participants; and 4. Several presentations were made at San Mateo County-based senior centers and housing facilities. A presentation was made at the paratransit Coordinating Council regarding the role and importance of accessible transportation in disaster preparedness. Although the Northern California Disaster preparedness Network funding ended 6/30/97, additional funding has been raised</p>

				<p>which will maintain a part-time coordinator position through the end of the year. The goals of the project continue to be to provide training and establish Memoranda of Understanding between home-delivered meals providers and community resources for meals.</p> <p>In 1996-97, AAS staff worked on the establishment of a local disaster preparedness program, <i>The San Mateo County CARD (Collaborating Agencies Responding to Disaster)</i>. 58 community-based agencies have participated in CARD. Although funding provided by the Northern California Disaster Preparedness Network was limited, the grant provided the opportunity to establish this collaborative for San Mateo County. The Peninsula Community Foundation has provided a grant for partial funding for FY 97-98.</p> <p>Achievements of the collaboration include: preparation of an Operating Guidelines Manual; development of a Disaster Plan which will incorporate community-based organizations into the traditional disaster relief and recovery system; ongoing disaster preparedness training (Writing an Agency Plan, Preparing Your Agency, HAM Operations); and the publication of a monthly newsletter.</p> <p>On June 6, 1997, the Health Services Agency of San Mateo County held its first disaster drill to test the new Health Services Operations Center. More than 50 members of Health Services participated. While the drill was a great success, it also helped identify areas that will need to be addressed in future meetings and drills.</p>
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				On June 16, 1997, 400 Vials of Life containers, containing emergency and medical information and advanced directives, were distributed to the participants of the 3 <sup>rd</sup> Annual San Mateo County Commission on Aging's Minority Elders Conference, <i>Staying in Charge: Making the Rest of Your Life the Best of Your Life.</i> "
	Develop and implement local program that will help identify, locate and safely return individuals who are memory impaired, due to Alzheimer's Disease or a dementia-related disorder	Aging and Adult Services/ Day Care Programs/ Alzheimer's Association	FY 95-96	Have provided training and disseminated written material regarding Safe Return Program to fire and police departments, the Commission on Aging, the Multi-disciplinary Team (MDT), the Information and Referral Forum, and other community agencies.

**Obj. .2 To assure that existing neighborhood-based programs for disaster preparedness or crime watch identify and include in their strategic plans the needs of isolated and vulnerable seniors and adults with disabilities (*delete effective July 1, 1998*)**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
<p>1. For each community service area:</p> <ul style="list-style-type: none"> <li>- Develop and disseminate educational material on the needs of vulnerable seniors and adults with disabilities</li> <li>- Develop and disseminate a comprehensive list of existing neighborhood-based programs involved in disaster preparedness or crime watch programs</li> <li>- Provide technical assistance to neighborhood-based programs on:               <ul style="list-style-type: none"> <li>* identification of emergency needs of vulnerable adults</li> <li>* development of plans for monitoring the vulnerable individuals they serve and plans for providing services to support them, especially during emergencies</li> <li>* development of strategies for involving vulnerable seniors and adults with disabilities in neighborhood-based programs (AAS)</li> </ul> </li> </ul>	<p>Plan and implement a workshop to assist agencies and the seniors and adults with disabilities that they serve in being better prepared for an emergency or disaster</p>	<p>The Bay Area Preparedness Coalition for Seniors and Adults with Disabilities (includes representatives from Aging Adult Services and Center for Independence of the Disabled)</p> <p>Red Cross/PREP Program/Bay Area Emergency Preparedness Coalition for Seniors and People with Disabilities</p> <p>S.F. Independent Living Center</p>	<p>FY 95-96</p> <p>1<sup>st</sup> qtr. FY 96-97</p> <p>2<sup>nd</sup> qtr. FY 96-97</p>	<p>The Bay Area Emergency Preparedness Coalition for Seniors and Adults with Disabilities held a workshop and disseminated materials it developed to assist agencies and their clients in being better prepared for an emergency or disaster.</p> <p>In Sept. 1996, providers were trained how they could better prepare their clients for an emergency.</p> <p>Aging and Adult Services staff attended training on how people with disabilities can prepare for a disaster.</p>

Require services providers contracting with Aging and Adult Services to develop a Disaster Preparedness Plan	Aging and Adult Services/Community-based organizations	Included in RFP issued January 1997	Aging and Adult Services has developed and implemented disaster preparedness guidelines for all of its providers of services to seniors and adults with disabilities. Agencies submitting proposals for FY 97-01 funding were required to develop a Disaster Preparedness Plan as part of their proposal. Two workshops were held to assist providers in complying with preparedness guidelines (Writing Your Agency Disaster Plan and Working with People with Disabilities in a Disaster.)
Review emergency shelters for ADA accessibility	CoD ADA Compliance Committee in collaboration with the American Red Cross	FY 98-99 to FY 99-00	In FY 98-99, Committee met with Red Cross to develop technical assistance plan for accessibility. Carry over to FY 2000-01.

**Obj. .3 To help organize new disaster preparedness or crime watch neighborhood-based organizations which include in their strategic plans the needs of isolated and vulnerable seniors and adults with disabilities (deleted effective July 1, 1998)**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. In each community service area: - Identify geographic area(s) not covered by disaster preparedness or neighborhood crime watch programs * Identify which unmet needs and communities want to start programs * Identify existing resources in those areas * Identify where new resources are needed * Implement community education program on preparedness for vulnerable individuals (see objective 6.2) (AAS) <i>(Deleted effective July 1, 1998)</i>	Develop and implement plan for distribution of emergency meal kits to targeted at-risk populations	Aging and Adult Services/ Second Harvest Food Bank	FY 95-96, then on an ongoing basis	Developed plans for the distribution of emergency meal kits.

Assemble and distribute earthquake preparedness boxes	Seton Medical Center/ Lincoln Park Senior Nutrition Site	FY 96-97	Participants in educational programs at Lincoln park received earthquake preparedness boxes.
Establish coordination group that will improve the ability of community-based organizations in San Mateo County to respond to emergencies/disasters	Bay Area Emergency Preparedness Coalition for Seniors and Adults with Disabilities	beginning FY 95-96, then on an ongoing basis	A new emergency preparedness coalition, Collaborating Agencies Responding to Disasters (San Mateo CARD Project) has formed to assist community-based organizations in becoming better prepared for an emergency and to improve coordination among community-based organizations in order to meet common needs during a disaster.

**Obj. 4 To identify funding for & implement a program which will provide volunteer escorts for seniors and adults with disabilities who need to walk or travel during evening hours or through areas in which they do not feel safe**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Identify geographic area(s) needing this type of program <ul style="list-style-type: none"> <li>- Convene general meeting to discuss concept</li> <li>- Convene follow-up meeting with agencies in areas needing this type of program</li> <li>* Identify and invite potential local resources (i.e. police auxiliary, walking clubs, service and health clubs, schools, FISH, Love Inc., and local churches to participate</li> <li>* Study similar types of programs in other areas</li> <li>* Develop program design and identify potential sponsor of program</li> <li>- Survey foundations for interest in an history of funding related programs               <ul style="list-style-type: none"> <li>- Submit proposal(s)</li> <li>- Secure funding</li> <li>- Implement program (AAS)</li> </ul> </li> </ul>				

**Obj. 5 To develop & implement an accessible transportation system which**

- is client-centered
- sensitive to disability and culture
- reliable
- safe
- recognizes access to services as crucial
- recognizes transportation as an integral component of the service delivery system; and
- includes new & innovative transportation services for seniors and adults with disabilities

*(Amended effective July 1, 1998)*

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Include SamTrans staff in the planning of programs/services for seniors and adults with disabilities (COA/COD/AAS/Prov)	Make official request to SamTrans for clarification of paratransit funding and expenditures in order to better understand the services SamTrans can provide to programs/services and participants	Commission on Disabilities Legislation & Advocacy Committee	3rd qtr. FY 95-96	A letter was sent to SamTrans requesting information regarding paratransit funding and expenditures.
2. Schedule presentations of goals/objectives & other related issues for SamTrans ADA Technical Advisory Committee & other appropriate advisory bodies (NBC/COD)	Invite Anne Flemer of Metropolitan Transportation Commission and other key individuals in the transportation field to discuss the future of transportation	Education and Presentations and Steering Committees of the New Beginning Coalition	4th qtr. FY 95-96 through 4th qtr. FY 96-97	The 3 <sup>rd</sup> quarter (January 1996) meeting of the New Beginning Coalition included presentations on the ADA and paratransit services by Anne Flemer of the Metropolitan Transportation Commission and Richard Weiner, a consultant with Crain and Associates.
	Devote quarterly meeting of the New Beginning Coalition to recent SamTrans paratransit study, proposed changes in the system, and perspectives of consumers, agencies, and community advocates	New Beginning Coalition/Commission on Aging/Commission on Disabilities/Paratransit Coordinating Council	3 <sup>rd</sup> qtr. FY 96-97	Plans for the January 28, 1997 Coalition meeting are being made.

	Provide input regarding fixed route changes proposed in SamTrans Bus Evaluation Study (March 1998)	Commission on Aging/ Commission on Disabilities	FY 97-98	Commission members attended SamTrans community meetings that were held through-out San Mateo County during April. Commissioners provided input as to how the proposed changes in the fixed routes will impact seniors and people with disabilities. Commissioners also advocated that these changes should not have any negative impact on the current “complementary” paratransit services.
	Schedule presentation regarding proposed changes contained in SamTrans Bus Evaluation Study (March 1998)	Commission on Aging/ Commission on Disabilities Joint Transportation Committee	FY 97-98	The manager of SamTrans Planning Department addressed the committee on the changes that were being proposed.
3. Develop and implement travel training program to help individuals learn how to use the bus system (Prov-2)	Provide travel training for people with disabilities who apply for RediWheels to maximize their ability to use the regular bus system and minimize their utilization of paratransit services	SamTrans/Peninsula Center for the Blind and Visually Impaired/Poplar ReCare/ RCH (Recreation Center for the handicapped)	4 <sup>th</sup> qtr. FY 96-97 through FY 97-98	A maximum of 30 hours of travel training is currently being provided to selected individuals who apply for RediWheels. Trainees automatically receive RediWheels services while they are in training.
4. Identify and train groups of individuals who need to learn how to use the bus system (Prov-2)	See Objective 5.4	See Objective 5.4	See Objective 5.4	See Objective 5.4
5. Explore the feasibility of using agency staff and/or trained volunteers to be travel trainers (Prov-2)	See Objective 5.4	See Objective 5.4	See Objective 5.4	See Objective 5.4
6. Develop peer trainers for travel training program (Prov-2)	See Objective 5.4	See Objective 5.4	See Objective 5.4	See Objective 5.4



<p>7a. Schedule presentations by SamTrans to New Beginning Coalition on innovations, etc. (NBC)</p>	<p>Schedule presentation on innovations in Transportation at a quarterly New Beginning Coalition meeting</p>	<p>Education and Presentations and Steering Committees of the New Beginning Coalition</p>	<p>2nd qtr. FY 96-97</p>	<p>Because SamTrans had engaged a consulting firm to complete a study of the paratransit system and to make recommendations regarding its future operation, the Coalition determined that its January '97 presentation should be on the study's recommendations and on hearing the perspectives of consumers and agencies dependent on paratransit services to transport their clients. Approximately 95 persons attended the meeting.</p>
<p>7b. (Expansion of original action 7.a to include presentations to other groups)</p> <p><i>Schedule presentations by SamTrans to other appropriate organizations on innovations, etc.</i></p>	<p>Schedule presentations from SamTrans and other organizations familiar with transportation in order to educate the COA/COD Transportation Committee on how transportation functions in San Mateo County</p>	<p>Commission on Aging/Commission on Disabilities Joint Transportation Committee</p>	<p>3rd qtr. FY 95-96 through 1st qtr. FY 97-98</p>	<p>Presentations by SamTrans Director of Finance were made during the months of May and June 1996.</p>
	<p>Work with SamTrans on developing presentations on innovative ideas that have been successfully implemented by other transit operators across the country</p>	<p>Commission on Aging/Commission on Disabilities Joint Transportation Committee</p>	<p>3rd qtr. FY 95-96 through 1st qtr. FY 97-98</p>	<p>At the April 1997 meeting of the New Beginning Coalition, the SamTrans manager of accessible services spoke about the possibility of making carpooling vans available to human service providers during their non-peak hours.</p>

	Keep the Commission on Aging and Commission on Disabilities apprised of developments/issues relating to accessible transportation by scheduling presentations by the Paratransit Coordinating Council at general meetings of the two commissions.	Commission on Aging/Commission on Disabilities	FY 98-99 through FY 99-00	The Commission on Disabilities began its quarterly presentations in 3 <sup>rd</sup> qtr. FY 98-99; the Commission on Aging Community-based Continuum on Care Committee scheduled a presentation during FY 98-99, while the full Commission began scheduling presentations by the Paratransit Coordinating Council during FY 99-00. In FY 99-00, the Commission on Aging and Commission on Disabilities regularly scheduled reports by the Paratransit Coordinating Council at their general meetings.
8. Target surveys to identify unmet transportation/paratransit needs to participants in programs serving adults with disabilities, and who are not current users of SamTrans' paratransit services (COA/COD)	Analyze survey results to define the population base	Commission on Aging/Commission on Disabilities Joint Transportation Committee	3rd qtr. FY 96-97 through 1st qtr. FY 97-98	As part of a review of the RediWheels paratransit service, the Community Liaison Committee was convened in FY 95-96 to provide community input. Participating on the committee are members from the Commission on Aging, Commission on Disabilities, Aging and Adult Services, Older Americans Act provider network, and adult day network. Specific activities under Action 8 will take in accordance with the identified timelines.
	Create focus groups of seniors and adults with disabilities to discuss results of survey	Commission on Aging/Commission on Disabilities Joint Transportation Committee	4th qtr. FY 96-97 through 1 <sup>st</sup> qtr. FY 97-98	See above
	Use input from focus group discussions on transportation needs to identify gaps in transportation services and impact on population base	Commission on Aging/Commission on Disabilities Joint Transportation Committee	1st qtr. FY 97-98	See above

9. Implement peer advocate program for transportation (COD/Prov)	Develop PCC Consumer Corps-- Recruit, train, and place consumer advocates	Paratransit Coordinating Council	Starting 2 <sup>nd</sup> qtr. FY 96-97, then on an ongoing basis	Training for Consumer Corps members took place in Nov. 1996. The program became operational in Dec.1996. A second recruitment and training took place in May, doubling the size of the Consumer Corps.
10. Ensure access to quality accessible fixed route and paratransit services through advocacy efforts. <i>(Added effective July 1, 1998)</i>	Provide written and oral testimony at SamTrans public hearings and forums and Paratransit Coordinating Council meetings.	Commission on Aging/ Commission on Disabilities	FY 98-99	The commissions participated in each of four SamTrans public hearings on proposed route changes.
	Coordinate with Paratransit Coordinating Council regarding quality of and accessibility to transportation services	Commission on Disabilities A.D.A. and Legislative Advocacy Committees/ Commission on Aging	FY 98-99	During FY 98-99, commissions arranged to have presentations by Paratransit Coordinating Council at general meetings to improve communication regarding transportation problems and issues.
	Advocate for improved access to transportation information through the use of alternative formats (e.g. California Relay)	Commission on Disabilities A.D.A. Committee	FY 98-99 Carried over to FY 99-00	Carry over to FY 99-00. Delete action for FY 99-00

**Obj. .6 To provide a coordinated and comprehensive system of emergency services that is accessible, sensitive to language/cultural diversity, and meets the needs of the seniors and adults with disabilities who reside in San Mateo County. (added effective July 1, 1998)**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Provide ongoing training and coordination regarding emergency preparation and disaster response to the network of community-based organizations (Prov) (added effective July 1, 1998)	Convene meetings of community-based organizations	Bay Area Emergency Preparedness Coalition for Seniors and Adults with Disabilities	FY 98-99 through FY 99-00	In September 1998, the Coalition received an Award of Excellence in Outreach from the Western States Seismic Policy Council for its work regarding emergency preparedness. In January 1999, 20 agencies contracting with Aging and Adult Services participated in a workshop. In April 1999, 26 agency representatives attended a workshop on emergency preparedness targeting disability service providers. Participants in each workshop were surveyed to identify their needs and to determine the focus of future trainings. In FY 99-00, two coalitions held two trainings: -“Who Wants to Be Prepared? which included a role play exercise and five breakout sessions on preparedness -“Developing a Disaster Plan for Residential Care Facilities.”
	Provide disaster preparedness seminars for residents within a particular city	Cities of Pacifica and San Mateo	FY 98-99	Both the cities of Pacifica and San Mateo held disaster preparedness seminars targeting residents of their respective cities.
	Recruit and hire staff to coordinate disaster preparedness training	Bay Area Emergency Preparedness Coalition for Seniors and Adults with Disabilities	FY 98-99	The Coalition hired a planner/coordinator.

	Seek funding to support collaborative emergency preparedness efforts	Bay Area Emergency Preparedness Coalition for Seniors and Adults with Disabilities	FY 98-99	Local grants were received from the United Way, The Commission on Aging (San Francisco), The San Francisco Foundation, PG & E, Bayer Corporation, and the Regional United Way.
	Provide emergency preparedness assistance to other areas of the state, as needed	Bay Area Emergency Preparedness Coalition for Seniors and Adults with Disabilities	FY 98-99	The Coalition's Planner/Coordinator provided consultation to the Office of Emergency Services regarding the concerns for seniors and people with disabilities in a disaster. This information will become part of the statewide OES manuals.
2. Ensure the safety of at-risk clients during an emergency <i>(added effective July 1, 1998)</i>	Agencies will prepare and maintain lists of at-risk clients	Aging and Adult Services/ Providers	FY 98-99	Aging and Adult Services, Meals on Wheels, Adult Day Care, and other providers have identified at-risk clients and are prepared to contact them in event of a disaster.

**GOAL 7: ADVANCING LOCAL HEALTH CARE AND HEALTH PROMOTION INITIATIVES**

*To establish local prevention and interventions that help the underserved while sustaining pressure for national health care reform*

<b>Obj. .1 To convene a workshop for the purpose of developing a model program for wellness, health promotion, and community health care targeting seniors and/or adults with disabilities</b>				
<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Develop a mailing list of current wellness providers, health care agencies, and other providers serving seniors and adults with disabilities (NBC)	Work with Community Information Program to identify providers	New Beginning Coalition staff and Resource Committee/ Community Information Program/ Health Plan of San Mateo	3rd qtr. FY 96-97	See Goal 7, Objective 1.2
2. Invite above agencies and other key stakeholders to a meeting to: - identify existing wellness programs, their target populations, and the range of services provided - identify and prioritize unmet needs (i.e. alcohol and drug prevention) - reach consensus on the basic design of a model program - develop strategy for further planning, resource development, and implementation of model program (NBC/Prov/Depts/Ed)	Schedule panel presentation and discussion groups on specific subjects, as viewed from the consumer perspective Share information with providers to develop model program Disseminate resource material on existing programs	New Beginning Coalition Education and Presentation and Steering Committees, in coordination with health care providers	3rd qtr. FY 96-97 through FY 97-98	Due to the implementation of the Welfare Reform Act and other changes (both proposed and actual) in our health and human services, the New Beginning Coalition has refocused its health care efforts to consumer education. The July 1997 quarterly meeting included a presentation by Aetna Health Plans of California, <i>Healthwise for Life</i> . The program is designed to build skills and confidence in medical self-care, doctor patient communications and medical consumerism. A representative from the Health Insurance and Advocacy Program was present to respond to questions regarding health care programs. At the October 1997 quarterly meeting, Charlene Silva, Director of Aging and Adult Services, updated the Coalition on the direction services will be taking in the County's Health Services Agency, including plans to decentralize and co-locate services, budget issues, and innovations in programs development.

	Convene summit meetings on the health needs of women	Health Services Agency	FY 98-99	Two health summits took place in FY 98-99. The second summit focused on multiple medication risks in older women.	
	Plan and implement a series of three meetings addressing health needs of adolescents, middle aged individuals, and seniors	Health Services Agency	FY 98-99	As a result of an initial conference in Committees have been formed to address each of the target groups. Members of the Commission on Aging and Commission on Disabilities are participating in	
	Convene conference on serving individuals with disabilities within the Medi-Cal Managed Care framework	Health Plan of San Mateo/Partnership Health Plan of California/Pfizer	FY 97-98	An educational conference was convened on February 20, 1998	
	Convene Women's Health Initiative to improve County-provided health services for women	Health Services Agency	FY 98-FY 99 to FY 99-00	An initial meeting took place in January 1999 to provide guidance for the group. Participants were invited to join one of three subgroups—adolescent, mid-like, and senior health issues. Each subgroup met four times and will reported its findings and recommen-dations to the larger group, which met meet in July 1999. A report containing recommen-dations regarding women's health issues was completed and published.	
3.	Provide technical training and assistance on minority health and cultural issues (Depts-1)	Provide liaison to Diabetes Project of Nuestro Canto de Salud	Commission on Aging liaison/ Health Plan of San Mateo/ Hispanic Concilio	FY 96-97 then on an ongoing basis	The former president of the Commission on Aging serves on the Advisory Board for the Diabetes Project operated by Nuestro Canto de Salud. She is a Latina senior, with personal experience as a diabetic.

**Obj. .2 Identify and secure a source of funding for the operation of the model program listed above**

<i>ACTION</i>	<i>HOW</i>	<i>WHO</i>	<i>TIMELINE</i>	<i>PROGRESS</i>
1. Explore funding options (Prov/Dept)				
2. Develop and submit proposal(s) for funding of program (Prov/Dept)				

**Obj. 3 To use the mailing list from the New Beginning Coalition and other health promotion agencies to alert consumers and agencies to public education forums and event addressing the issues of health care reform**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
<p>1. Develop strategy for coordinating and disseminating information to organizations that will distribute information to their constituencies (NBC/COA/COD) - Develop a comprehensive list of agencies that have agreed to disseminate information to individuals on their mailing lists</p>	<p>Plan and implement one educational forum each year, inviting consumers, elected officials, and providers from comprehensive list from New Beginning Coalition/ Commission on Aging and Commission on Disabilities</p>	<p>Commission on Aging Legislative/Advocacy Committee/local, state, and national legislators/ consumers/ New Beginning Coalition/Commission on Disabilities</p>	<p>FY 95-96 through FY 97-98</p>	<p>Promoted Healthy Living Series to individuals and agencies on extended New Beginning Coalition mailing list. New Beginning Coalition coordinated with Commission on Aging and the Commission on Disabilities to develop the targeted mailing list. The Commission on Aging has gone on record in support of health care for all Californians, especially for seniors and persons with disabilities. Letters indicating support or opposition to pending legislation are mailed to State legislators.</p>
	<p>Send mailing regarding events to new Beginning Coalition mailing list Encourage agencies to post information and/or include in their own mailings</p>	<p>New Beginning Coalition</p>	<p>Ongoing</p>	<p>All New Beginning Coalition agendas include time for announcements of community events. The announcements that are made are then included in the minutes and are mailed to everyone on the New Beginning Coalition mailing list.</p>
<p>2. Coordinate with Latinos for a Healthier California, a policy development group addressing national health care reform and supporting the needs of underserved populations (Prov/Depts)</p>	<p>Monitor information and support health care reform legislation which addresses the needs of underserved populations, including seniors and adults with disabilities</p>	<p>Commission on Disabilities Legislation &amp; Advocacy Committee/Commission on Aging Legislative Advocacy Committee/ Commission on Disabilities Outreach and Education Committee/ Hispanic Concilio</p>	<p>4th qtr. FY 95-96 through 1st qtr. FY 97-98</p>	<p>Supported state health care reform legislation pending in Sacramento. A coordination link with Latinos for a Healthier California has yet to be established.</p>



**Obj. .4 To organize a series of workshops for providers, consumers, and organizations serving seniors and adults with disabilities to explore new ways of providing health care services**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Develop a mailing list of current wellness providers, health care agencies, and other providers serving seniors and adults with disabilities (NBC)	Work with Community Information Program to identify providers	New Beginning Coalition staff and Resource Committee/ Community Information Program	3rd qtr. FY 96-97	See Gee Goal 7, Objective 1.2
2. Invite above agencies and other key stakeholders to a meeting to: - identify existing programs, their target populations, and the range of services provided - identify and prioritize unmet needs - reach consensus on the basic design of a model program - develop a strategy for further planning, resource development, and implementation of model program (NBC/Depts/Prov/Ed)	Coordinate with health care providers (i.e. Health Plan of San Mateo Health Collaboration Committee) who will take the lead in this activity	New Beginning Coalition Education and Presentations and Resource Committees	3rd qtr. FY 96-97	See Goal 7, Objective 1.2
	Develop updated reimbursement rate for Health Plan members who participate in adult day care programs	Aging and Adult Services/ Health Plan of San Mateo	FY 97-98	The reimbursement rate for day care services has been increased to accurately reflect current costs.
	Convene major health care providers in San Mateo and San Francisco counties to develop a regional adult day health care center that would target residents of northern San Mateo County	Aging and Adult Services/Commission on Aging Community-based Continuum of Care Committee (formerly the Community-based Long Term Care Committee)/ Adult Day Health Care Planning Council	FY 97-98 through FY 99-00	In FY 97-98, met with major providers and have examined possible sites for multi-county program. In FY 98-99, met with Seton Medical Center to determine feasibility of proposed North County site and with the Adult Day Network to discuss potential changes in service areas. Seton Medical Center applied for and received start-up funding. The feasibility study has been expanded to address additional issues and is still underway.

	Develop improved system of referrals for adult day care	Aging and Adult Services	FY 98-99	Client files from the In Home Supportive Services Program were reviewed and all appropriate clients referred to adult day care programs
3. Provide health care information in appropriate and accessible formats (i.e. pictures for those who have limited reading ability) (Prov/Depts)				
<b>Obj. .5 To improve access to health care and supportive services for people who are at-risk</b> <i>(added effective July 1, 1998)</i>				
<b><i>ACTION</i></b>	<b><i>HOW</i></b>	<b><i>WHO</i></b>	<b><i>TIMELINE</i></b>	<b><i>PROGRESS</i></b>
1. Develop a countywide network of community-based clinics that will focus on prevention and community work tailored to the needs of each community (Health Services Agency) <i>(Added effective July 1, 1998)</i>	Convene planning groups to develop clinics for identified areas of the county	Health Services Agency	FY 98-99	During FY 98-99, Community Oriented Health Systems held a series of meetings with representatives from agencies within
	Outpost staff from various divisions within the County Health Services Agency	Health Services Agency	FY 98-99, then on an ongoing basis	Divisions within the Agency have established offices within community-based clinics.

**GOAL 8: MONITORING AND IMPROVING COMMUNITY-BASED SERVICES AND SUPPORTS**

*To promote the involvement of consumers, providers, and advocates in the ongoing process of monitoring and improving the network of community-based services for seniors and adults with disabilities*

**Obj. .1 To conduct a retreat involving the leadership of the New Beginning Coalition, the Commission on Aging, and the Commission on Disabilities to define the roles each will play in the implementation of the Plan**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. The respective missions and roles of the New Beginning Coalition, the Commission on Aging, and the Commission on Disabilities will be defined at a joint meeting of the New Beginning Steering Committee and the executive committees of the Commission on Aging and the Commission on Disabilities (NBC/COA/COD)	Schedule a joint meeting with the New Beginning Coalition Steering Committee and the executive committees of the Commission on Aging and Commission on Disabilities	New Beginning Coalition Steering Committee and the Executive Committees of the Commission on Aging and Commission on Disabilities	3 <sup>rd</sup> quarter FY 94-95 through 1 <sup>st</sup> quarter FY 95-96	Representatives from each of the three groups attended a meeting in the 3 <sup>rd</sup> quarter of FY 94-95 to discuss their respective missions and how the groups might work together. A second meeting was scheduled for the 1 <sup>st</sup> quarter of FY 95-96, in which representatives from the three groups discussed leadership and supportive roles for Strategic Plan implementation activities. Respective roles were formerly adopted when each group reviewed and adopted the consolidated workplan for Strategic Plan implementation.

**Obj. .2 To develop and promote the use of standardized data collection methods for all programs serving seniors and adults with disabilities in order to improve planning and monitoring of services throughout the county**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Allocate available funding to contract providers for computer system upgrade and capacity building to facilitate participation in the new management information system (AAS)	Utilize one-time-only funding and unexpended funds under the Older Americans Act to purchase of computer equipment/software for the implementation of NAPIS, the new state-mandated management information system for recipients of Older Americans Act funding	Aging and Adult Services/Providers	1 <sup>st</sup> quarter FY 95-96  3 <sup>rd</sup> -4 <sup>th</sup> qtr. FY 95-96	To begin the process of automating Older Americans Act-funded programs, Aging and Adult Services purchased the necessary equipment and the On Track software system, which utilizes bar codes. Aging and Adult Services staff developed and distributed a Management Information System Manual, based on the NAPIS program, to

				providers.
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2. Convene meeting with funders to discuss the need to establish an accurate and comprehensive database which will support the evaluation of current services, as well as the planning of future services for seniors and adults with disabilities (AAS/Prov/Fnd)	Identify funding for the compilation of existing disabilities statistics/data. Recommend a format for collecting and maintaining accurate disabilities statistics/data.	Aging and Adult Services/ Community Information Program	FY 95-96 Through 2 <sup>nd</sup> qtr. FY 96-97	Developed and implemented the Disabilities Data Project. Collected and organized data from a variety of sources.
	Convene meeting of agencies in the disabilities network to discuss data collection.	Aging and Adult Services/ Commission on Disabilities/ Community Information Program	FY 97-98  FY 98-99 (carry over to FY 99-00)	Disabilities Data Project manual was updated.  Background work on data collection was performed by staff from Aging and Adult Services and the Community Information Program in FY 98-99. A group will be convened to discuss data collection in FY 99-00. While staff did some research regarding disability data collection, a group was not convened to discuss the issue. Aging and Adult Services will evaluate whether the issue is one of the priorities to be addressed in the new plan.

**Obj. 3 To support the development of broad-based planning groups within each of the community service areas for the purpose of identifying local needs, advocating for change and improvement, and participating in the development and implementation of new programs on the local level (*deleted effective July 1, 1998*)**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Work with community leaders and providers in each community service area to develop local planning groups - Develop mailing list of providers, key community leaders and other key stakeholders to invite them to participate in local planning group - Disseminate information about the New Beginning Coalition, the Commission on Aging, and the Commission on Disabilities (NBC/COA/COD) <i>(Deleted effective July 1, 1998)</i>	Identify local leadership and coordinate with the Commission on Aging and Commission on Disabilities Utilize New Beginning Coalition mailing list Disseminate information at quarterly meetings Acknowledge community leaders at quarterly New Beginning Coalition meetings	New Beginning Coalition Steering Committee in coordination with the Commission on Aging and Commission on Disabilities	1st qtr. FY 96-97	Carryover to FY 97-98, when the issue will be re-examined. In FY 97-98, continued to disseminate information to key community leaders and stakeholders. Due to limited response, this activity was deleted from the plan.

Develop and maintain hospital advisory boards that are broad-based in membership	Seton Medical Center/ Seton Medical Center Coastside	FY 96-97, then on an ongoing basis	Representatives of the diverse communities are active members of the Seton Medical Center and Seton Medical Center Coastside advisory boards, including legislative, advocacy, senior services, community education, children and youth, AIDS/HIV. Representatives of the Commission on Aging also sit on advisory boards of Sequoia Hospital and Kaiser (South San Francisco).
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**Obj. .4 To establish liaisons and a mechanism for sharing important information between each of the community-based planning groups and the New Beginning Coalition, the Commission on Aging, and the Commission on Disabilities *(deleted effective July 1, 1998)***

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Each local planning group shall appoint a liaison to the New Beginning Coalition, the Commission on Aging, and the Commission on Disabilities (NBC/COA/COD) <i>(Deleted effective July 1, 1998)</i>	After local planning groups are formed, send formal letter to each group, inviting it to appoint a liaison to the New Beginning Coalition	Co-chairs of New Beginning Coalition	1st qtr. FY 96-97	Carryover and review in FY 97-98

**Obj. 5 To develop from the New Beginning Coalition's visions and strategic goals a proactive community platform for defining public issues and public policy with regard to seniors and adults with disabilities in San Mateo County (Deleted effective July 1, 1998)**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Explore the feasibility of hiring a consultant to assist in the development of a community platform (COA/COD/Ed/Leg) <i>(Deleted effective July 1, 1998)</i>	Identify role of consultant and explore internal and external resources	Commission on Aging Legislative/Advocacy Committee	FY 96-97	Carryover and review in FY 97-98 Due to lack of interest in this issue, it was deleted from the plan.
2. Establish a committee to draft the platform - draft written platform - bring draft to New Beginning Coalition, Commission on Aging, and Commission on Disabilities for review and approval - develop mailing list for distribution to providers, funders, policymakers, and politicians - disseminate a written document (COA/COD/Ed/Leg) <i>(Deleted effective July 1, 1998)</i>	Increase membership, ties with senior organizations and legislators, streamline advocacy with other stakeholders, coordinate with advocacy groups, especially in minority communities	Commission on Aging Legislative/Advocacy and Minority Elders Committee/Commission on Disabilities/New Beginning Coalition/legislators	FY 96-97 through FY 97-98          Disseminate- 4th qtr. FY 97-98	The Commission on Aging's Legislative Advocacy Committee has begun looking at the development of the platform. Carryover to FY 97-98.

**Obj. .6 To conduct second annual New Beginning Coalition Conference to review accomplishments and to refine Strategic Plan goal, where appropriate**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
<p>1. Plan conference</p> <ul style="list-style-type: none"> <li>- develop general agenda/program content</li> <li>- develop budget and identify funding</li> <li>- develop detailed plan for events</li> <li>* appoint subcommittees/                individuals to take the lead in planning the event</li> <li>- hold conference and evaluate its effectiveness</li> <li>- review input from participants and make appropriate changes in the Strategic Plan goals, objectives, and activities (NBC)</li> </ul>	<p>Appoint Committee to plan conference            Report to Steering Committee</p>	<p>New Beginning Coalition Co-chairs and Steering Committee</p>	<p>4th qtr. FY 96-97 through 3<sup>rd</sup> qtr. FY 97-98</p>	<p>The Implementation Coordination Committee, which consists of two representatives each from the Commission on Aging, Commission on Disabilities, the New Beginning Coalition, as well as members from the community-at-large, took the leadership role in planning the Conference. Additional members were added to ensure that the county's ethnic and geographic diversity, as well as the perspectives of consumer groups were represented in the planning process. The Conference, which took place on February 28, 1998, was attended by a diverse group of 115 individuals and agency representatives. Input from the Conference has been incorporated into the updated Strategic Plan.</p>



**GOAL 9: PREVENTING VIOLENCE, ABUSE, AND NEGLECT**

*To improve the security and well-being of seniors and adults with disabilities by reducing the incidence of violence, abuse, and neglect in San Mateo County*

**Obj. .1 To increase public awareness of the nature and incidence of financial, physical, and emotional abuse and neglect of seniors and adults with disabilities in San Mateo County, and to increase the ability and willingness of citizens to identify vulnerable persons and to secure assistance and protection for them**

<i>ACTION</i>	<i>HOW</i>	<i>WHO</i>	<i>TIMELINE</i>	<i>PROGRESS</i>
<p>1. Develop and implement community education campaign                      - develop and disseminate fact sheet containing information about the characteristics of elder and dependent adult abuse for seniors and adults with disabilities, the identification of vulnerable persons, and the use of the TIES line                      * generic information (containing general information and San Mateo County data)                      * fact sheet targeted to specific communities- i.e. non-English-speaking</p>	<p>Establish conference planning committee to plan and implement one conference each year.</p>	<p>Commission on Aging Minority Elders Committee/Aging and Adult Services</p>	<p>FY 94-95 then on an ongoing basis</p>	<p>Held conference on recognizing the different types of abuse in June 1995. The event, which targeted the minority community, was attended by 275 persons.                      Held 2<sup>nd</sup> annual conference, focusing on financial abuse, in June 1996. Over 350 persons, representing San Mateo CountyÆs diversity, attended the event.                      Held 3<sup>rd</sup> annual conference in June 1997. The event, “Making the Rest of Your Life the Best of Your Life,” was attended by 350 people. The 4<sup>th</sup> annual conference took place in June 1998. The event, “Staying in Charge,: Creating a Life of Joy and Value,” was attended by over 300 individuals.                      The 5<sup>th</sup> annual conference took place June 21, 1999. The event, “Staying in Charge: Managing Your Health Care Option,” was attended by 325 individuals.                      Held 6<sup>th</sup> annual conference, “Staying in Charge: Say Scram to Scams” on June 23, 2000. Three hundred twenty-eight individuals attended the event.</p>

<p>develop and distribute press releases- both general and with specific cases cited</p> <p>-</p> <p>develop and distribute public service announcements for local newspaper, TV, and radio</p> <p>- establish speakers bureau which will give educational presentations to service clubs (AAS/Prov-1/Media/COA)</p>	<p>Commission on Aging and Adult Services representatives will be available upon request</p>			<p>Press releases for all events were sent to all major area and local newspapers, TV, and radio stations.</p> <p>An article on Scams was written by Aging and Adult Services staff and appeared in the Half Moon Bay Review.</p> <p>In FY 98-99, Aging and Adult Services staff worked with a reporter from the Redwood City Tribune to produce an article on Elder Abuse. In June 1999, an article appeared on at-risk elders and elder abuse appeared on the front page of the San Mateo Times.</p>
	<p>Conduct public forum on Elder abuse to educate public and get input for State Conference on Elder Abuse</p>	<p>Commission on Aging</p>	<p>4<sup>th</sup> qtr. FY 96-97</p>	<p>A public forum was conducted as part of the April '97 Commission on Aging general meeting. A report on the forum was forwarded to the California Department of Aging for inclusion in its statewide conference. Members of the Commission on Aging attended the statewide conference on Elder Abuse, which took place in May 1997.</p>
	<p>Schedule community workshop on elder abuse and self-neglect</p>	<p>Elder Care Network / Senior Focus</p>	<p>2<sup>nd</sup> qtr. FY 96-97</p>	<p>A free workshop was held on October 26, 1996 in Burlingame. Topics included Adult Protective Services, community resources, and abuse of the elderly.</p>

Increase public awareness of abuse and neglect	Commission on Aging	FY 99-00	Minority Elders Committee of the Commission on Aging held 6 <sup>th</sup> annual conference on abuse and neglect. Representatives from the District Attorney's office, a deputy public guardian, a mental health social worker, and a lawyer from a community-based on-profit were among the presenters at the all-day conference. In addition, members of the Commission on Aging regularly disseminate information on abuse and neglect and community events.
Conduct outreach campaign targeting the minority elder community	Commission on Aging Minority Elders Committee	FY 99-00	Committee members shared information (written and oral) about abuse and neglect with the constituency groups that they represent.

**Obj. .2 To increase professional awareness of senior and dependent adult abuse through training and other related activities such as improving access to information and services**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Provide training to mandated reporters on the signs and characteristics of abuse, mandatory reporting laws, and the use of the TIES line (AAS/Depts/Prov-1/Ed)	Establish panel of trainers, develop/obtain training material, and outreach targeted organizations to schedule training sessions	Aging and Adult Services/ Ombudsman Program (Catholic Charities)	FY 94-95, then on an ongoing basis	Trainers provide training to police and fire departments, hospital staff (i.e., discharge planners), and community-based organizations on an ongoing basis
2. Provide training to physicians on elder and dependent adult abuse reporting responsibilities (AAS/Depts/Prov-1/Ed)	Establish panel of trainers, develop/obtain training material, and outreach targeted organizations to schedule training sessions	Aging and Adult Services/ Ombudsman Program (Catholic Charities)	FY 94-95, then on an ongoing basis	Trainers have provided training to hospital emergency room staff
3. Develop and disseminate elder and dependent adult training manual to assist agencies in responding effectively to the issue (AAS/Dept/Prov-1/Ed)	Compile packets of written material on reporting responsibilities, the different types of abuse, and demographic and anecdotal information on abuse for dissemination at training sessions.	Aging and Adult Services/ Ombudsman Program (Catholic Charities)	FY 94-95, then on an ongoing basis	A packet of written material has been developed and is updated, as appropriate, and for distribution to participants at all training sessions.

**Obj. .3 To build diverse community partnerships involving County, community-based organizations, law enforcement, and the District Attorney's Office to improve the identification, investigation, and prosecution of abuse**

<i>ACTION</i>	<i>HOW</i>	<i>WHO</i>	<i>TIMELINE</i>	<i>PROGRESS</i>
<p>1. Sponsor community forums to foster coordination and information sharing regarding elder and dependent adult abuse (COA/COD/AAS/Depts/Prov-1)</p>	<p>Schedule one educational event each year</p>	<p>Commission on Aging Minority Elders Committee/Aging and Adult Services</p>	<p>FY 94-95 through FY 99-00 4th qtr./ea. yr.</p>	<p>In June 1995, held conference on identifying the different types of abuse. 275 persons attended the event. Recommendations were developed that were discussed at Senator Mello's Subcommittee on Elder Abuse. This forum was recognized as a White House Conference on Aging event. In June 1996, held 2<sup>nd</sup> annual conference, focusing on financial abuse. Event was attended by over 350 persons. Held 3<sup>rd</sup> conference in June 1997. Event was attended by 300 persons. Held 4<sup>th</sup> conference in June 1998. Event was attended by over 350 persons. Held 5<sup>th</sup> conference in June 1999. Event was attended by about 325 persons. Held 6<sup>th</sup> conference in June 2000. Event was attended by 328 persons.</p>
	<p>Schedule public forum that will address existing elder abuse laws, highlight local experiences which would have a bearing on a new statewide program, and gather information from consumers and providers</p>	<p>Aging and Adult Services/ Commission on Aging</p>	<p>3<sup>rd</sup> qtr. FY 96-97</p>	<p>Scheduled public forum in April, in conjunction with the regularly scheduled Commission on Aging meeting. A report on the forum will be submitted to the Department of Aging, the Triple A Advisory Council, and the California Commission on Aging</p>

Conduct a community forum in each community service area and include information packets at each forum	Commission on Aging Community-based Long Term Care Committee	FY 95-96 through FY 97-98 (one CSA each quarter)	Four community forums, one in each community service area, were conducted in FY 95-96. The forums, "Resources for Independent Living," featured a variety of educational presentations and provided written material on community resources. Following a change in focus in September 1996, the Community-based Long Term Care Committee is no longer conducting these community forums.
Conduct meeting to analyze proposed legislation that would integrate the State Long Term Care Ombudsman Program into the civil service system	Commission on Aging Legislative Advocacy Committee	FY 97-98	The committee supported AB 2705 (Mazzoni) Ombudsman Program.
Conduct meeting to analyze proposed legislation that would establish a new fund for Ombudsman programs and would transfer fines for civil penalties against nursing homes to that fund	Commission on Aging Legislative Advocacy Committee	FY 97-98	The committee wrote a letter of support for SB 1791 (McPeherson)
Conduct meeting to analyze legislation that adds isolation to the definition of abuse and extends mandatory reporting to include fiduciary abuse and isolation	Commission on Aging Legislative Advocacy Committee	FY 97-98	Commission wrote letter of support for SB 1715 (Calderon) Elder Abuse.
Conduct community forums on telemarketing scams	Friendly Visiting/ Pac Bell/Legal Aid Society/Aging and Adult Services	FY 98-99	Two forums were conducted by Friendly Visiting, in coordination with PacBell and Legal Aid Society. Aging and Adult Services was unable to participate in the first forum, but provided a speaker for the 2 <sup>nd</sup> event.

2. Convene a Multidisciplinary Team for Elder/Dependent Adult Abuse to discuss cases and develop strategies to improve the identification, investigation, and prosecution of abuse and invite agencies and city policymakers to participate (AAS/Prov1)	Outreach and invite community-based agencies to participate on MDT. Discuss cases and identify and explore key issues facing agencies.	Aging and Adult Services/ Catholic Charities/ Senior Focus	FY 94-95, then on an ongoing basis	MDT has been convened and meets regularly. Group serves as an effective forum for the discussion of difficult cases and the development of effective solutions to issues facing agencies serving seniors and adults with disabilities. Commission on Aging appoints a liaison to participate in this group.
	Through collaboration between representatives of the hospital Emergency Department and the Risk Identification Project, review cases to determine when elder and dependent adult abuse is suspected, and make referrals to Adult Protective Services	Seton Medical Center	FY 96-97, then on an ongoing basis	Mechanism has been established that will enhance their ability to spot and report potential abuse cases.
3. Develop and implement protocols with law enforcement that specify the ways we will work together to identify, investigate, and prosecute abuse ((AAS)	Meet with representatives of local law enforcement to draft and monitor written protocols.	Aging and Adult Services/ law enforcement agencies	FY 94-95, then on an ongoing basis	Committee meets quarterly to monitor the protocols that were developed.
	Meet with Developmental Disabilities advocates	Developmental Disabilities Abuse Response Group	FY 96-97	The group will develop police training on participant concerns, promote the prosecution of offenders, and examine legislative issues
	Create liaison position in the Sheriff's Office	Aging and Adult Services/Sheriff's Office	FY 98-99	Funding from SB2199 (enacted in January 1999) enabled Aging and Adult Services to fund a Detective Sergeant in the Sheriff's Office to provide training, facilitate communication with law enforcement, and assist in the prosecution of abusers.

<p>4. Convene a Police Protocol Committee to review protocols developed with law enforcement agencies and develop agreements to work more cooperatively in the investigation and prosecution of abuse (AAS)</p>	<p>Establish a committee that will develop written agreements, based on the adopted protocols regarding elder/dependent adult abuse</p> <p>Meet with Developmental Disabilities advocates</p>	<p>Aging and Adult Services/ law enforcement agencies</p> <p>Developmental Disabilities Abuse Response Group</p>	<p>FY 94-95, then on an ongoing basis</p> <p>FY 96-97 through FY 97-98</p>	<p>Written agreements have been developed and are monitored at quarterly meetings.</p> <p>The group will develop police training on participant concerns, promote the prosecution of offenders, and examine legislative issues.</p>
<p>5. Convene a forum on abuse from a legal perspective (AAS/Depts/Prov-1)</p>	<p>Develop agenda and panel of presenters to provide a legal perspective on abuse.</p> <p>Send invitation to comprehensive mailing list of agencies providing services to seniors and adults with disabilities.</p> <p>Meet with Developmental Disabilities advocates</p>	<p>Multi-disciplinary Team for Elder/Dependent Adult Abuse</p> <p>Developmental Disabilities Abuse Response Group</p>	<p>FY 94-95</p> <p>FY 96-97</p>	<p>Conducted an all-day forum, featuring a panel of speakers who addressed the issue of abuse from diverse legal perspectives.</p> <p>The group will develop police training on participant concerns, promote the prosecution of offenders, and examine legislative issues.</p>

Analyze impact of new law (AB 2881) that authorizes law enforcement officers or other designated persons to take endangered adults into protective custody under specified circumstances	Multi-disciplinary Team for Elder/Dependent Adult Abuse/Police Protocol Committee/Commission on Aging/Commission on Disabilities/Regional Center/Developmental Disabilities Area Board/consumers	starting 2 <sup>nd</sup> qtr. FY 96-97	County staff, representatives from law enforcement, and community advocates have been meeting to review the new law and make recommendations regarding how it should be implemented in San Mateo Co. Each board of supervisors must adopt a resolution to make the law operative in that county. The Commission on Aging and Commission on Disabilities both recommended that AB 2881 not be implemented in San Mateo County. The Adult Protective Service system in our county is generally effective, and that efforts should focus on preventive measure and improving coordination of the different agencies responsible for intervening in elder and dependent adult abuse cases. Both the Commission on Aging and Commission on Disabilities urged the California Assembly's Budget Subcommittee to support a \$25 million augmentation to the Adult Protective Services budget (\$725,000 for San Mateo County).
Respond to proposed legislation which requires law enforcement training on developmental disabilities and mental illness	Commission on Disabilities	FY 97-98	The Commission wrote a letter of support for SB 2049 (Vasconcellos).
Schedule presentation by law enforcement	Commission on Aging Legislative Advocacy Committee	FY 97-98	Detective Larry Wright, of the San Mateo Police Department's Criminal Investigations Bureau, gave a presentation on "Detecting Senior Fraud"



	Analyze impact of proposed law which establishes statewide program standards and funding for a fully functional adult protective services system	Commission on Aging/ Commission on Disabilities	3 <sup>rd</sup> qtr. FY 97-98	The Commission on Aging and Commission on Disabilities each wrote a letter of support for SB 2199 (Lockyer). Members of the Commission on Aging testified at a hearing held by the Sacramento Legislative Committee on 4/1/98 regarding this legislation.
	Convene task force to explore the issue of telemarketing scams	Aging and Adult Services/Federal and local law enforcement agencies	FY 98-99	A task force was convened to explore the increasing incidence of telemarketing scams in San Mateo County. Participating agencies shared information about a variety of scams, techniques used to track perpetrators, and how agencies could work together on the investigation of scams and the prosecution of perpetrators.
6. Coordinate with the Violence Task Force on the development and implementation of violence prevention activities and programs (AAS)	Participate in activities/ programs promoting violence prevention	Aging and Adult Services/ Commission on Aging/ Commission on Disabilities	FY 94-95	Representatives from Aging and Adult Services, the Commission on Aging, and Commission on Disabilities participated in a 1-day conference on violence prevention that was sponsored by the Violence Task Force.
7. Provide direct services to victims of abuse (AAS/Prov) <i>(added effective July 1, 1998)</i>	Investigate reports of abuse and provide short term case management services for seniors and dependent adults who live in the community	Aging and Adult Services	Ongoing	Central Intake staff investigate all reports of abuse and provide short term case management to at-risk seniors and adults with disabilities, regardless of income.
	Investigate reports of abuse to seniors residing in/utilizing long-term care facilities (including hospitals, skilled nursing facilities, and adult day health care)	Catholic Charities Ombudsman Program/ AAS (for hospitals only)	Ongoing	Catholic Charities investigates reports of abuse to seniors residing in/utilizing skilled nursing facilities and adult day health care centers. Aging and Adult Services investigates reports of abuse to seniors in hospitals.

Develop mechanism for expanding funding to Ombudsman Program so that it can investigate reports of abuse to non-senior dependent adults who reside in long term care facilities	Aging and Adult Services	FY 98-99 through FY 99-00	Discussions began in FY 98-99 and will continue in FY 99-00. Aging and Adult Services continues to work with Catholic Charities on the development of the M.O.U. that precedes the funding for any program expansion.
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**Obj. 4 Provide support for a comprehensive and coordinated system of abuse and neglect prevention and intervention services (added effective July 1, 1998)**

<i><b>ACTION</b></i>	<i><b>HOW</b></i>	<i><b>WHO</b></i>	<i><b>TIMELINE</b></i>	<i><b>PROGRESS</b></i>
1. Advocate for legislation that will support the provision of services (AAS) <i>(added effective July 1, 1998)</i>	Provide written and oral testimony regarding proposed state legislation	Commission on Aging Legislative Advocacy Committee	FY 98-99	Committee members testified at hearing on SB2199 in Sacramento, advocating for implementing statewide Adult Protective Services System.
	Advocate for the development of regulations to ensure standards of institutional care and ombudsman services to protect residents of long-term care facilities from abuse/neglect	Commission on Disabilities Legislative Advocacy Committee/ Commission on Aging	FY 98-99 through FY 99-00	Carry over to FY 99-00. No action was taken in FY 99-00.
	Examine options regarding fingerprint checks for providers of In-Home Supportive Services and make recommendations regarding legislation.	Commission on Aging/ Commission on Disabilities/ IHSS Public Authority Advisory Committee	FY 98-99 through FY 99-00	Work group was convened to study the issue. One community forum was held In FY 98-99. Workgroup began preparation of final recommendations for draft legislation in 4 <sup>th</sup> quarter FY 99-00 and anticipates completion by October 1999, in time for introduction at the next legislative session in Sacramento. No additional action was taken in FY 99-00.