

PSA 8 San Mateo County Area Agency on Aging Aging Adult Services Strategic Plan Revision FY 2008-09

Introduction

Throughout the first three years of the 2005-09 Strategic Plan for Services for Older Adults and People with Disabilities, the San Mateo County Area Agency on Aging (AAA) within Aging and Adult Services (AAS) was involved in a variety of activities and objectives that worked towards the goals of increasing consumer involvement, ensuring cultural competence and accessibility, sustaining a coordinated network of services that meets changing needs, supporting independent living, improving physical and mental health, and preventing violence, abuse and neglect. As our workplan is ambitious, some of the timeframes for certain activities in the original plan have been revised. However, most objectives for FY 2007-08 have either been completed or are in progress.

Changes within the Public Service Area (PSA)

A significant change between FY 2007-08 and FY 2008-09 is the downturn in the economy and an anticipated 10% budget cut across the board from the State. These changes are impacting governmental programs and providers at the Federal, State, and local levels.

In anticipation of budget reductions, San Mateo County initiated a hiring freeze, which has impacted the AAA by holding two positions vacant for possibly two years. In addition, service providers are struggling to do more with less. AAS is preparing for these budget reductions by increasing efficiency within our programs and focusing on our core services, including contract processing and monitoring. Given this environment, our ability to enhance our leadership and coordination of collaborative efforts within the aging and disabilities networks has been revised and we will need to take on fewer initiatives this coming fiscal year.

Despite this changed fiscal scenario, the AAA was able to successfully participate in the completion of the *San Mateo County Aging Model: Better Planning for Tomorrow*, formerly known as the *Aging 2020 Study*. In FY 2006-07, the County contracted with the Lewin Group to conduct a one-year study that would make projections on the demographic characteristics of our future senior population and develop an adaptable San Mateo County-specific model. The model predicts future service needs of the aging population for the years 2020 and 2030, focusing on the Baby Boom population.

Although projection figures exist (such as the California Department of Finance Population Projections), none have taken into account the uniqueness of San Mateo County or provide the level of detail necessary to inform local planning and policy decisions. Initial research found that a model of this magnitude did not exist anywhere in the country.

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The San Mateo County Aging Model allows projections of the Baby Boom populations' future characteristics, including racial/ethnic composition, income distribution, housing preferences, and disability rates. It also takes into account the complexity of San Mateo County and its migration patterns. The projections focus on adults over the age of 65 and provide detailed information on individuals born between 1931 and 1964, based on a local survey.

A comparison of projections between the California Department of Finance (DOF) Projection Model and the San Mateo County Projection Model yields key differences, the greatest being for adults over the age of 85. The San Mateo model predicts that in the year 2020 there will be 33% more adults over the age of 85 than the DOF projection and 32% more than the DOF projection for the year 2030.

Other significant findings include:

- San Mateo County will see a 72% increase in the number of older adults (65+) by the year 2030.
- The ethnic make-up of older adults in the county will be different in 2020 and 2030, than it is today. The Latino and Asian/Pacific Islander older adult population will experience the largest growth in the county.
- Older adults will move to different regions in San Mateo County over time.
- Although the overall population of those 65 and older will increase a sub-set of those with less income will decrease, resulting in a wealthier group of adults.

The above data, as well as more specific findings, will be analyzed further in FY 2008-09 and used for our FY 2009-2010 Revision/Update (the fifth year extension to the FY 2005-09 Strategic Plan). The data will also serve as the basis for our new Strategic Plan for FY 2010–2014.

In FY 2008-09 AAS will work on the dissemination of the *San Mateo County Aging Model: Better Planning for Tomorrow* throughout the Health Department, County of San Mateo and among service providers in the Aging Network via Policy Briefs to aid the planning efforts of these groups.

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Focus Areas for FY 2008-09

Some other key issues that AAS will be engaged in during FY 2008-09 are:

Long Term Care Support Services Project (LTSSP)

The Long Term Supportive Services Project (LTSSP) outlines the vision for long-term care services in San Mateo County. LTSSP aims to create an integrated system of long-term care that:

- Blends all the different funding sources into one.
- Eliminates categorical eligibility requirements for home- and community-based services and institutional care.
- Allows maximum choice for consumers, and provides local control of both funds and service delivery.

A critical component of LTSSP is the implementation of a Uniform Assessment Tool (UAT) across all programs/services provided within the continuum of care. AAS has developed a UAT, which is currently being inserted into our electronic case management system, the Q System. This UAT will allow us to:

- Standardize the content and quality of assessments.
- Track outcomes across time for individuals and our whole client group.
- Track changes in our population over time, for example monitoring whether our client population is becoming more frail.
- Provide a more standardized response to needs.
- Provide aggregate data for policy making and planning.

In September 2003, AB 786 was passed by the California legislature to make San Mateo County the State's pilot for the implementation of a UAT for long-term care services. In addition, AAS has been authorized by the State of California to use the UAT for assessment and reporting purposes for the Multipurpose Senior Services Program, which is a very large breakthrough for LTSSP.

A trial of the UAT is currently underway with several units within AAS. Results of this trial period will be analyzed in FY 2008-09 and a report to the California Legislature, according to the requirements of AB786, will be provided in May 2009. Also at that

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time a decision will be made regarding full implementation of UAT across all programs in AAS. In addition, AAS will continue to work with the Health Plan of San Mateo and other partners on the development of LTSSP in FY 2008-09 to consolidate existing categorical home- and community-based programs with both acute and institutional care.

AAA Staff Restructuring and Community-based Collaboration

At the end of FY 2006-07, staff of the Commissions and Provider Services Unit was assigned to a geographic region of the county for contract monitoring, rather than the former monitoring by Program Area. This change provided a single contact at the AAA for Providers, with the exception of the Family Caregiver Support Program and contracted providers operating in multiple regions. A movement toward fostering closer working relationships with the community continued in the first half of FY 2007-08 when staff convened groups to plan collaborative One-Time-Only funded projects. Collaborative projects that resulted from this facilitation will be completed in the third quarter of FY 2007-08 including a family caregiver awareness campaign; a networking event for Volunteer Coordinators to share strategies for volunteer sustainability; the translation of Meals on Wheels (MOW) Coalition outreach materials developed in FY 2006-07 into Spanish, Cantonese and Mandarin; the sharing of equipment for creating identification cards for MOW volunteer drivers; an education campaign to promote community awareness of Fall Prevention resources; a financial elder abuse prevention campaign for MOW recipients; and an expansion of a caregiver lending library established at one site last year to four other sites, creating a caregiver lending library network.

Health Disparities/Cultural Competence

San Mateo County's May 2004 Healthy Communities Summit launched a series of activities to eliminate health disparities and improve the overall health and well-being of San Mateo County residents. The New Beginning Coalition (NBC), which partners with AAS on the development of the Strategic Plan, will begin its fourth year of working on improving the cultural competence of our delivery system. NBC's focus has been on serving underserved and other diverse populations through a valuing of differences—racial/ethnic, language, cultural attitudes, sexual orientation, and religious/spiritual beliefs and practices.

In FYs 2005-06 and 2006-07, the NBC worked to educate its membership and determine a working definition of cultural competence. Plans for assessing cultural competence across member organizations from an organizational perspective and the consumer perspective were made in FY 2007-08. During FY 2008-09, NBC will continue its cultural competence activities, which will include engaging consumers in a dialogue

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through a series of focus groups, and providing cultural competence training for agencies in the aging and disabilities networks.

HOME Team (Healthier Outcomes through Multi-Disciplinary Engagements Team)

In FY 2006-07, through a collaborative effort, San Mateo County established the HOME Team. This program, which is housed in AAS, targets frequent users of the San Mateo Medical Center's Emergency Department (ED) and provides intensive case management services to reduce ED admission rates and improve health status and functioning among these frequent users by linking individuals with appropriate services. The HOME Team was developed by a committee consisting of AAS, Mental Health Services, the Health Plan of San Mateo, the Hospital Consortium, the San Mateo Medical Center ED, San Mateo Medical Center Health Care for the Homeless Program, the Mobile Clinic, the Human Services Agency Alcohol and Drug Division, the Center on Homelessness, and Correctional Health. This program has already made a significant impact on the reduction of ED visits since its initial enrollment of clients in July 2007.

Emergency Preparedness

During FY 2007-08, staff from AAS continued to participate in the Health Department's Pandemic Flu Preparedness committees, THRIVE (The Alliance of Non-Profits for San Mateo County), Prepare Bay Area, and the Coastside Emergency Action Program (CEAP) to work on emergency preparedness. In FY 2008-09, we will continue to participate in preparedness efforts focusing on our communication with community-based providers to ensure that the needs of vulnerable individuals are addressed. We will also continue to work with our Health Department and Office of Emergency Services in developing communication strategies.

AAS' Commitment

Throughout FY 2008-09, AAS will continue to provide a wide variety of opportunities for the involvement of older adults, adults with disabilities, and their caregivers, in program planning and development and will provide leadership in the planning and implementation of efforts to meet our County's strategic objectives outlined in the Plan.