

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

Goal #1: INVOLVING CONSUMERS IN ADVOCACY, SERVICE PLANNING AND DELIVERY		
<i>To involve seniors and adults with disabilities in all aspects of the advocacy, planning, delivery, and evaluation of programs that serve them.</i>		
Rationale: San Mateo County's network of aging and disabilities providers is committed to the ongoing involvement of consumers in advocacy, planning and delivery of services. Consumers have had an active role in the development of this plan for services for seniors and adults with disabilities and will continue to be involved in its implementation.		
Goal 1, Objective # 1: The San Mateo County Area Agency on Agency staff and SM County Service Providers will encourage the participation of consumers in leadership roles by involving seniors and adults with disabilities in advocacy activities, providing opportunities for consumers to participate in the planning and evaluation of services, and promoting involvement of minority elders and adults with disabilities by removing barriers to participation in FY 2005-06 through FY 2008-09		
Objective/Activities and Project Start/End Dates	Title IIIB Funded PD or C?	Status
1a) Aging and Adult Services/San Mateo County AAA will provide on-going staff liaison support for monthly meetings of the Commission on Aging (CoA) Legislative & Advocacy Committee and the Commission on Disabilities (CoD) Legislation & Advocacy and will encourage the CoA and CoD Executive Committee's efforts to further develop the work of the Commissions in FY 2005-06 through FY 2008-09.	No	New in FY 2005-06, Continued and In-Progress.
Year One (FY 2005-06)		
<ul style="list-style-type: none"> The CoA Legislative/Advocacy Committee will improve its ability to advocate by increasing its understanding of programs and the issues that impact older adults through scheduled presentations by providers at meetings. 	No	New in FY 2005-06 and Completed – One provider was invited to present at a monthly committee meeting.

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<ul style="list-style-type: none"> • The CoD Legislation and Advocacy Committee will develop an infrastructure that will enable the committee to respond quickly to disability issues. 	No	New in FY 2005-06 and Completed – An e-mail list has been developed through Yahoo groups. The committee used the new format to provide updates on Medicare Part D. This successful formula will be used for future advocacy alerts.
<ul style="list-style-type: none"> • The CoD Legislation and Advocacy Committee will advocate for the passage of “Money Follows the Person” legislation (SB 528), a new version of the former MiCASSA bill. 	No	New in FY 2005-06 and Deleted – The committee followed the bill but it did not move forward in Congress.
Year Two (FY 2006-07)		
<ul style="list-style-type: none"> • The CoD Legislation and Advocacy Committee will advocate for the passage of SB 258 (Chesbro), which requires the Department of Mental Health to establish a working group to develop recommendations for improvements to the quality of residential care facilities providing board, care and supervision for adults with mental illnesses and report to the Governor and Legislature. 	No	New in FY 2006-07 and Deleted - SB 258 did not pass through the legislative process.
<ul style="list-style-type: none"> • The CoD Legislation and Advocacy Committee will develop a legislative page on their website that will inform consumers and providers about proposed legislation. 	No	New in FY 2006-07; In-progress in FY 2007-08 and Continued in FY 2008-09 - Committee reviewed a mock legislative page in September 2006 but progress has been limited due to the inability to identify a person with the necessary skills and training to update and maintain the Commission on Disabilities website and coordinate a website review process with an ad-hoc committee.

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<ul style="list-style-type: none"> The CoA Legislative/Advocacy Committee and the CoD Legislation and Advocacy Committee will schedule a Legislative Town Hall Meeting in which seniors will have an opportunity to meet with their state legislator(s) and discuss their concerns. 	<p align="center">No</p>	<p>New in FY 2005-06; Revised in FY 2006-07 and Continued in FY 2007-08. The Town Hall meeting has been postponed until May 2008. In the interim, the committee has been developing plans for an event that will focus on transit-oriented development and livable communities. All county legislators will be invited to participate.</p>
<p>Year Three (FY 2007-08)</p>		
<ul style="list-style-type: none"> The CoD Legislation and Advocacy Committee will explore the feasibility of combining the legislative committees of the Commission on Aging and Commission on Disabilities. 	<p align="center">No</p>	<p>New in FY 2007-08; Revised and Completed – The two committees have not been able to join, but participation on the Commission on Disabilities Legislation and Advocacy committee has become broader and now includes the IHSS Advisory Committee, the Mental Health Board and AIDS Advisory Committee.</p>
<ul style="list-style-type: none"> The CoD Legislation and Advocacy Committee will continue to develop a legislative page that will inform consumers and providers about proposed legislation. 	<p align="center">No</p>	<p>New in FY 2006-07; In-progress in FY 2007-08 and Continued in FY 2008-09 – In FY 06-07 the Committee reviewed a mock legislative page in September 2006 but encountered difficulties with identifying a person with the necessary skills and training to update and maintain the Commission on Disabilities website. In FY 2007-08 an Aging and Adult Services staff person has been trained in the html program used by the County and work on this activity will resume in FY 2008-09.</p>

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<ul style="list-style-type: none"> The CoA Legislative/Advocacy Committee will participate in the planning of a Senior Summit focused on transit-oriented development and livable communities. 	No	New in FY 2005-06; Revised in FY 2006-07; Continued and In-progress in FY 2007-08. Original plans for a Town Hall meeting were revised to be a Senior Summit focused on transit-oriented development and livable communities. The event will take place in May 2008.
<ul style="list-style-type: none"> The Commission on Aging Executive Committee will recruit new senior participants by preparing a flyer/brochure about the committee, distributing it to providers in the aging network and providing an orientation session and binder when anew Commissioners are sworn in. 	No	New in FY 2005-06; Revised and Completed in FY 2007-08.
<ul style="list-style-type: none"> The Commission on Aging Executive Committee will review participation at Health Fairs and establish a schedule of events that provide valuable opportunities for outreach to the community. 	No	New in FY 2007-08 and In-Progress.
<ul style="list-style-type: none"> The Commission on Disabilities Executive Committee will explore the feasibility of adding a Youth and Family standing committee to the Commission on Disabilities by conducting a community survey; evaluating results; writing a concept paper; giving recommendations to the Board of Supervisors and if approved, recruiting new members. 	No	New in FY 2007-08 and In-progress.

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<ul style="list-style-type: none"> The CoA Legislative/Advocacy Committee and the CoD Legislation and Advocacy Committee will hold a joint meeting of the two advocacy committees to identify and work together on issues/bills of mutual interest. 	No	New in FY 2005-06; Revised and Continued in FY 2007-08 – A joint meeting did not take place in FY 2005-06. The two committees shared updates on Medicare Part D with one another via e-mail. The Commission on Disabilities Legislation and Advocacy committee referred appropriate bills to the Commission on Aging's Legislative/Advocacy committee for joint support.
<p>The Commission on Aging Executive Committee will review the functioning of the Commission by examining its role, what it means to be a member and the function of standing committees at a Commission Retreat.</p>	No	New in FY 2007-08 and In-Progress.
Year Four (FY 2008-09)		
<ul style="list-style-type: none"> The Commission on Disabilities Executive Committee will hold standing meetings of a new Youth and Family Committee of the CoD if approved by the Board of Supervisors. 	No	New in FY 2008-09.
<ul style="list-style-type: none"> The CoD Legislation and Advocacy Committee will continue to develop a legislative page that will inform consumers and providers about proposed legislation. 	No	New in FY 2006-07; In-Progress; and Continued in FY 2008-09.
<ul style="list-style-type: none"> The CoD Legislation and Advocacy Committee will re-evaluate participation on the committee and expand membership by identifying other community-based organizations in the disabilities network and inviting them to join the committee. 	No	New in FY 2008-09.

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Years One Through Four (FYs 2005-2009)		
<ul style="list-style-type: none"> The Commission on Aging Executive Committee will provide a yearly presentation to the San Mateo County Board of Supervisors for Older Americans month. 	No	Added in FY 2008-09; Completed for FY 2005-06 through FY 2006-07; In-Progress for FY 2007-08 and Continued in FY 2008-09.
<ul style="list-style-type: none"> The CoA Legislative/Advocacy Committee will review and respond to pending proposed budget cuts impacting seniors. 	No	New in FY 2005-06 and Continued. No budget cuts proposed in FY 2005-06 or FY 2006-07.
<ul style="list-style-type: none"> The CoA Legislative/Advocacy Committee will review proposed legislation (at the federal, state and local and California Senior Legislature levels) on key issues impacting seniors and adults with disabilities. 	No	New in FY 2005-06 and Completed for FY 2005-06 and FY 2006-07; In-progress for FY 2007-08 and Continued in FY 2008-09 - The Commission on Aging's Legislative/Advocacy committee reviewed 20 bills in FY 2005-06 at the monthly meetings and identified the top five priority bills. A recommendation was made on one bill (SB 1609) and a memo recommending support was sent to the Board of Supervisors. The Board subsequently supported the bill and sent a letter to the bill's author. Twelve bills were reviewed throughout FY 2006-2007 and four Board Memos were written recommending support by the Commission on Aging and the Board of Supervisors.

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<ul style="list-style-type: none"> • The CoD Legislation and Advocacy Committee will review and make recommendations on federal and state legislation impacting people with disabilities residing in San Mateo County. 	<p align="center">No</p>	<p>New in FY 2005-06 and Completed for FY 2005-06 and FY 2006-07; In-progress for FY 2007-08; Continued in FY 2008-09. In FY 2005-06 the Commission on Aging's Legislative/Advocacy committee reviewed 20 bills at the monthly meetings to identify the top five priority bills. A recommendation was made on one bill (SB 1609) and a memo recommending support was sent to the Board of Supervisors. The Board subsequently supported the bill and sent a letter to the bill's author.</p> <p>In FY 2006-07, the committee reviewed approximately 40 bills and identified the top five priority bills. Three memos recommending support/opposition were sent to the Board of Supervisors.</p>
<ul style="list-style-type: none"> • The CoD Legislation and Advocacy Committee will advocate for improved access to information about disability resources by working with the Community Information Program to redesign information handbook. 	<p align="center">No</p>	<p>New in FY 2005-06 and Completed – The committee met with staff from CIP to review existing resource information on services for people disabilities. A representative participated on a special committee convened to redesign the CIP Community Information Handbook.</p>
<p>1b) San Mateo County Service Providers, the Commission on Aging Minority Elders Committee and Aging and Adult Services will conduct at least three forums or focus groups to solicit information from Baby Boomers and minority elders by June 30, 2008.</p>	<p align="center">No</p>	<p>New in FY 2005-06; Revised and Continued.</p>

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Year One (FY 2005-06)		
<ul style="list-style-type: none"> • Aging and Adult Services will conduct a forum with aging Baby Boomers who are still working to solicit input on their perceptions of aging, future needs, services they would use, and how they would access services. 	No	New in FY 2005-06; Revised and Continued as the Aging 20/20 Project – In FY 2005-06 the Health Department convened a committee that focused on the aging baby boomer population. Consultants were contracted to work with the committee on a comprehensive process that will project future needs in the areas of health, housing and transportation. Because of this larger effort, Aging and Adult Services decided to cancel plans for its own forum and to use the committee as its focal point for planning regarding the Baby Boomer generation.
<ul style="list-style-type: none"> • The CoA Minority Elders Committee will conduct a minimum of six meetings or events in targeted communities in which elders will participate in a dialogue about issues of concern. 	No	New in FY 2005-06; Revised and Deleted - The Committee has deleted this activity from its work plan. Locating meetings at community-based locations did not result in the desired level of consumer participation. Instead, the committee has developed a 3-language brochure that invites community participation on the Minority Elders Committee and distributes it at community events.
<ul style="list-style-type: none"> • The Family Service Agency will facilitate two focus groups (one in English, one in Spanish) with consumers at the Fair Oaks Senior Center to evaluate current services and identify future programmatic needs. 	No	New in FY 2006-07; Revised and Completed - Instead of focus groups, all participants in all programs at Fair Oaks, staff and board members completed surveys. Results were documented and shared with consumers.

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Year Three and Four (FY 2007-08 and FY 2008-09)		
<ul style="list-style-type: none"> Work with San Mateo County Health Department Health Policy and Planning to analyze and disseminate results of <i>San Mateo County Aging Model: Better Planning for Tomorrow</i> to service providers and the community. 	No	New in FY 2007-08 and In-progress; Continued in FY 2008-09.
Goal 1, Objective # 2: Promote and expand culturally competent and effective volunteer participation by providing opportunities for volunteers to enhance outreach to underserved consumers in FY 2005-06 through FY 2008-09.		
Objective/Activities and Project Start/End Dates	Title IIIB Funded PD or C?	Status
2a) The City of Daly City/Daly City ACCESS will improve the cultural competence of services provided to seniors in the area surrounding the Lincoln Park Community Center by implementing a multicultural volunteer program by June 30, 2006.	No	New in FY 2005-06 and Completed. The ongoing program continues with over 40 volunteers regularly participating. Volunteers are cooking, teaching, etc. One-on-one translation training has begun with two participants at present.
2b) Ombudsman Services of San Mateo County will expand the state-mandated Ombudsman Program curriculum on cultural diversity to effectively educate Ombudsman by June 30, 2008.	No	New in FY 2007-08 and In-progress.
2c) The Retired Senior Volunteer Program (RSVP) will provide leadership and coordination for a conference/workshop for agencies that have volunteers to increase their effectiveness re: recruitment and retention of volunteers and to provide networking opportunities for volunteer coordinators in FY 2007-08.	No	New in FY 2007-08 and In-progress.

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<p>2d) The City of Daly City/Daly City ACCESS will improve the cultural competence of services in the area surrounding the War Memorial Community Center by implementing a multicultural volunteer program by June 30, 2009.</p>	<p align="center">No</p>	<p align="center">New in FY 2008-09.</p>
<p>Goal 1, Objective #3: Encourage the participation of consumers where it will enhance the delivery of services in FY 2005-06 through 2008-09.</p>		
<p align="center">Objective/Activities and Project Start/End Dates</p>	<p align="center">Title IIIB Funded PD or C?</p>	<p align="center">Status</p>
<p>3a) In-Home Support Services Public Authority Advisory Committee will provide input to IHSS regarding new policies and practices related to the improvement of IHSS services to consumers in FY 2007-08.</p>	<p align="center">No</p>	<p align="center">New in FY 2007-08 and In-progress.</p>
<p>Goal 1, Objective # 4: Ensure and protect the individual's right to participate in determining the services he/she receives by promoting the involvement of consumers in decision making in FY 2005-06 through 2008-09.</p>		
<p align="center">Objective/Activities and Project Start/End Dates</p>	<p align="center">Title IIIB Funded PD or C?</p>	<p align="center">Status</p>
<p>4a) Edgewood Center for Children and Families will reform the Family Needs Scale which assesses the ability of caregivers and families to advocate for their own needs and to connect with community resources as a result of receiving case management by June 30, 2008.</p>	<p align="center">No</p>	<p align="center">New in FY 2007-08 and In-progress.</p>

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<p>4b) Ombudsman Services of San Mateo County will encourage clients who have mental capacity to take an active role in the decision making process concerning their own health care decisions by encouraging clients to attend meetings about their own care plan throughout FY 2007-08.</p>	<p align="center">No</p>	<p align="center">New in FY 2007-08 and In-progress.</p>
<p>Goal # 2: ENSURING CULTURAL COMPETENCE THROUGHOUT THE SERVICE PLANNING AND DELIVERY SYSTEM</p>		
<p><i>To expand understanding of the concerns and needs of diverse cultures and improve cultural competence in all areas of service planning and delivery.</i></p>		
<p>Rationale: In order to effectively serve our increasingly diverse community, we need a system of services that is both sensitive to language and culture. While many agencies have made progress towards this goal, it is important that this issue be addressed from a system perspective. We must ensure that our service delivery system is capable of meeting the needs of our future generations of older adults and adults with disabilities by ensuring its evolution towards one that is culturally competent at all levels of the system.</p>		
<p><i>Cultural competence is the promotion of quality services and service delivery to those who are underserved, including racial/ethnic and other diverse populations, through the valuing of differences and integration of diverse languages, cultural attitudes, beliefs, and practices into program design and delivery.</i></p>		
<p>Goal 2, Objective # 1: The New Beginning Coalition Steering Committee will develop, update and disseminate best practices for culturally competent service delivery that responds to our diverse communities in FY 2005-06 through 2008-09.</p>		
<p align="center">Objectives/Activities</p>	<p align="center">Title IIIB Funded PD or C</p>	<p align="center">Status</p>

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<p>1a) The New Beginning Coalition will identify cultural issues that will be addressed as a network and educate its membership to improve cultural competence in FY 2005-06 through FY 2006-07.</p>	<p align="center">See below</p>	
<p>Year One</p>		
<ul style="list-style-type: none"> Review cultural competence resource materials and demographic data to educate membership on cultural competence and determine a working definition of cultural competence for the group. (Program Coordination FY 2005-06) 	<p align="center">PC</p>	<p>New in FY 2005-06; Continued in FY 2006-07 - Throughout the year, the New Beginning Coalition Steering Committee heard presentations by other organizations and reviewed articles and reports on cultural competence.</p>
<ul style="list-style-type: none"> Expand group membership to include more diverse individuals. (Program Coordination FY 2005-06) 	<p align="center">PC</p>	<p>New in FY 2005-06 and Completed - Membership was expanded to include more diverse representation and individuals who have been involved in the issue of cultural competence with other groups/organizations. Monthly meetings have included presentations by individuals who have been actively involved in cultural competence.</p>
<p>Year Two</p>		
<ul style="list-style-type: none"> Continue to educate Committee members on cultural competence by inviting guest speakers on a variety of cultural competence issues. (Program Coordination FY 2006-07) 	<p align="center">PC</p>	<p>New in FY 2006-07 and Completed - The Steering Committee heard presentations by Gary Shepard on LGBT issues, Christina Heinz on Linguistic Access and Alcohol, Tobacco and Other Drugs, Patti Pace on Non-Profit Center's involvement in the issue of cultural competence, Rabbi Jay Miller of the Peninsula Clergy Network on Spiritual Diversity, and Arlene Aquino and Teresa Hurtado on the Cultural Competence and Mental Health Conference in Burlingame.</p>

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<ul style="list-style-type: none"> Review cultural competence surveys for other organizations and draft organizational cultural competence survey. (Program Coordination FY 2006-07) 	PC	New in FY 2005-06; Revised and Continued in FY 2006-07 - Committee members reviewed cultural competence surveys from other organizations to assist them in the development of the Committee's own survey and drafted a survey.
<ul style="list-style-type: none"> Review Health Department's "Linguistic Access Study" and explore ways to coordinate with cultural competence efforts of Peninsula Community Foundation. (Program Coordination FY 2006-07) 	PC	New in FY 2005-06; Revised and Continued in FY 2006-07 - The Linguistic Access Study was reviewed and used to revise the organizational cultural competence assessment. The New Beginning Coalition also explored ways to coordinate with the cultural competence efforts of the Peninsula Community Foundation.
<p>1b) The New Beginning Coalition will plan and conduct community-based focus groups among consumers of services in the aging and disabilities networks to assess the consumer's experience of cultural competence when accessing services in FY 2007-08 through FY 2008-09.</p>	See below	
Year Two		
<ul style="list-style-type: none"> Review resource material on cultural competence, demographic data, and focus groups and develop a timeline, process and draft survey for implementing the focus groups. (Program Coordination FY 2006-07) 	PC	New in FY 2006-07 and Completed - The committee has prepared itself by reviewing cultural competence resource material, articles, current and projected population demographics and related data for San Mateo County. The development of a timeline and implementation strategies for the training have been carried over to FY 07-08, following the completion of the survey and focus groups and analysis of the findings.

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<ul style="list-style-type: none"> • Draft focus group questionnaire and outline process for soliciting focus group facilitators that are culturally competent with the participants that will be in a given focus group. (Program Coordination FY 2006-07) 	PC	<p>New in FY 2005-06; Revised and Completed in FY 2006-07 - The community assessment has been carried over to FY 2007-08 to ensure that the committee has an opportunity to incorporate what was learned through a variety of cultural competence-related activities. Many of the meetings in FY 2006-07 were spent coordinating with other organizations involved in the issue of cultural competence—the Health Department, the Non-Profit Center at the Silicon Valley Community Foundation (formerly the Peninsula Community Foundation) and the Peninsula Clergy Network.</p>
Year Three		
<ul style="list-style-type: none"> • Review focus group questionnaire and revise as needed. (Program Coordination FY 2007-08) 	PC	<p>New in FY 2007-08 and In-progress.</p>
<ul style="list-style-type: none"> • Pilot facilitator training with New Beginning Coalition and hold at least four focus groups with consumers of services in the aging and disabilities networks. (Program Coordination FY 2007-08) 	PC	<p>New in FY 2007-08 and In-progress.</p>
Year Four		
<ul style="list-style-type: none"> • Hold facilitator training with staff of Health Department and NBC-member organizations and hold at least 8 more focus groups with consumers of services in the aging and disabilities networks. (Program Coordination FY 2008-09) 	PC	<p>New in FY 2008-09.</p>

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<ul style="list-style-type: none"> • Compile and analyze data from focus groups and use results to revise organizational assessment of cultural competence that will be implemented in FY 2008-09. (Program Coordination FY 2008-09) 	PC	New in FY 2008-09.
<p>1c) The New Beginning Coalition will conduct a community assessment of the current status of cultural competence among aging and disability service providers in FY 2007-08 through FY 2008-09.</p>	See below	
Year Two		
<ul style="list-style-type: none"> • Draft organizational assessment of cultural competence and outline process for distributing via web-based survey service. (Program Coordination FY 2006-07) 	PC	New in FY 2006-07 and Continued in FY 2007-08.
Year Three		
<ul style="list-style-type: none"> • Revisit cultural competence organizational assessment tool and coordinate with the San Mateo County Health Department's Health Disparities Initiative Oversight committee (HDIO) and the Bay Area Regional Health Inequities Initiative (BARHI) and revise as needed. (Program Coordination FY 2007-08) 	PC	New in FY 2007-08 and In-progress.
Year Four		
<ul style="list-style-type: none"> • Use information gathered from focus group process to review and change organizational assessment as needed and distribute electronic survey to service providers in the aging and disabilities networks. (Program Coordination FY 2008-09) 	PC	New in FY 2008-09.

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<p>1d) The New Beginning Coalition will develop and implement cultural competence training regarding best practices for San Mateo County Health Department staff and aging and disability service providers by June 30, 2009.</p>	<p>See below</p>	
<p>Year Three</p>		
<ul style="list-style-type: none"> • Draft cultural competence training and pilot with New Beginning Coalition. (Program Coordination FY 2007-08) 	<p>PC</p>	<p>New in FY 2007-08 and In-progress.</p>
<ul style="list-style-type: none"> • Evaluate pilot and revise training as needed. (Program Coordination FY 2007-08) 	<p>PC</p>	<p>New in FY 2007-08 and In-progress.</p>
<p>Year Four</p>		
<ul style="list-style-type: none"> • Hold cultural competence training with staff of Health Department and NBC-member organizations invite participants to serve as focus group facilitators of cultural competence focus groups. (Program Coordination FY 2008-09) 	<p>PC</p>	<p>New in FY 2008-09.</p>
<ul style="list-style-type: none"> • Coordinate with Health Department's work on Cultural Competency standards and policies and explore ways to support NBC member organizations in developing Cultural Competency standards and policies for their own organizations. (Program Coordination FY 2008-09) 	<p>PC</p>	<p>New in FY 2008-09.</p>

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Objective # 2: Support agency efforts to integrate these best practices into their program(s) in FY 2005-06 through 2008-09.		
<p>2a) The New Beginning Coalition will identify resources for providing culturally competent translation/interpretation for non-English speaking consumers by June 30, 2009. (Program Coordination FY 08-09)</p>	<p align="center">PC</p>	<p>New in FY 2005-06; Continued in FY 2006-07; Revised and Continued in FY 2007-08 and In-progress through FY 2009-2010. This objective is too complex to complete in one year and has been revised to span five years.</p> <p>In FY 2006-07 - the issue of translations and interpretation was discussed at Steering Committee meetings throughout the year. Members shared information about interpretation/translation services they had used. A tip sheet on interpretation/translation was developed. Other written resource material on cultural competence (articles and reports) was shared with committee members.</p>
Goal #3: SUSTAINING A COORDINATED NETWORK OF SERVICES THAT MEETS CHANGING NEEDS		
<i>To identify emerging service delivery issues and work collaboratively to develop innovative system-wide responses.</i>		
<p>Rationale: Our ability to maintain seniors and adults with disabilities safely in the community is predicated on the availability of a comprehensive and coordinated system of supportive services that meets the needs of our changing community of seniors and adults with disabilities. Changes in county demographics will result in a greater demand for services, as well as changes in the way programs are designed and delivered.</p>		
Objective # 1: Improve the quality of care by promoting programs that respond to language and cultural differences between caregivers and care recipients in FY 2007-08 through 2008-09.		

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1a) The Public Authority will offer training to caregivers in Spanish and Chinese languages in FY 2007-08 and FY 2008-09.	No	New in FY 2007-08 and In-progress; Continued in FY 2008-09.
1b) The Alzheimer's Association and the Public Authority will provide a six-week Savvy Caregiver Training in Spanish for up to 15 monolingual Spanish speaking caregivers and will provide intensive outreach to the Latino community via a media promotion of the training in the Spanish-language media in FY 2007-08.	No	New in FY 2007-08 and In-progress.
1c) The Alzheimer's Association , in coordination with the Family Caregivers Collaborative, will provide a media campaign with 6-12 ads to help caregivers self-identify as caregivers and highlight available caregiver resources in the community in FY 2007-08.	No	New in FY 2007-08 and In-progress.
Objective #2: Promote an integrated multicultural services network in FY 2005-06 through 2008-09.		
2a) The Commission on Aging Minority Elders Committee will coordinate with other agencies to improve access to services for minority elders by providing a yearly conference focusing on new quality of life issues each year through June 30, 2009.	See below	

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Year One (FY 2005-06)		
<ul style="list-style-type: none"> • Invite agencies serving communities of color to plan and implement a one-day conference focused on home safety and maintaining independence by participating in monthly planning meetings. 	<p align="center">No</p>	<p>New in FY 2005-06 and Completed. The Minority Elders Committee worked on the planning of the conference at each of its monthly meetings. After selecting a theme, a program was developed and presenters were selected and confirmed. Committee members developed and disseminated flyers about the Conference and encouraged individuals from their respective communities to attend. Approximately 250 individuals attended the June 29th conference at the South San Francisco Conference Center. The theme of this year's conference was "Staying in Charge: Maintaining Independence and Safety at Home" and featured presentations on Fall Prevention and Home Safety, Medication Management, and Staying Active: Avoiding the Pitfalls of Isolation. Resource tables provided information about services and supports offered by various County and community-based organizations.</p>

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Year Two (FY 2006-07)		
<ul style="list-style-type: none"> • Invite agencies serving communities of color to plan and implement a one-day conference focused on staying in charge through employment, self-empowerment and advocacy and lifelong learning by participating in monthly planning meetings. (Program Coordination FY 2006-07) 	PC	<p>New in FY 2006-07 and Completed. Conference was held on June 28, 2007 at the South San Francisco Conference Center. The title of the conference was "Quality of Life: Staying in Charge." A Key-Note speaker was added this year and exercise demonstration of Lu- Tung-Kuen (a traditional Asian form of exercise) was held. Three panel discussions were held focusing on employment, self-advocacy, and life-long learning. Two hundred and forty people attended the conference and ten topic/resource tables with representatives from numerous agencies serving older adults and adults with disabilities were provided.</p>
Year Three (FY 2007-08)		
<p>Develop and implement a plan to improve the sustained participation of key stakeholders on the committee which includes establishing an award process for individuals who have made significant contributions to the lives of seniors in San Mateo County, with a focus on minority elders; and plan and implement a one-day conference on health, housing and happiness. (Program Coordination 2007-08)</p>	PC	<p>New in FY 2007-08 and In-Progress.</p>

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Year Four (FY 2008-09)		
<ul style="list-style-type: none"> Continue to implement a plan to improve the sustained participation of key stakeholders on the committee and invite agencies serving communities of color to plan and implement a one-day conference on quality of life topics to be determined in monthly planning meetings. (Program Coordination 2008-09) 	PC	New focus in FY 2008-09; Continuation of award process.
<p>2b) San Mateo County Aging and Adult Services will improve the ability of consumers to access the services and supports needed in order to live safely in the community by establishing at least one new program and implementing at least 4 programmatic changes by June 30, 2009.</p>	See below	
Year One (FY 2005-06)		
<ul style="list-style-type: none"> Create a central entry point for access to caregiver support. 	No	New in FY 05-06 and Completed. Aging and Adult Services created a Social Worker III position to serve as a central entry point by which caregivers throughout San Mateo County would access needed services and supports. The Family Caregiver Social Worker provides information about resources and does home visits for the purpose of performing Comprehensive Assessment and providing ongoing support for caregivers. The Social Worker provides close coordination with other aging and disability service providers (especially Title IIIIE funded providers) as well as with the Aging and Adult Services TIES Line and case management programs.

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<ul style="list-style-type: none"> Host a series of meetings with the San Mateo Medical Center and community-based organizations to identify gaps in services for vulnerable adults and explore potential solutions and strategies to address those issues. 	No	New in FY 05-06 and Completed - The need for a dementia unit at Burlingame Long Term Care was discussed at a meeting. In addition, staff from Aging and Adult Services met with the medical social worker from the medical center on a weekly basis to discuss housing and homecare options for mutual clients that were social admits.
<ul style="list-style-type: none"> Improve the ability of consumers and providers to obtain information about issues, resources, educational events, etc. by contracting for the development and maintenance of a web-based information site. 	No	New in FY 05-06 and Completed - In July 2006, Aging and Adult Services launched Network of Care, a comprehensive Internet-based community resource for older adults, adults with disabilities, and service providers. This easy-to-use website provides an extensive directory that connects people with the right services at the right time. It also offers vital information about assistive devices, caregiving, diseases, day-to-day challenges, as well as daily news from around the world concerning aging and disabilities.
Year Two (FY 2006-07)		
<ul style="list-style-type: none"> Utilize the services of two MSW interns to expand the level of service provided to clients in the Linkages Program. 	No	New in FY 2005-06 and Continued in FY 2006-07 – Two MSW interns provided services through the Linkages Programs enabling Aging and Adult Services to serve more clients and improve the quality of services.
<ul style="list-style-type: none"> Explore the feasibility of redirecting unallocated Title III E (Family Caregiver Support Program) funding to provide funding for home clean-up. 	No	New in FY 2006-07 and Continued in FY 2006-07; Deleted in FY 2007-08.

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<ul style="list-style-type: none"> Allocate a minimum of 54.0% of the applicable federal Older Americans Act Title IIIB funding to provide In-Home Support Services that include Peer Counseling, Adult Day Care and Alzheimer's Day Care; a minimum of 17.3% to provide Access Services that include Information and Assistance and Case Management; and a minimum of 15.2% to provide Legal Assistance 	<p align="center">No</p>	<p>New in FY 2005-06; Revised and Continued in FY 2006-07. The minimum allocation was changed to 42.6% for Access Services; 30.4% for In-Home Services; and 15.2% to provide Legal Assistance because of the unbundling of funding for several Older Americans Act-funded programs.</p>
<ul style="list-style-type: none"> Continue to provide training for social work interns to increase the number of highly skilled workers who are knowledgeable about and experienced in working with older adults and adults with disabilities. 	<p align="center">No</p>	<p>New in FY 2005-06; Continued in FY 2007-08 and In-progress.</p>
<ul style="list-style-type: none"> Convene a collaborative of Title III E (Family Caregiver Support Program) providers every other month to share best practices, identify system gaps and barriers, and discuss potential solutions. 	<p align="center">No</p>	<p>New in FY 2006-07 and Completed - Aging and Adult Services convened regular meetings of the Professional Caregivers Collaborative and shared best practices, identified system gaps and barriers, and discussed potential solutions in working with caregivers. One success is the on-going coordination of education events and classes offered by multiple agencies. This collaboration is ensuring services in multiple languages and all geographic areas of the county. Further coordination is being done through the County Network of Care website to list caregiver classes and events. The collaborative will offer a caregiver health event in January 2008.</p>

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<p>Increase Adult Protective Services staff's knowledge by attending annual training offered by the State on issues related to elder and dependent adult abuse/neglect.</p>		<p>New in FY 2006-07 and Completed - APS staff attended the annual training provided by the State.</p>
<ul style="list-style-type: none"> • Work with the San Mateo County Health Department, San Mateo County Human Services Agency and San Mateo Medical Center (SMMC) to diminish inappropriate use of SMMC's Emergency Department by providing intensive case management that will link frequent users with appropriate preventive and specialized care through the establishment of the HOME (Healthy Outcomes through Multi-Disciplinary Approaches) Team. 	<p align="center">No</p>	<p>New in FY 2005-06 and Continued in FY 2006-07 - A social work supervisor, public health nurse, social worker and community worker have been hired and are developing the program, receiving training and developing a caseload. HOME expects to have a caseload of 45 by the end of FY 2007-2008 and 60 by the end of the three year grant period.</p>
<ul style="list-style-type: none"> • Allocate a minimum of 46.3 % of the applicable federal Older Americans Act Title IIIB funding to provide Access Services that include Information and Assistance and Case Management; a minimum of 28.3% to provide In-Home Services that include Peer Counseling, Adult Day Care and Alzheimer's Day Care; and a minimum of 14.3% to provide Legal Assistance. 	<p align="center">No</p>	<p>New in FY 2005-06; Revised and Continued - In FY 06-07, we allocated a minimum of 46.3% of the applicable federal Older Americans Act Title IIIB funding to provide Access services that include Information and Assistance and Case Management.; a minimum of 28.3% to provide In-Home Services that include Peer Counseling, Adult Day Care, and Alzheimer's Day Care; a minimum of 14.3% of the applicable federal Older Americans Act Title IIIB funding for Legal Assistance.</p>

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Year Three (FY 2007-08)		
<ul style="list-style-type: none"> Continue to diminish inappropriate use of emergency medical services by continuing development and implementation of the HOME (Healthy Outcomes through Multi-Disciplinary Approaches) Team program for frequent users of San Mateo Medical Center's Emergency Room by providing intensive case management. 	No	New in FY 2006-07; In-progress and Continued.
<ul style="list-style-type: none"> Continue to provide training for social work interns to increase the number of highly skilled social workers who are knowledgeable about and experienced in working with older adults and adults with disabilities and expand existing social work internship program and expand rotations to Adult Protective Services, Public Guardian, IHSS, MSSP, Linkages, and AIDS Case Management. 	No	New in FY 2005-06; Continued in FY 2006-7; expanded in FY 2007-08 and In-progress; Continued in FY 2008-09.
<ul style="list-style-type: none"> Explore the feasibility of establishing an 8-week clinical rotation for Bachelor level nurses that will provide training and increase the number of highly skilled nurses who are knowledgeable and experienced in working with older adults and adults with disabilities. 	No	New in FY 2006-07 and In-progress.
<ul style="list-style-type: none"> Increase the cultural competence capacity of Aging and Adult Services by hiring bilingual/bicultural staff with Tagalog, Chinese, Russian and Spanish language skills. 	No	New in FY 2006-07 and In-progress.

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<p>Allocate a minimum of 46.3 % of the applicable federal Older Americans Act Title IIIB funding to provide Access Services that include Information and Assistance and Case Management; a minimum of 28.3% to provide In-Home Services that include Peer Counseling, Adult Day Care and Alzheimer's Day Care; and a minimum of 14.2% to provide Legal Assistance.</p>	<p align="center">No</p>	<p>New in FY 2005-06; Revised in 2006-07; Revised slightly in 2007-08 and Continued. In FY 07-08, we allocated a minimum of 46.3% of the applicable federal Older Americans Act Title IIIB funding to provide Access services that include Information and Assistance and Case Management.; a minimum of 28.3% to provide In-Home Services that include Peer Counseling, Adult Day Care, and Alzheimer's Day Care; a minimum of 14.2% of the applicable federal Older Americans Act Title IIIB funding for Legal Assistance.</p>
<p>Year Four (FY 2008-09)</p>		
<ul style="list-style-type: none"> Allocate a minimum of 46.3 % of the applicable federal Older Americans Act Title IIIB funding to provide Access Services that include Information and Assistance and Case Management; a minimum of 28.3% to provide In-Home Services that include Peer Counseling, Adult Day Care and Alzheimer's Day Care; and a minimum of 14.2% to provide Legal Assistance. 	<p align="center">No</p>	<p>New in FY 2005-06; Revised in 2006-07; Revised slightly in 2007-08 and Continued in FY 08-09. In FY 08-09, we plan to allocate a minimum of 46.3% of the applicable federal Older Americans Act Title IIIB funding to provide Access services that include Information and Assistance and Case Management.; a minimum of 28.3% to provide In-Home Services that include Peer Counseling, Adult Day Care, and Alzheimer's Day Care; a minimum of 14.2% of the applicable federal Older Americans Act Title IIIB funding for Legal Assistance.</p>

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<ul style="list-style-type: none"> Explore the feasibility of developing an automated system or website for In-Home Supportive Services/Public Authority frequently-asked questions so that non-emergency calls go into the system and emergency calls can be transferred to the Officer of the Day. 	No	New in FY 2008-09.
<ul style="list-style-type: none"> Evaluate the Care Transitions (Discharge-planning Coaches model) evidence-based study that was implemented in FY 07-08 in partnership with the Health Plan of San Mateo and the San Mateo Medical Center to explore how to restructure for greater effectiveness. 	No	New in FY 2008-09.
<ul style="list-style-type: none"> Develop and implement a contract with Samuel Merritt School of Nursing to provide a clinical 10-week rotation to three nursing classes per year. 	No	New in FY 2008-09.
<ul style="list-style-type: none"> Evaluate the effectiveness of the Uniform Assessment Tool pilot project and write summary report. 	No	New in FY 2008-09.
<ul style="list-style-type: none"> Expand the capacity for training social work interns from 2 to 4 interns. 	No	New in FY 2007-08; In-progress and Continued in FY 2008-09.
<ul style="list-style-type: none"> Evaluate the 3rd and final year of the grant-funded HOME (Healthier Outcomes through Multi-Disciplinary Engagement) Program and explore opportunities for sustainability. 	No	New in FY 2008-09.

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<ul style="list-style-type: none"> Continue Quality-Assurance efforts in the implementation of the Q database system and develop a structured format for accessing data reports. 	No	New in FY 2007-08; In-progress and Continued in FY 2008-09.
<p>2c) San Mateo County Aging Network community-based service providers will implement at least 4 programmatic changes and explore the feasibility of expanding at least 2 services to improve accessibility for consumers by June 30, 2009.</p>	See below	
Year One (FY 2005-06)		
<ul style="list-style-type: none"> The Family Service Agency will encourage residents of local board and care facilities to participate in activities at the Fair Oaks Senior Center. 	No	New in FY 2005-06 and Completed - a Title V participant was placed as an outreach worker at Fair Oaks. She contacted more than 20 board and care facilities and invited them to visit the center. She also visited several facilities. As a result, approximately 9 new participants attended the center on a sporadic basis.
Year Two (FY 2006-07)		
<ul style="list-style-type: none"> Daly City ACCESS will outpost outreach workers in the Bayshore area each Friday to provide assistance to non-English speaking individuals and will implement a series of new programs/activities for seniors at the Bayshore Community Center that will include, but not be limited to, computer classes, ESL classes and drop-in recreation 	No	New in FY 2006-07 and Completed - The outreach workers are utilized on an on-call basis for special events and needed translation. New senior activities at the Bayshore Center include aerobic exercise and yoga twice weekly, a weekly computer class, and on-going drop in recreation.

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<ul style="list-style-type: none"> • San Mateo Medical Center will explore the feasibility of expanding the services of the Ron Robinson Senior Care Center, either at the San Mateo site or by establishing a site in North County. 	No	New in FY 2006-07 and Continued in FY 2007-08 - San Mateo Medical Center will establish a satellite clinic in North County and will expand services at the San Mateo site. Funding opportunities are being explored in FY 2007-08.
<ul style="list-style-type: none"> • The City of Redwood City (Veterans Memorial Senior Center) will expand “In Good Company Outreach Program” to include a heart to heart phone line to reach isolated seniors who are unable to come to the center and will staff a booth at the local farmer’s market in order to inform people about the center’s programs and services. 	No	New in FY 2006-07 - With the absence of our Senior Services Coordinator, Marlene Annuzzi, volunteers have been assigned to call “at risk” or “in need” senior patrons on a periodic basis to check on their well-being. Phone calls have been well received and help reconnect some patrons to the Center. Staff member Danny Sanchez attended three months of Farmer’s Markets to provide outreach & marketing. The Farmer’s Market proved to be a viable place to recruit patrons, volunteers and distribute important information about services.

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<ul style="list-style-type: none"> • Ombudsman Services of San Mateo County will schedule two training events for staff of long-term care facilities and will co-sponsor a local workshop on how to work with clients who have dementia (Quality Care Campaign) for the staff of residential care and skilled nursing facilities. 	<p align="center">No</p>	<p>New in FY 2006-07 and Completed – Ombudsman Services completed 68 in-service trainings for facility staff and hosted two best practice model events:</p> <ol style="list-style-type: none"> 1. An afternoon tea was attended by facility administrators. A best practice model on fall prevention was given by Colleen Campbell from the Alameda County's Senior Injury Prevention Project, which included the importance of exercise for the residents. Handouts of the New Sit and Be Fit Video were made available to all attendees. The presentation was a collaborative effort with San Mateo County's Fall Prevention Task Force. 2. A second afternoon tea with a presentation on Skin Breakdown given by Accent Care. About 100 attended the event, largely facility administrators and caregivers. The presentation was specifically directed at those who give hands-on care, and included prevention and the importance of nutrition in preventing skin breakdown. The Ombudsman Program participated in the Alzheimer's Association's roll out of their Campaign for Quality Residential Care. The participation was low -- about 23 facilities participated across the county.
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<ul style="list-style-type: none"> • Ombudsman Services of San Mateo County will explore the feasibility of working with CAHF (California Association of Health Facilities) to provide Continuing Education Units for staff at residential care facilities, adult residential facilities and skilled nursing facilities. 	No	New in FY 2006-07 and Deleted - This activity was not feasible – Ombudsman Program is still seeking a partner to provide CEUs for their twice yearly administrator teas and presentation on best practice models.
<ul style="list-style-type: none"> • The Legal Aid Society will conduct a targeted needs assessment to explore immigration-related legal issues faced by the county's elderly immigrants and to determine how Legal Aid can address those needs. 	No	New in FY 2006-07 and Continued in FY 2007-08; In-progress.
<ul style="list-style-type: none"> • The Health Insurance Counseling and Advocacy Program (HICAP) will recruit and train a minimum of four new volunteer counselors and add a part-time volunteer coordinator position. 	No	New in FY 2006-07 and Completed – The position was filled by a former HICAP Program Manager and is working very well.
Year Three (FY 2007-08)		
<ul style="list-style-type: none"> • Edgewood Center for Children and Families will include support group facilitators in regular Kinship staff meetings and solicit their input regarding program development. 	No	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> • Edgewood Center for Children and Families will expand support group services to underserved areas in the county by identifying key areas and holding new support groups. 	No	New in FY 2007-08 and In-progress.

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<ul style="list-style-type: none"> • Senior Coastsiders will provide a six series educational presentation to 75-100 caregivers and their families by a physical therapist focusing on daily exercise, brain fitness, safety and nutrition and will develop a caregiver library to provide education, support and resource information. 	No	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> • Senior Coastsiders will provide a six series educational presentation to 75-100 caregivers and their families by a physical therapist focusing on daily exercise, brain fitness, safety and nutrition and will develop a caregiver library to provide education, support and resource information. 	No	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> • Mills-Peninsula Senior Focus will provide a Caregiver In-Home Consultation Program to assist and support 10-15 caregivers of participants and will develop a caregiver lending library for caregivers to provide education, support and resource information. 	No	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> • The San Mateo County Ombudsman Program will have Ombudsman Program outreach materials translated into Spanish, Chinese and Tagalog. 	No	New in FY 2007-08 and In-progress.

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Year Four (FY 2008-09)		
<ul style="list-style-type: none"> The San Mateo County Ombudsman Program and Aging and Adult Services (SM County AAA) staff will provide training and support for family members that have loved ones in care facilities to encourage them to place their loved ones back in a home/community setting in FY 2008-09. (Program Development FY 2008-09) 	PD	New in FY 2008-09.
<ul style="list-style-type: none"> Daly City ACCESS will continue development of a safety net of services through the Healthy Aging Response Team (HART) for at-risk individuals who do not meet eligibility criteria for existing programs. (Program Development 2008-09) 	PD	Continued in FY 2008-09.
<p>2d) San Mateo County Aging and Adult Services will improve program integrity and consistency by implementing a Quality Assurance component for the In-Home Supportive Services (IHSS) Program by June 30, 2009.</p>	See below	
Year One (FY 2005-06)		
<ul style="list-style-type: none"> Hire new staff and develop protocols and procedures to ensure quality assurance and enhance program integrity in the In-Home Supportive Services (IHSS) Unit; detect and prevent program fraud and abuse; and provide standardized training to social workers. 	No	New in FY 2005-06; Completed and Continued in FY 2006-07 - Staff positions were filled. A policy and procedures manual has been developed and we have been submitting reports to the state. The QA program has been audited by the state. Training was provided for social workers. QA studies are in process.

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<ul style="list-style-type: none"> • Provide education to providers through the Public Authority newsletter and an initial orientation for all new providers. 	No	New in FY 2005-06 and Completed - The Public Authority published a newsletter for providers and conducted orientations/meetings for new providers and existing providers to enhance understanding of the IHSS program and their responsibilities as workers.
<ul style="list-style-type: none"> • The IHSS unit will provide education to consumers during intake, reassessment and by mail and explore the feasibility of creating an instructional video on payroll procedures for IHSS providers 	No	New in FY 2005-06 and Completed/Revised - Consumers were educated. Due to staffing changes, the instructional video activity has been delayed and will take place in a small group training format rather than video format.
<ul style="list-style-type: none"> • The IHSS unit will develop a process for tracking, reporting and monitoring critical incidents, resolve data discrepancies that indicate potential overpayment, and develop a procedure for responding to emergencies relating to provider unavailability. 	No	New in FY 2005-06 and Completed - A tracking process was developed and data discrepancies were resolved. A procedure was developed to address emergency situations in which providers were unavailable.
Year Two		
<ul style="list-style-type: none"> • Continue implementation of the State QA program for IHSS by reviewing a percentage of each caseworker's caseload to verify provider hours, the need for service and if any changes are found, identifying cases in which fraud may have occurred; and developing a system to respond to new state guidelines. 		

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<ul style="list-style-type: none"> Participate in state-sponsored trainings on State IHSS regulation and how to determine provider hours and establish a consistent Officer of the Day within the In-home Supportive Services Program to improve client service. 		
<ul style="list-style-type: none"> Increase the availability of IHSS providers for clients who are children, who reside on the Coastside, or are Russian-speaking by developing a recruitment brochure and bulletin board poster in Russian, Tagalog and Spanish and posting material at numerous locations throughout the county. 		
Year Three		
<ul style="list-style-type: none"> Continue to increase the availability of IHSS providers for clients who are children, who reside on the Coastside, or are Russian-speaking, by developing a recruitment brochure and bulletin board poster in Russian, Tagalog and Spanish and posting material at numerous locations throughout the county. 		New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> Improve coordination between the Public Authority and the In-Home Supportive Services Program by exploring the feasibility of using Q (Aging and Adult Services' data management system) as a means of coordination and by conducting a joint meeting involving the staff from both programs. 	No	New in FY 2007-08 and In-progress.

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<ul style="list-style-type: none"> • Provide updated versions of the In-Home Supportive Services Program handbooks for providers and consumers and explore the feasibility of creating an intake unit within the In-Home Supportive Services Program. 	No	New in FY 2007-08 and In-progress.
<p>2e) Aging and Adult Services will improve program integrity and consistency by implementing four to six program enhancement/quality assurance activities within the Public Authority; five to seven program enhancement/quality assurance activities within the Conservatorship units; at least one program enhancement/quality assurance activities within the Protective/Supportive Services units by June 30, 2009.</p>	See below	
Year One (FY 2005-06)		
<ul style="list-style-type: none"> • The Linkages Program will utilize the services of two MSW interns to expand the level of service provided to clients. 	No	New in FY 2005-06 and Completed.
Year Two (FY 2006-07)		
<ul style="list-style-type: none"> • Aging and Adult Services will improve access to housing resources for clients who are HIV positive by eliminating discrimination through a partnership with Project Sentinel to review housing refusals based on HIV diagnosis and make referrals to AIDS Legal Referral Panel in San Francisco which will advocate on behalf of clients and take legal action if necessary. 	No	New in FY 2006-07 and Completed - Based on a case that was referred to it by AAS, Project Sentinel performed three tests of one board and care facility, and it was able to confirm the alleged discrimination against people with AIDS. The case was then referred to the AIDS Legal Referral Panel, which confirmed the discrimination.
<ul style="list-style-type: none"> • Adult Protective Services staff will attend annual training offered by the State on issues related to elder and dependent adult abuse/neglect. 	No	New in FY 2006-07 and Completed.

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<ul style="list-style-type: none"> The Linkages Program will ensure that encounters in the Targeted Case Management program are accountable and billable. 	No	New in FY 2006-07 and Completed - Paper client charts and the accounting system's daily encounter log now reflect the State's TCM system.
<ul style="list-style-type: none"> The MSSP Program will develop a formalized outreach plan by convening a committee to solicit ideas; investigating best practices related to outreach for MSSP and identifying strategies. 	No	New in FY 2006-07; Continued in FY 2007-08 and In-progress. Some discussion has taken place, but a formalized plan was not completed due to staff changes. A decision was made that outreach needed to focus on a specific population, the Chinese community. The remaining components will be explored and the outreach program implemented in FY 2007-08.
<ul style="list-style-type: none"> The Public Authority will coordinate with IHSS on the implementation of new quality assurance procedures, including checking the identification of new IHSS providers and explore the feasibility of creating an instructional video on payroll procedures for IHSS providers. 	No	New in FY 2006-07 and Completed - Checks for identification take place for Registry Providers. The Public Authority is looking into ID check becoming part of the training process. Roles have been discussed at IHSS/PA Joint Meetings.
<ul style="list-style-type: none"> The Public Authority, Lesley Foundation and educational institutions will explore the feasibility of developing a career ladder for frontline workers through collaboration with educational institutions. 	No	New in FY 2006-07 and Completed - The Public Authority Supervisor has given presentations at ROP and the PA strongly encourages the use of job development funds to encourage career advancement.

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<ul style="list-style-type: none"> The Conservatorship units will develop and implement a one-on-one mentoring program that will provide three months of mentoring for new workers in the Public Guardians unit; maximize the resources (reducing penalties and increasing interest) of conserved clients by improving the timeliness of communications with IRS and the Franchise Tax Board; and maximize the benefits to conserved clients derived from their investments through improvements in financial management procedures. 	<p align="center">No</p>	<p>New in FY 2006-07 and Completed - A deputy public guardian III, in consultation with the unit supervisor, works with new deputy public guardians for a period of three months to coordinate training efforts. A checklist now includes "Notify IRS" as part of the processing of new cases. An Excel spreadsheet has been developed to improve financial management procedures for investments of conserved clients.</p>
<ul style="list-style-type: none"> The Conservatorship units will protect the financial assets of conservatees by completing the final phase of personal property storage monitoring and expediting the disposition of personal property in storage; improve access to client funds by increasing the number of direct deposit checks for conservatees; and work with the Targeted Case Management (TCM) Coordinator to examine how TCM is done and see if improvements can be made in the process. 	<p align="center">No</p>	<p>New in FY 2006-07 and Completed - A system to protect the financial assets has been designed and implemented. While a special "direct deposit" initiative was not implemented, deputy public guardians encourage direct deposits as a standard practice. During the last fiscal year, there has been an increase in the number of direct deposit checks for Aging and Adult Services' conservatees. The state's consultant for TCM did a site visit in December 2006. In FY 2007-08, an internal audit team will be created to perform audits on all of the County's TCM programs.</p>
<ul style="list-style-type: none"> The Public Authority will collaborate with the Alzheimer's Association, Mills-Peninsula Senior Focus, Family Caregiver Alliance and other organizations and will plan and schedule a caregiver appreciation event for IHSS Providers. 	<p align="center">No</p>	<p>New in FY 2006-07 and Completed - A caregiver appreciation luncheon was held in September, 2006; approximately 90 caregivers attended. Planning for the 2007 event began in early 2007.</p>

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Year Three		
<ul style="list-style-type: none"> The Public Authority will collaborate with the Alzheimer's Association, Mills-Peninsula Senior Focus, Family Caregiver Alliance and other organizations to plan and implement a caregiver conference 		New in FY 2007-08 and In-progress - The Public Authority is collaborating with the Alzheimer's Association of Northern California and the Commission on Aging Minority Elders Committee to plan a caregiver conference for IHSS Providers in FY 2007-2008.
<ul style="list-style-type: none"> The Conservatorship units will develop and implement formalized conservatorship training for police departments; improve coordination with Social Security Administration; and explore the feasibility of assigning conservatorship cases by region or facility. 	No	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> The MSSP Program will continue to develop a formalized outreach plan by identifying strategies and developing a report containing recommendations for submission to division management. 	No	New in FY 2007-08 and In-progress.
Year Two (FY 2006-07)		
<ul style="list-style-type: none"> Continue implementation of the State QA program for IHSS by reviewing a percentage of each caseworker's caseload to verify provider hours, the need for service and if any changes are found; identifying cases in which fraud may have occurred; and developing a system to respond to new state guidelines. 	No	New in FY 2005-06 and Continued in FY 2006-07 This project is on-going and has resulted in more consistency in case management, and more consistent application of hourly task guidelines and IHSS regulations. It has created closer applications of IHSS policies and the 2006-07 review from the California Dept. of Social Services was extremely positive.

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<ul style="list-style-type: none"> Participate in state-sponsored trainings on State IHSS regulations and how to determine provider hours and establish a consistent Officer of the Day within the In-Home Supportive Services Program to improve client service. 	No	New in FY 2006-07 and Completed - Four trainings were attended by all staff (30 people). The Officer of the Day was accomplished, but due to staffing issues the OD coverage had to be redesigned. The issue will be taken up in the future as allowed by staffing patterns.
<ul style="list-style-type: none"> Increase the availability of IHSS providers for clients who are children, who reside on the Coastside, or are Russian-speaking by developing a recruitment brochure and bulletin board poster in Russian, Tagalog and Spanish and posting material at numerous locations throughout the county. 	No	New in FY 2006-07 and Completed - The Public Authority reached out to the Russian Community and posted materials through Jewish Family and Children's Services. Staff re-wrote the recruitment brochure and translated it into Spanish and Tagalog. A recruitment flyer has been developed to post on the Coastside and distribution will take place in FY 2007-2008.
<p>Objective # 3: Develop/implement strategies and remove barriers that enable the delivery system to serve people based on their functional needs in FY 2005-06 through 2008-09.</p>		
<p>3a) The City of Daly City/Daly City ACCESS will plan and implement one collaborative project to remove barriers within the service delivery system and serve people based on functional needs in FY 2007-08 and FY 2008-09.</p>	See below	
<p>Year Three</p>		
<ul style="list-style-type: none"> Daly City ACCESS will explore the feasibility of developing a safety net of services through the Healthy Aging Response Team (HART) for at-risk individuals who do not meet eligibility criteria for existing programs. (Program Development 2007-08) 	PC	New in FY 2007-08 and In-progress; Continued in FY 2008-09.

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Year Four		
<ul style="list-style-type: none"> The City of Daly City/Daly City ACCESS/HART (Healthy Aging Response Team) will seek funding to implement a three year project to develop a safety net of services for at-risk individuals who do not meet eligibility criteria for existing programs in FY 2008-09. (Program Coordination FY 2008-09) 	PC	New in FY 2007-08 and In-progress; Continued in FY 2008-09.
Objective # 4: Promote acceptance and accommodation of differences, including diversity.		
4a) The San Mateo County community-based providers will promote acceptance and accommodation of differences by providing opportunities for individuals to learn about other cultures in FY 2006-07 and FY 2007-08.	See below	
Year Two (FY 2006-07)		
<ul style="list-style-type: none"> The City of Menlo Park Senior Center and Foothill College will provide free salsa and soul line dancing classes to encourage individuals from the African-American and Latino communities to get to know each other. 	No	New in FY 2006-07 and Completed - The City of Menlo Park Senior Center provided free Salsa and Soul Line Dance classes to 40+ diverse seniors (all classes combined).
Year Three (FY 2007-08)		
<ul style="list-style-type: none"> The City of Menlo Park Senior Center and Foothill College will sponsor Building Bridges, a week-long program that focuses on the five different cultures served by the center. 	No	New in FY 2007-08 and In-progress.
Objective # 5: Develop and implement a long-term care integration project by continuing to develop the infrastructure and financing of the Long Term Care Supportive Services Project (LTSSP) in FY 2005-06 through FY 2008-09.		

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<p>5a) San Mateo County Aging and Adult Services will explore the feasibility of establishing a uniform assessment process in FY 2005-06.</p>	<p align="center">No</p>	<p>New in FY 2005-06; Revised and Continued in FY 2006-07 - Aging and Adult Services continues to work on the incorporation of all the data elements into Q. Until that process has been completed, the piloting of the universal assessment tool cannot begin. It is anticipated that the pilot project may begin in December 2006.</p>
<p>5b) San Mateo County Aging and Adult Services will convert current data management systems to one system by implementing the Q software system in FY 2006-07 and will explore potential uniform assessment instruments in FY 2007-08.</p>	<p align="center">No</p>	<p>New in FY 2006-07 and Completed; Continued in FY 2007-08 and In-progress - The extension of the Q Continuum database across Aging and Adult Services took place in February, 2007. A uniform assessment tool was built into Q and used in a test environment by some staff in MSSP, Linkages and AIDS Case Management. Staff identified additional needs with the UAT (greater comprehensiveness) and the feasibility of the use of this tool is being explored division-wide for FY 2007-08 as part of a pilot project recognized in state legislation.</p>
<p>5c) San Mateo County Aging and Adult Services will implement the utilization of the InterRAI Uniform Assessment Tool with three in-house case management programs (MSSP, Linkages and AIDS Case Management) in FY 2007-08.</p>	<p align="center">No</p>	<p>New in FY 2007-08 and In-progress.</p>

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<p>5d) San Mateo County Aging and Adult Services will continue to work with the Health Plan of San Mateo and will send a proposal to the State to implement the LTSSP model with the Health Plan of San Mateo to develop a single funding stream for Medi-Cal and Medi-Care clients served through both agencies (develop the infrastructure for LTSSP) in FY 2008-09.</p>	<p align="center">No</p>	<p>New in FY 2008-09.</p>
<p>Objective # 6: Develop and promote programs that support an integrated multigenerational services network in FY 2005-06 through 2008-09.</p>		
<p>6a) The Commission on Aging will review the status of the Youth Commissioner position on the CoA and recruit and mentor a new Youth Commission to enhance the effectiveness of the youth voice in developing future intergenerational activities in FY 2007-08 and FY 2008-09.</p>	<p align="center">No</p>	<p>New in FY 2007-08 and In-progress; Continued in FY 2008-09.</p>
<p>6b) Daly City Senior Services will create a multigenerational task force (TAC Teens & Adults in Community) to promote oral history and common problem solving across generations for Daly City in FY 2008-09.</p>	<p align="center">No</p>	<p>New in FY 2008-09.</p>
<p>Goal #4: ENSURING ACCESSIBILITY</p>		
<p><i>To maximize the ability to be full participants in the community.</i></p>		

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<p>Rationale: Despite San Mateo County's wide array of services and supports, many San Mateo County residents have difficulty accessing the services they need. A significant portion of San Mateo County's population has physical impairments that can make it difficult or prevent them from using services. In addition, there is a large and growing population of ethnic/racial minority individuals whose inability to speak English is a substantial barrier. The inability to access programs and services could result in reduced quality of life, premature institutionalization or death.</p>		
<p>Objective # 1: Expand language capacity of service providers by recruiting staff and volunteers that speak other languages than English in order to enhance the ability of providers to serve the diverse community in FY 2005-06 through 2008-09.</p>		
<p>1a) San Mateo County Health Department will recruit staff and volunteers that speak other languages in order to enhance the ability of providers to serve the diverse community by contracting with a consultant to perform an assessment of linguistic access to services provided by the department by June 30, 2007.</p>	<p>No</p>	<p>New in FY 2005-06 and Completed - The study has been completed and a final report will be issued. A variety of methods were used to assess linguistic access--phone interviews with the managers of health programs, surveys of health program staff, and client focus groups. In addition, site visits were made to 10 agencies to observe their practices. The study revealed that there were varying levels of linguistic access among health providers, with fewer accessibility issues for Spanish and Tagalog speaking than for those speaking other languages. Most organizations lack formal policies regarding the provision of services to Limited English Proficient clients. While there are many bilingual staff members in health agencies, they are not necessarily trained.</p>

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<p>1b) Edgewood Center for Children and Families will expand their organization's ability to provide health services to monolingual Spanish-speaking caregivers by applying for additional funding to hire a part-time bilingual Spanish-speaking nurse in FY 2007-2008.</p>		<p>New in FY 2007-08 and In-progress.</p>
<p>1c) San Mateo County Behavioral Health and Recovery Services (formerly Mental Health) will provide a 40-hour interpreter training to bilingual staff to increase medical and mental health interpretation skills in FY 2007-08.</p>		<p>New in FY 2007-08 and In-progress.</p>
<p>Objective # 2: Improve physical access to community services and supports by providing information/consultation to organizations that will assist them in improving the physical accessibility of their programs and services, making modifications to public facilities to enhance accessibility by consumers with disabilities and promoting technology as a means of enhancing accessibility in FY 2005-06 through 2008-09.</p>		
<p>2a) The Commission on Disabilities ADA Compliance Committee will start a loan closet of assistive listening equipment that will be available to other county offices by purchasing equipment; developing a protocol for the loan of equipment; advertising the availability of equipment; and developing and implementing training for other county offices on the use of the equipment by June 30, 2006. (Program Coordination FY 2005-06)</p>	<p>No</p>	<p>New in FY 2005-06 and Deleted - Committee staff met with ADA coordinators from county departments to develop regional plans and protocols for the use of assistive listening devices. We are looking at purchasing additional equipment to supplement existing inventory.</p>

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<p>2b) Aging and Adult Services, Center for Independence of the Disabled, and the Commission on Disabilities ADA Compliance Committee will assess two senior centers and one adult day care center for hearing accessibility and provide assistive listening equipment and training to agency staff in FY 2005-06 and will provide Train-the-Trainer sessions regarding assistive listening equipment for lead individuals from each of the four regions of the county in FY 2006-07. (Program Coordination FY 2006-07)</p>	<p align="center">No</p>	<p>New in FY 2005-06; Continued and Deleted in FY 2006-07 - Due to limited staff time and resources this activity was discontinued.</p>
<p>2c) The Commission on Disabilities ADA Compliance Committee will work with the Convention and Visitor's Bureau to identify accessible hotels and meeting places for community events and meetings in FY 2005-06.</p>	<p align="center">No</p>	<p>New in FY 2005-06; Revised and Completed - The committee met with the Convention and Visitor's Bureau and discussed how to incorporate accessibility information in its visitor's guide. A draft list of proposed accessibility information was developed, but has not been submitted to the Bureau. The committee has worked with the County Parks and Recreation Department and SamTrans to develop a list of San Mateo County parks, their accessibility features, and how to access them via public transportation. This information is contained on the Parks and Recreation website.</p>
<p>2d) The Commission on Disabilities ADA Compliance Committee, ADA Consultant, San Mateo Co. Public Works, San Mateo Co. Health Department and Aging and Adult Services will update the County's ADA Transition Plan in FY 2005-06.</p>	<p align="center">No</p>	<p>New in FY 2005-06 and Completed - The ADA transition Plan has been updated and is now available on a CD and the County's Intranet. Close to forty facilities were visited and updated in the ADA Transition Plan.</p>

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<p>2e) The Commission on Disabilities ADA Compliance Committee, San Mateo County Health Department and San Mateo County Employee and Public Services will conduct a minimum of 10 trainings on ADA Policies and Procedures for County department directors and managers and County staff who work with the public by June 30, 2006 and develop and implement a Train-the-Trainer Program on ADA Policies and Procedures that will enable County departments/divisions to provide training for their own staff by June 30, 2007.</p>	<p align="center">No</p>	<p>New in FY 2006-07 and Completed - Approximately 20 trainings have been completed with department heads, managers, and ADA coordinators. Training was conducted for each department's designated ADA Coordinator in August 2005. Three training sessions followed—July 7, 2005; April 22, 2005 and June 14, 2006. There were many departmental workgroup trainings conducted in the various county departments. Continued through next fiscal year (07-08). Programmatic access will be addressed in this process.</p>
<p>2f) The Commission on Disabilities Executive Committee will work with the County Assessors Office to improve accessibility of the voting process for citizens with disabilities by providing consultation regarding accessibility issues and voting sites, demonstrating accessible voting equipment and providing consultation regarding sites for the Early Voting Centers in FY 2005-06 through FY 2007-08.</p>	<p align="center">No</p>	<p>New in FY 2005-06 and Completed; Continued in FY 2006-07 and Completed; Continued in FY 2007-08 and In-progress - The Commission on Disabilities worked with the Assessors Office to develop the Universal Voting Centers. Nine centers were operational for the June 2006 election.</p>
<p>2g) The Commission on Disabilities ADA Compliance Committee will use the Intranet-based ADA Transition Plan to review status of items on Plan; identify areas where modifications are needed and document progress made in implementing the Transition Plan in FY 2006-07 through FY 2007-08.</p>	<p align="center">No</p>	<p>New in FY 2006-07 and Completed; Continued and In-progress in FY 2007-08 - The ADA Compliance Committee reviews the status of the ADA Transition Plan on a monthly basis and has identified the areas where modifications are needed, and made recommendations to the Board of Supervisors in April 2007 for future funding.</p>

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<p>2h) The Hearing Association of the Peninsula will provide opportunities for individuals with hearing impairment to learn about and test assistive devices in FY 2006-07 and FY 2007-08 and will work with a Santa Rosa-based company to install hearing loops* at a variety of community locations (e.g. churches, banks, private residences, etc.) to assist individuals with hearing impairments) in FY 2007-08. (*A loop system transmits magnetic energy to telecoil-equipped hearing aids through a wire that surrounds a room and broadcasts the sound in the ear directly through in-the-ear loudspeakers)</p>	<p align="center">No</p>	<p>New in FY 2006-07 and Completed; Continued and In-Progress in FY 2007-08 - The Hearing Association helped well over 200 people in FY 06-07 and will continue in FY 07-08.</p>
<p>2i) The Commission on Disabilities ADA Compliance Committee will improve access to accessibility information regarding programs and services by reviewing websites of agencies providing services for people with disabilities and selecting websites that should be linked to the CoD website in FY 2008-09.</p>	<p align="center">No</p>	<p>New in FY 2005-06; Continued in FY 2006-07 and FY 2007-08 and In-progress – Progress on this activity was limited in FYs 2005-07 due to the inability to identify a person with the necessary skills and training to update and maintain the Commission on Disabilities website and coordinate a website review process with an ad-hoc committee. A staff person has been identified and trained in FY 2007-08 and this activity will be continued in FY 2008-09.</p>
<p>2j) The Center for Independence of the Disabled (CID) will work with the County Registrar Office to increase accessibility of polling places by surveying each site in the county using a check-off list based on the ADA and Title 24.</p>	<p align="center">No</p>	<p>New in FY 2006-07 and Completed - Every polling place was checked for accessibility, and 14 sites were found to need modification. Those modifications have been completed.</p>

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Objective # 3: Promote disability awareness by providing opportunities for consumers and providers to improve their understanding of people with disabilities in FY 2005-06 through 2008-09.		
3a) The San Mateo County Commission on Disabilities ADA Compliance and the CoD Special Events Committees will promote disability awareness by planning and implementing at least three events and/or workshops for consumers and providers to improve their understanding of people with disabilities in FY 2005-06 through FY 2008-09.	See below	
Year One (FY 2005-06)		
<ul style="list-style-type: none"> Coordinate “Through the Looking Glass” to provide disability sensitivity education to San Mateo Medical Center and San Mateo County Health Department Children and Family Services staff to help them work appropriately with parenting people with disabilities. 	No	New in FY 2005-06 and Completed - An ad hoc committee of the Commission on Disabilities developed and facilitated a panel presentation for staff on local resources for parents with disabilities. The panel presentation, which was conducted five times, supplemented the training provided by Through the Looking Glass, a nationally recognized program providing training for families in which a child, parent or grandparent has a disability or medical problem. The ad hoc committee also developed a resource guide (“A Quick Guide for Disability Services and Referrals”), which was distributed at the presentations.

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Year Two (FY 2006-07)		
<ul style="list-style-type: none"> Explore the feasibility of holding a “Transition to Independence” workshop for people with disabilities and their families that would provide resources to enhance the ability to live independently. 	No	New in FY 2006-07 and Completed – A Workshop was held in January of 2007 and attended by over 75 people. Twenty-five resource tables were provided for participants and evaluations were overwhelmingly positive. Translation services were provided (Spanish) for two mono-lingual families.
Year Three (FY 2007-08)		
<ul style="list-style-type: none"> Hold “Transition to Independence” workshop for people with disabilities and their families that would provide resources to enhance the ability to live independently. 	No	New in FY 2007-08 (a second workshop is planned) and In-progress.
Year Four (FY 2008-09)		
<ul style="list-style-type: none"> Evaluate FY 07-08 “Transition to Independence” workshop and work with the California Children’s Services to hold another workshop in FY 08-09. 	No	New in FY 2008-09.

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Years One through Four (FYs 2005-2009)		
<ul style="list-style-type: none"> The Commission on Disabilities Executive Committee and Special Events Committee will plan and implement a yearly awards dinner to honor individuals and businesses with exemplary service to people with disabilities. 	<p align="center">No</p>	<p>New in FY 2005-06; Completed and Continued yearly.</p> <p>In FY 2005-06, Approximately 300 people attended the annual People Who Care dinner. In addition to the ongoing award categories, special awards were given for Outstanding Leadership and Lifetime Advocacy.</p> <p>The FY 2006-07 People Who Care Event was held on October 7, 2006 at the South San Francisco Conference Center. 330 people attended, with 70 consumers and their families attending who otherwise would not have been able to afford to attend without scholarships. This was due in part to the generous grant by the Peninsula Community Foundation. Entertainment was provided by Wesla Whitfield, a world-renowned jazz singer who uses a wheelchair. Six individuals and or organizations received awards. Planning for the 2007 People Who Care Awards took place between January and June 30, 2007 for the 2007 event.</p>

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<ul style="list-style-type: none"> The Commission on Disabilities Executive Committee and Special Events Committee will plan and implement a yearly art showcase and auction to highlight the artistic ability of artists with disabilities. 	<p align="center">No</p>	<p>New in FY 2005-06; Completed and Continued yearly.</p> <p>In FY 2005-06 the Art Showcase featured 28 works by artists with disabilities. A silent auction was conducted to facilitate the sale of many of the pieces.</p> <p>The FY 2006-07 Art Showcase was held at the People Who Care Awards dinner and featured the artwork of twenty-two artists with disabilities. A silent auction was held and twelve works of art were sold. A catalogue of displayed pieces was distributed at a reception for the artists to enhance the professionalism of the Art Showcase and the quality of the artwork. Planning for the 2007 Art Showcase took place from January through June 30, 2007.</p>
<p>3b) The San Mateo County Commission on Disabilities will explore the feasibility of establishing an art program for artists with disabilities in FY 2006-07.</p>	<p align="center">No</p>	<p>New in FY 2006-07 and Deleted - One meeting was held to explore interest in this program in February, 2006. Some interest was expressed, but Community Partners have not had time or resources to follow-up on this activity. AAS is looking to support the ARTREACH program that is part of ARC of San Francisco. This program has moved to Daly City to expand participation in San Mateo County. AAS will explore the feasibility of supporting clients to participate in the ARTREACH program in lieu of establishing a free-standing program.</p>

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<p>3c) The Commission on Disabilities Special Events Committee will expand the membership of the committee to include people who are not members of the CoD and identify key stakeholders (businesses, media, agencies, community colleges) and invite them to participate in specific areas in FY 2007-08.</p>	<p align="center">No</p>	<p>New in FY 2007-08 and In-progress.</p>
<p>Objective # 4: Advocate for the enforcement of rights to full participation in the community by promoting participation of people with disabilities in the democratic process in FY 2005-06 through 2008-09.</p>		
<p>4a) The Commission on Disabilities, Center for Independence of the Disabled, San Mateo County Registrar of Voters and other Community-based organizations will develop and implement <i>“Feel the Power of the Disability Vote”</i> an outreach project that will increase the number of persons with disabilities who are registered to vote in FYs 2006-07 through 2007-08.</p>	<p align="center">No</p>	<p>New in FY 2006-07 and Completed; Continued in FY 2007-08 - Agencies have been recruited to participate in outreach project and one special event took place in 3rd quarter 06-07.</p>
<p>4b) The Center for Independence of the Disabled will provide training on disability sensitivity for poll workers in FY 2007-08.</p>	<p align="center">No</p>	<p>New in FY 2007-08 and In-progress.</p>
<p>4c) The Commission on Disabilities ADA Compliance Committee and the San Mateo County Registrar of Voters will promote accessibility of the voting process by including the following information on the CoD website; 1) why it is important to vote; 2) how to register to vote; 3) how to use the new equipment (E-slate) and 4) provide a link to County Registrar of Voters in FY 2008-09.</p>	<p align="center">No</p>	<p>New in FY 2007-08 and In-progress.</p>

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GOAL #5: SUPPORTING INDEPENDENT LIVING		
<i>To maximize independence by promoting affordable, accessible, safe housing; transportation choices; and employment opportunities.</i>		
<p>Rationale: The high cost of housing in San Mateo County has created a demand for affordable/accessible housing that far exceeds the supply. Limitations in the county's current transportation system inhibit seniors and adults with disabilities who live independently in the community from accessing a wide variety of resources. Housing and transportation are two of the major issues that are consistently identified in our needs assessment and will become increasingly problematic issues as the number of seniors (especially those who are older) increases. While not as highly prioritized an issue as transportation and housing, the ability to obtain gainful employment is an important issue for a portion of the seniors and adults with disabilities who reside in this county, especially those whose incomes are insufficient to meet the high cost of living in this county.</p>		
<p>Objective # 1: Improve the availability of affordable/accessible housing by involving seniors and adults with disabilities in housing advocacy activities, promoting the dissemination of information about affordable/accessible housing and increasing the supply of affordable/accessible housing in FY 2005-06 through 2008-09.</p>		
<p>1a) The CoA/CoD Joint Housing Committee and CoD Legislation and Advocacy Committee will plan and conduct three forums on affordable/accessible housing for consumers and agencies that provide services to them in FY 2005-06 and FY 2006-07. (Program Development FY 2006-07)</p>	<p>PC</p>	<p>New in FY 2005-06 and Completed in FY 2006-07 - Three forums were conducted—Reverse Mortgages, Emergency Preparedness, and Home Repair and Modifications. The forums were highly advertised, with attendance varying by subject.</p>

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<p>1b) The Commission on Aging and Commission on Disabilities Joint Housing Committee and the Commission on Disabilities Legislation and Advocacy Committee will improve advocacy efforts by developing an infrastructure to collaborate across committees in FY 2005-06 through FY 2008-09.</p>	<p align="center">No</p>	<p>New in FY 2005-06; Completed and Continued yearly - The chair of the COA Legislative Advocacy Committee served as a liaison to the Joint Housing Committee.</p>
<p>1c) The CoA/CoD Joint Housing Committee will develop and implement at least one informational resource on housing and explore the feasibility of working on at least two projects to educate the community on issues related to housing in FY 2006-07 through FY 2008-09.</p>	<p align="center">See below</p>	
<p>Year Two (FY 2006-07)</p>		
<ul style="list-style-type: none"> Develop the 2006 Update of the Housing Resource Guide for Seniors and Adults with Disabilities in FY 2005-06 and implement a county-wide dissemination plan for the 2006 Update in FY 2006-07. 	<p align="center">No</p>	<p>New in FY 2006-07 and Completed - The Housing Resource Guide was updated and reprinted in July 2006 and 5000 copies were distributed to agencies, government offices, and libraries for distribution to consumers.</p>
<ul style="list-style-type: none"> Explore the feasibility of working with the Board of Realtors to promote accessible housing and reverse mortgage counseling in FY 2006-07. (Program Coordination FY 2006-07) 	<p align="center">PC</p>	<p>New in FY 2006-07 and Deleted - Committee made contact with Board of Realtors; however, the Board of Realtors did not see this project as a priority at this time</p>

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Year Three (FY 2007-08)		
<ul style="list-style-type: none"> Work with the Department of Housing on the development of the County-wide Housing Strategy by meeting with representatives from the Dept. of Housing to identify the best ways for the committee to give input on the project and implementing the strategy that is identified in FY 2007-08. (Program Coordination FY 2007-08) 	PC	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> Develop and implement a community education campaign about affordable/accessible housing in FY 2007-08. (Program Coordination FY 2007-08) 	PC	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> Create a one-page affordable/accessible housing resource flyer by reformatting the current Housing Resource Guide for Seniors and Persons with Disabilities into a one-page format and including the flyer on the Housing Leadership, Mental Health (Behavioral Health and Recovery Services) and Aging and Adult Services Network of Care and Golden Gate Regional Center websites in FY 2007-08. (Program Coordination FY 2007-08) 	PC	New in FY 2007-08 and In-progress.
Year Four (FY 2008-09)		
<ul style="list-style-type: none"> Educate committee members on the Housing Element and how it relates to older adults and people with disabilities by inviting a guest speaker to provide a workshop. 	No	New in FY 2008-09.

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<ul style="list-style-type: none"> • Assign Joint Housing Committee members to be the “eyes and ears” in specific cities (communities) regarding current housing development projects that will impact older adults and people with disabilities by: • Developing a protocol (checklist) for how to represent the Joint Housing Committee at public meetings. • Developing a reporting format to bring information back to the meetings. • Developing a process for how to use the results of what is learned at the meeting to advocate for policy changes. • Inviting Commissioners sitting on other standing committees to participate in this effort. 	<p align="center">No</p>	<p>New in FY 2008-09.</p>
<p>1d) Aging and Adult Services will identify affordable/accessible housing resources for non-senior disabled clients (with AIDS) by identifying HUD-funded facilities, meeting with staff from individual facilities to see if they are able/willing to accept disabled adults under age 60, developing a list of those facilities and referring clients to these facilities in FY 2007-08.</p>	<p align="center">No</p>	<p>New in FY 2007-08 and In-progress.</p>
<p>1e) San Mateo County community-based providers will develop at least three projects to assist older adults and people with disabilities to live more independently and safely in their own homes/apartments in FY 2006-07.</p>	<p align="center">See below</p>	

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Year Two (FY 2006-07)		
<ul style="list-style-type: none"> The Center for Independence of the Disabled will assist 15 people with disabilities to live more independently and safely in their own homes/apartments by helping them through the Section 8 application process through the Housing Authority in FY 2006-07. 	No	New in FY 2006-07 and Completed - Assistance was provided to 26 individuals, with eleven of them receiving vouchers. Recipients were surveyed and all said that they felt more independent.
<ul style="list-style-type: none"> The Retired and Senior Volunteer Program (RSVP) will develop and implement an outreach campaign that targets the non-English-speaking and other underserved communities to inform them about the Homeowners Rental Assistance Program in FY 2006-07. 	No	New in 2006-07 and Completed - With support from the California Franchise Tax Board, RSVP conducted outreach to Senior Center sites in geographic areas where a larger population of Chinese and Spanish speaking older adults participate in their programs. Staff was encouraged to forward the information to other agencies in their communities.
Years Two and Three (FYs 2006-2008)		
<ul style="list-style-type: none"> The City of Redwood City will implement the Bradford Street project, which will provide approximately 55 units of affordable housing for seniors in FY 2006-07 and FY 2007-08. 	No	New in FY 2006-07 and Continued in FY 2007-08 – By the end of FY 06-07 the project was underway. In FY 07-08, the last key parcel was acquired. The environmental study is process. The next step will be an RFQ/RFP for a developer.
Objective # 2: Improve the availability and awareness of safe accessible transportation options by advocating for the transportation/paratransit needs of consumers, providing information about driver safety and expanding		
2a) The SPATS (Strategic Plan for Accessible Transportation) Steering Committee will provide leadership for advocacy efforts to improve the availability of safe and accessible transportation options in FY 2005-6 through FY 2008-09.	See below	

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Year One (FY 2005-06)		
<ul style="list-style-type: none"> Schedule five meetings with SamTrans to address implementation of recommendations in the Strategic Plan for Accessible Transportation by identifying barriers to implementation, exploring potential solutions and advocating for implementation. (Program Development FY 2005-06) 	No	New in FY 2005-06 and Completed - The SPATS Steering Committee continued to meet during FY 2005-06 to promote the implementation of the Strategic Plan for Accessible Transportation Services. The group coordinated closely with SamTrans and the Senior Mobility Action Plan Steering Committee on the development of the plan.
<ul style="list-style-type: none"> Develop a Senior Mobility Action Plan by convening the steering committee, reviewing information about the needs of older people in the county and existing transportation services, reviewing strategies for improving senior mobility that have been successful in other regions and identifying strategies that are the most promising for San Mateo County. (Program Development FY 2005-06) 	PD	New in FY 2005-06 and Completed - The Senior Mobility Action Plan Steering Committee worked with SamTrans and its consultant to produce the Senior Mobility Action Plan. The plan is a joint effort to keep older adults safe and connected to their communities through seven strategies: community transit services; community-based transportation; encouraging the use of transit; safe driving; taxicab services; information and referral; and walking.

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Year Two (FY 2006-07)		
<ul style="list-style-type: none"> Convene meetings of the steering committee to promote and participate in the implementation efforts for the seven mobility strategies contained in the Senior Mobility Action Plan. (Program Coordination FY 2006-07) 	PC	New in FY 2006-07 and Completed - The Senior Mobility Action Plan was completed in July 2006. Meetings of the Steering Committee were held in September 2006 and June 2007, both in conjunction with a program featuring community based transportation providers. In the intervening months, working groups met and proceeded with implementation of the strategies from the Senior Mobility Action Plan. A "Senior Mobility Guide: Staying Connected in San Mateo County" was developed and published through a partnership of SamTrans, Aging & Adult Services and the Paratransit Coordinating Council and has been widely distributed and very well received. Presentations included the national meeting of the American Public Transit Association.
Year Three (FY 2007-08)		
<ul style="list-style-type: none"> Continue to convene meetings of the steering committee to promote and participate in the implementation efforts for the seven mobility strategies contained in the Senior Mobility Action Plan and submit application for FY 2006 New Freedom Program funding for a new non-profit agency that will provide mobility management services to improve the mobility of seniors and people with disabilities in San Mateo County (<i>Peninsula Ride Connection</i>). 	No	New in FY 2007-08 and In-progress.

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<ul style="list-style-type: none"> Implement new projects in five focus areas of the Senior Mobility action plan. (Program Coordination FY 2007-08) 	PC	New in FY 2007-08 and In-progress.
Year Four (FY 2008-09)		
<ul style="list-style-type: none"> Develop <i>Peninsula Ride Connection</i>, a new non-profit agency to provide mobility management services to improve the mobility of seniors and people with disabilities in San Mateo County and implement at least one new project in one of the five focus areas of the Senior Mobility action plan. (Program Coordination FY 2008-09) 	PC	New in FY 2008-09.
<p>2b) San Mateo County community-based providers will improve the quality of senior driving skills by developing and implementing at least three projects to inform older adults about Driver Safety in FYs 2006-09.</p>	See below	
Year Two		
<ul style="list-style-type: none"> The Department of Motor Vehicles will implement an outreach program to senior drivers by scheduling presentations with senior groups to inform them about the Driver Safety Program and to provide information on driving tips; public transportation; problems experienced by older drivers; driving skills that may diminish as people age; how the DMV process operates; and driver safety resources. 	No	New in FY 2006-07 and Deleted – A staffing change took place at the DMV and no Driver Safety Programs were offered in San Mateo County in this fiscal year.

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<ul style="list-style-type: none"> The City of Redwood City (Veterans Memorial Senior Center), Sequoia Hospital and SamTrans will provide a Drive Well Safety Program at the senior center including information on healthy lifestyles and travel training on SamTrans and Cal Train. 	<p align="center">No</p>	<p>New in FY 2006-07 and Completed - A total of four Driver Safety Programs were offered during the Fiscal Year 06-07. Included were 2 AARP Driver Safety Programs, each with 30 people in attendance and 2 CHP Older Driver Safety Programs each with 25 people in attendance. All programs featured information on alternative transportation options.</p>
<p>Years Three and Four</p>		
<ul style="list-style-type: none"> The San Mateo County Board of Supervisors (Supervisor Tissier) will sponsor Older Driver Safety presentations in FY 2007-08 and FY 2008-09. 	<p align="center">No</p>	<p>New in FY 2007-08 and In-progress; Continued in FY 2008-09.</p>
<p>2c) San Mateo County community-based providers will expand transportation resources by exploring the feasibility of developing and/or developing and implementing at least two projects to provide transportation to older adults and people with disabilities in FY 2006-07 through FY 2007-08.</p>	<p align="center">See below</p>	

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Year Two (FY 2006-07)		
<ul style="list-style-type: none"> • Family Service Agency will explore the feasibility of starting a volunteer-based transportation program that will reimburse volunteers who provide rides for individuals who are unable to use the regular transportation system yet are not qualified for paratransit by researching how existing volunteer-based programs are structured; consulting with stakeholders to assess support for the project; designing program structure and budget; applying for funding; and if funding is received, implementing the program. 	No	New in 2006-07 and Completed – The TRIP program started in March, 2007. TRIP is based at Fair Oaks Intergenerational Center and is currently providing rides to riders who live and/or receive services in Redwood City.
<ul style="list-style-type: none"> • The City of Redwood City (Veterans Memorial Senior Center) will provide transportation for evening and weekend activities to assist those who do not drive at night and others who have difficulty getting to the center. 	No	New in 2006-07 and Completed - All Special Events at the Senior Center now offer optional transportation services to and from the event. Transportation has also been extended to our Accessible Recreation clients whom conduct their programming in the evenings and on weekends.
<ul style="list-style-type: none"> • The City of Menlo Park (Menlo Park Senior Center) will conduct a pilot program that utilizes the senior center van to provide transportation to medical appointments, have program patrons evaluate the service, and if the evaluation is positive, will provide the service as a regular part of the center's transportation program. 	No	New in FY 2006-07 and Completed - The pilot program is ongoing and transports seniors to local medical appointments.

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Year Three (FY 2007-08)		
<ul style="list-style-type: none"> The City of Pacifica will expand local shuttle service to all districts of Pacifica by providing service 5-6 days per week (including Sundays). 	No	New in FY 2007-08 and In-progress.
<p>2d) Aging and Adult Services will improve access to transportation for AAS conservatees by evaluating the impact of having a second transportation officer for conservatee transportation and exploring the feasibility of developing a tracking system that would analyze how the division's assigned county cars are used in FY 2007-08.</p>	No	New in FY 2007-08 and In-progress.
<p>Objective # 3: Improve the ability of agencies and individuals to respond to emergencies and disasters by providing individuals with information and materials that will prepare them to respond to emergencies and disasters and by working with community-based nonprofits and County staff to coordinate disaster preparedness and response among nonprofit agencies and with local government in FY 2005-06 through 2008-09.</p>		
<p>3a) San Mateo County Service Providers in the aging and disabilities networks will implement five to seven programmatic changes to enhance emergency-preparedness in San Mateo County in FY 2006-07 through FY 2008-09.</p>	See below	

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Year Two (FY 2006-07)		
<ul style="list-style-type: none"> • Mills-Peninsula Senior Focus will provide emergency kits for all participants in the agency's day programs. 	No	<p>New in FY 2006-07 and Completed - Mills-Peninsula Senior Focus able to do this in the last qtr. Of FY 2005-06 with OTO funding. In Feb., the volunteer programs (from Corporation for National Services) coordinated preparation of emergency kits for participants in the Program. The hospital bought all the supplies. Employees throughout the hospital assembled the kits. Kits were distributed to 150 low-income seniors (30 at each of 5 sites).</p>
<ul style="list-style-type: none"> • THRIVE, the Alliance for Nonprofits in San Mateo County and the County Office of Emergency Services will convene an Emergency Services Task Force that will develop a plan to improve preparedness, agency response, and delivery of services in times of disaster. 	No	<p>New in FY 2006-07 and Completed - An Emergency Services Task Force was convened. THRIVE sponsored an emergency preparedness workshop entitled "Be Prepared" in which community-based organizations participated in breakout groups that were organized by geographic region. Agencies within in group talked about how they can support one another on the local level. THRIVE also developed training resources and has posted them on their website. In May 2007, THRIVE was awarded a grant that enabled them to employ a part-time staff person to help provide emergency preparedness training for community-based organizations.</p>

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Years Three and Four (FYs 2007-2009)		
<ul style="list-style-type: none"> The Coastside Emergency Assistance Program will develop coordinated emergency plans for the isolated Coastside area that involve the incorporated City of Half Moon Bay and surrounding unincorporated areas by inviting the participation of key stakeholders (staff/elected officials from the City of Half Moon Bay, County staff (OES, Health), first responders, businesses, community-based organizations, schools, churches, local groups, and interested citizens); educating the committee about the work of local and other groups related to disaster preparedness, and providing disaster preparedness training (e.g. CERT); developing a mechanism for tapping into a coordinated pool of volunteers; promoting preparedness to the general public; and publicizing efforts in the local media. (Program Coordination FY 2007-09) 	PC	New in FY 2007-08 and In-progress; Continued in FY 2008-09.
<ul style="list-style-type: none"> The Center for Independence of the Disabled will explore the feasibility of providing emergency preparedness information and kits for 1000 elderly and disabled adults per year by applying for funding and if funding is received, implementing the program in FY 2007-08 through FY 2009-10. 	No	New in FY 2007-08 and In-progress; Continued in FY 2008-09.

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<ul style="list-style-type: none"> • Aging and Adult Services/San Mateo County AAA will work with the aging and disabilities provider networks to explore roles and responsibilities for communication and assistance during emergency situations in FY 2007-08 and FY 2008-09. (Program Coordination in FY 2008-09) 	PC	New in FY 2008-09.
<ul style="list-style-type: none"> • THRIVE, the Alliance for Nonprofits in San Mateo County will sponsor a conference on "Writing Your Disaster Plan." 	No	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> • Second Harvest Food Bank will develop and implement an emergency preparedness plan for continuing food services to key nonprofits in time of a disaster. 	No	New in FY 2007-08 and In-progress.
<p>Objective # 4: Promote opportunities for job-related training and employment by providing training and support that will assist older workers in obtaining employment in FY 2005-06 through 2008-09.</p>		
<p>4a) The Family Service Agency will implement at least two trainings for staff and/or participants to enhance program services and implement at least one program change to provide additional support for participants in the Senior Community Services Employment Program (SCSEP).</p>	See below	

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Year One (FY 2005-06)		
<ul style="list-style-type: none"> Collaborate with San Mateo Adult School to provide at least one Home Care Provider Training for older workers that will result in 12 participants being hired as home care providers in FY 2005-06. 	No	New in FY 2005-06 and Deleted - This activity has been deleted due to the need to move participants into unsubsidized employment more quickly. Staff time was focused on placements and retention. Family Service Agency has attempted to place participants in unsubsidized employment based on their current skill set and work experience that they receive from their training site.
<ul style="list-style-type: none"> The Family Service Agency will coordinate with Aging and Adult Services and Peninsula Works (One-Stop) to hold an event in celebration of Older Worker Week; honoring older workers at the event and making a presentation about the value of older workers to the Workforce Investment Board. (Program Coordination in FY 2005-06) 	PC	New in FY 2005-06 and Completed - Family Service Agency provided a Mature Worker Resource Workshop for active job seekers who were 55 and older. This event was opened to the public and advertised in the local media and through PeninsulaWorks. 24 participants attended the event, which received good reviews.
Year Two (FY 2006-07)		
<ul style="list-style-type: none"> The Family Service Agency will provide training to staff on One-Stops in San Mateo County on how to work effectively with older workers by exploring the feasibility of using Silver Toolbox Training as a resource or exploring other options. 	No	New in FY 2006-07 and Completed – The “Working with Older Workers” Training was provided in October, 2006 to One Stop staff and partners by an EDD specialist from Sacramento. Training was well received. A survey was completed.

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Year Three (FY 2007-08)		
<ul style="list-style-type: none"> The Family Service Agency will make free counseling services available to participants in the Senior and Community Services Employment Program (SCSEP) to enhance their emotional stability and ability to search for and maintain unsubsidized employment by having the SCSEP Employment Coordination refer participant's to the agency's Counseling Program and having interns supervised by a licensed therapist provide up to ten sessions. 	No	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> The Family Service Agency will assign SCSEP staff and/or trained participants to provide onsite pre-screenings at each of the four One-Stop Centers at least once a month. 	No	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> The Family Service Agency will create a brochure to help employers understand and be aware of the benefits of using mature workers and will provide a training (in conjunction with Mills-Peninsula Hospital) for participants on health issues such as diabetes and how health/aging affects job performance/employment. 	No	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> The Family Service Agency's SCSEP Program Director will participate on the Outreach Committee for the development of the State Plan for the Title V/SCSEP Program. 	No	New in FY 2007-08 and In-progress.

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Year Four (FY 2008-09)		
<ul style="list-style-type: none"> The Family Service Agency will provide training to SCSEP participants on depression – recognizing symptoms and how depression can hinder employment/job performance. 	No	New in FY 2008-09
<ul style="list-style-type: none"> The Family Service Agency will provide increased outreach re: employment and the older worker in faith communities, senior centers, neighborhood stores; via Outreach Monitors; and at Health Fairs throughout the county. 	No	New in FY 2008-09.
<ul style="list-style-type: none"> The Family Service Agency will expand the “Mature Worker Job Match-Up” workshop that has been operating in Daly City to other areas of the county and will expand coverage by SCSEP staff and/or trained participants to all five One-Stops in the county. 	No	New in FY 2008-09.
<ul style="list-style-type: none"> The Family Service Agency will explore the feasibility of placing ads in newspapers and developing a Public Service Announcement re: SCSEP and Title IIIB Employment opportunities. 	No	New in FY 2008-09.
GOAL #6: IMPROVING PHYSICAL AND MENTAL HEALTH		
<i>To promote physical and mental wellness through nutrition, physical fitness and access to comprehensive health services.</i>		
<p>Rationale: During the planning process, we repeatedly received input about problems associated with health care services, insurance, cost, and a variety of other health-related issues. Health continues to be one of our priority areas.</p>		

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<p>Objective # 1: Provide services that promote nutritional health and physical fitness by improving access to nutrition services/programs that meet the changing needs of seniors in targeted groups, as well as Baby Boomers; improving access to nutritional programs for adults with disabilities; and improving access to physical fitness services and programs in FY 2005-06 through 2008-09.</p>		
<p>1a) Aging and Adult Services (SM County Area Agency on Aging) will enhance the sustainability of the Meals on Wheels and Supplemental Meals on Wheels Programs by creating a Sustainability Plan, developing and implementing an outreach/marketing campaign, and encouraging collaborative efforts on the part of the San Mateo County Meals on Wheels Coalition in FY 2005-06 through FY 2008-09.</p>	<p>See below</p>	

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<ul style="list-style-type: none"> Contract with consultant to create a Sustainability Plan for the Supplemental Meals on Wheels Program. 	<p align="center">No</p>	<p>New in FY 2005-06 and Completed - The consultant has completed the research and has submitted a written recommendation to the MOW Coalition. The plan has been approved by the Coalition, which is preparing a proposal to the Director of the Health Department and Board of Supervisors for their support. A retreat was conducted to review and discuss a Business Plan Assessment and the option selected by the MOW Coalition was to create a fund at the Peninsula Community Foundation that would allow the organization to receive deductible gifts. However, the Peninsula Community Foundation merged with the Silicon Valley Community Foundation, a change that put the option of PCF functioning as fiscal agent for MOW into question.</p>
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Year Two (FY 2006-07)		
<ul style="list-style-type: none"> Develop and implement outreach/marketing campaign to solicit donations and increase numbers of Meals on Wheels volunteers. (Program Development in FY 2006-07) 	PD	New in FY 2006-07 and Completed - The MOW Coalition used OAA One-Time-Only funds to hire consultants to develop a marketing/outreach campaign to focus on volunteer recruitment and donation solicitation. All five MOW providers participated in the development of a new logo, website, 4 minute film, PowerPoint presentation, a brochure and table skirts for resource tables at events. AAS staff and MOW Providers will use these materials to generate donations and enlist volunteers to help in the individual MOW organizations. Funds generated will help pay for the increased demand for MOW and SMOW services.
Year Three (FY 2007-08)		
<ul style="list-style-type: none"> Translate outreach/marketing materials created last year (DVD and brochure) into Spanish, Mandarin and Cantonese and provide tools (laptop computer and photo identification badges) to support Coalition outreach efforts. (Program Development in FY 2007-08) 	PD	New in FY 2007-08 and In-progress
Develop collaborative on-going outreach strategy.		New in FY 2007-08 and In-progress.
Year Four (FY 2008-09)		
<ul style="list-style-type: none"> Develop and finalize MOU/Policy regarding the use of the Meals on Wheels Trust Fund. (Program Development in FY 2008-09) 	PD	New in FY 2008-09.
<ul style="list-style-type: none"> Include the Commission on Aging and Commission on Disabilities in outreach efforts. 	No	New in FY 2008-09.

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<ul style="list-style-type: none"> Review annual Meals on Wheels survey format and incorporate survey questions suggested by MOW Providers. 	<p align="center">No</p>	<p align="center">New in FY 2008-09.</p>
<p>1b) The Commission on Aging Nutrition Committee will examine current Congregate Nutrition program practices and policies; explore the feasibility of starting new and alternative services and programs and/or expanding existing services; and make educational presentations and materials on Nutrition available to the community in FY 2005-06 through FY 2008-09.</p>	<p align="center">See below</p>	

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Year One (FY 2005-06)		
<ul style="list-style-type: none"> Explore alternative service options and develop nutrition education plan. (Program Development in FY 2005-06) 	<p align="center">PD</p>	<p>New in FY 2005-06; Revised and Continued in FY 2006-07 - All senior centers/meal providers offer alternative service options on a site by site basis, based on the community they are serving. Budget constraints were exacerbated by multiple national and international disasters, and Second Harvest Food Bank was unable to expand home delivery or provide transportation to Farmers Markets. Information on public transportation to Farmers Markets has been collected by the committee and sent to all senior centers and Second Harvest Food Bank for distribution to senior center and Brown Bag program participants. Second Harvest Food Bank currently bags and delivers Brown Bags to homebound participants in cooperation with Catholic Charities CYO, senior center staff/volunteers and Brown Bag Volunteer staff. Because Congregate Nutrition providers throughout San Mateo County are already engaged in outreach to build their programs through flyers and newsletters, The Committee decided to take the message out to seniors who were not yet connected with social service programs. The committee will pilot a Nutrition Education/Outreach presentation program targeting low-income senior housing residents beginning Sept. 2006.</p>

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Year Two (FY 2006-07)		
<ul style="list-style-type: none"> Develop a curriculum for healthy food preparation that will be presented to residents at a senior housing complex. (Program Coordination in FY 2005-06) 	PC	<p>Revised from FY 2005-06 and Continued in FY 2006-07 - Because Congregate Nutrition providers throughout San Mateo County are already engaged in outreach to build their programs through flyers and newsletters, The Committee decided to take the message out to seniors who were not yet connected with social service programs. A healthy food preparation curriculum was developed and provided by Aging and Adult Services staff and a registered dietician and member of the Commission on Aging on September 11, 2006 to residents of the Edgewater Place Senior Housing complex.</p>
<ul style="list-style-type: none"> Review nutrition education material and explore feasibility of posting on Commission on Aging website. (Program Coordination in FY 2005-06) 	PC	<p>New in FY 2005-06; Revised in FY 2006-07 and Deleted by Committee members in FY 2007-08- Committee members reviewed one nutrition-education journal article focused on promoting nutritional wellness for culturally diverse older adults during the year, but due to website development and maintenance issues that have been encountered by both the Commission on Aging and the Commission on Disabilities, further exploration of this activity was delayed. AAS Staff will be trained in the software program that supports the two websites in 07-08 so that website updates can be posted regularly.</p>

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Year Three (FY 2007-08)		
<ul style="list-style-type: none"> • Create tools/procedures for visits to program sites by Commissioners and conduct at least 4 site visits to Congregate Nutrition Programs. (Program Development in FY 2007-08) 	PD	New in FY 2007-08 and In-progress
<ul style="list-style-type: none"> • Share impressions from site visits in Nutrition Committee meetings and make recommendations to Aging and Adult Services regarding changes in policy and/or practice. 	No	New in FY 2007-08 and In-progress
Year Four (FY 2008-09)		
<ul style="list-style-type: none"> • Conduct at least 10 site visits to Congregate Nutrition Programs to ensure all sites have been visited. 	No	New in FY 2008-09.
<ul style="list-style-type: none"> • Report on site visits in committee meetings and make recommendations to Aging and Adult Services regarding needed changes when appropriate. 	No	New in FY 2008-09.
<ul style="list-style-type: none"> • Support a planning process to be led by San Mateo County AAA staff for a “Town Hall” meeting with Congregate Nutrition Program Providers to review impact of program policies and regulations on service delivery. (Program Development in FY 2008-09) 	PD	New in FY 2008-09.
<ul style="list-style-type: none"> • Discuss the results of the Town Hall meeting in Nutrition Committee Meetings. (Program Development in FY 2008-09) 	PD	New in FY 2008-09.

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<p>1c) The SM Co. Health Department (Health Policy, Planning and Promotion) will identify key components of the Active for Live Program and explore how they can be integrated into ongoing programs operated by Health Department Divisions, including Aging and Adult Services in FY 2006-07 and FY 2007-08.</p>	<p align="center">No</p>	<p>New in FY 2006-07 and Continued in FY 2007-08 - A key component that was identified from the Active for Life research project was that opportunities for physical activity need to become a real and practical part of everyday life. Chronic Disease/Injury Prevention staff (formerly Health Policy, Planning and Promotion) in the Health Department are developing a plan to implement lessons learned by exploring ways to increase physical activity opportunities in locations that are conveniently accessible to older adults (Senior Living Facilities, Senior Centers) and that reach targeted populations (Latino/Hispanic, and Chinese communities).</p>
<p>1d) The Second Harvest Food Bank will enhance the Brown Bag Nutrition Program by expanding the pilot Produce Mobile Program; improving the cultural appropriateness of the food distributed Program; conducting a pilot program in East Palo Alto to improve nutritional value of Brown Bags; and evaluating all pilot efforts and integrating results into program expansion plans.</p>	<p align="center">See below</p>	

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Year One (FY 2005-06)		
<ul style="list-style-type: none"> Incorporate recommendations from surveys performed in pilot project, obtain the commodities and develop ethnic-specific Brown Bags for different geographic areas in which there are large concentrations of specific ethnic groups. 	<p align="center">No</p>	<p>New in FY 2005-06 and Completed - Client satisfaction surveys were conducted, with a 10% response. Second Harvest increased fresh produce incorporated into the Brown Bag complement of food and included some ethnically diverse items such as cabbage. The organization met with a national food solicitor to discuss increasing variety in produce obtained and was given assurance that the topic was being addressed. Because of budget constraints, Second Harvest was unable to differentiate geographic areas to any large extent, but was able to provide Asian foods such as rice noodles to Daly City.</p>
Year Two (FY 2006-07)		
<ul style="list-style-type: none"> Expand pilot Produce Mobile Program to cover a variety of locations throughout San Mateo County, providing donated fresh fruits and vegetables once a month in areas in which there is no cold storage capacity and therefore no fresh produce. 	<p align="center">No</p>	<p>New in FY 2006-07 and Completed - One produce mobile was started in Menlo Park, one in South San Francisco and 2 in Daly City. There are a total of 7 Produce Mobiles in San Mateo County with 4 more in the planning stage.</p>

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<ul style="list-style-type: none"> Conduct a pilot program in East Palo Alto in which the nutrition provided in the Brown Bags is increased by providing 1/3 of the RDA each week, with increases in whole grains, dairy, low/no salt vegetables and low/no sugar fruit. 	No	<p>New in FY 2006-07 and Completed - Pilot was successful. Weekly dairy items, low salt canned vegetables, whole grain rice and pasta, and additional produce were given and were universally appreciated.</p> <p>We cannot afford to implement the pilot menu at all of our sites, given we serve 2,000 seniors weekly, but we plan to include low salt canned vegetables (2 per week), additional produce, and a monthly dairy item for each senior in the new fiscal year.</p>
Year Three (FY 2007-08)		
<ul style="list-style-type: none"> Evaluate the pilot program in East Palo Alto and if successful, partially implement program (providing some of the food elements) in at least one additional site. 	No	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> Expand the Produce Mobile Program to provide 3 additional produce mobiles for targeted, high-need areas – Coastside, East Palo Alto and Daly City, and open at least one additional Brown Bag site in Daly City. 	No	New in FY 2007-08 and In-progress.
<p>1e) San Mateo County Nutrition Program providers will enhance their services by developing 4-5 new programs or program enhancements for older adults and people with disabilities to combat obesity, increase mobility and improve nutrition in FY 2005-06 through FY 2008-09.</p>	See below	

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Year One (FY 2005-06)		
<ul style="list-style-type: none"> The Family Service Agency will combat obesity, increase mobility and improve the nutrition of consumers by developing and implementing the Staying Healthy Club at the Fair Oaks Senior Center. 	No	New in FY 2005-06 and Completed - Consumers participated in weekly walks and healthy breakfasts. Health issues were discussed during breakfast. A monthly weigh-in was discontinued due to requests by participants.
Year Two (FY 2006-07)		
<ul style="list-style-type: none"> The City of Pacifica Senior Center will improve nutrition of participants by providing prepared soups that can be taken home for evening/weekend consumption in the winter months. 	No	New in FY 20-06-07 and Completed - Prepared soups can be purchased for \$2.00 per pint to be taken home for evening/weekend consumption.
<ul style="list-style-type: none"> The City of Redwood City (Veterans Memorial Senior Center) will use inclusion grant funds to provide aides who will assist people with disabilities so they can participate in recreation and fitness classes. 	No	New in FY 2006-07 and Completed - Inclusion Grant Funds assisted in providing necessary equipment, training and marketing to recruit aides for inclusion services. To date, approximately ten aides have been recruited and assigned to patrons with special needs.
Year Three (FY 2007-08)		
<ul style="list-style-type: none"> The City of Menlo Park (Menlo Park Senior Center) and Episcopal Home Foundation will provide Farmers' Market/ Farmers' Market Annex programs twice a week at the Center and offer fruits and vegetables at wholesale prices. 	No	New in FY 2007-08 and In-progress.

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Year Four (FY 2008-09)		
<ul style="list-style-type: none"> The Family Service Agency will continue to develop the wellness programs at Fair Oaks Senior Center by expanding the healthy breakfast from 4 to 5 days per week by raising funds to add an additional day and by increasing participation in various exercise classes by 5% through outreach to center participants and the community at large. 	No	New in FY 2008-09.
Objective # 2: Ensure access to a continuum of culturally appropriate physical and mental health services by ensuring that vulnerable individuals (poor and isolated) receive the services they need to remain safely in the community when they move from one level of care to another, improving access to services for adults with mental health issues, and providing information that supports physical and mental health in FY 2005-06 through 2008-09.		
<p>2a) Aging and Adult Services will ensure that vulnerable individuals (poor and isolated) receive the services they need to remain safely in the community by serving as the Health Department liaison to the Coastside Health Committee and assisting the committee in addressing the health needs of the rural Coastside community by: bringing information from the Health Department about emerging health issues; taking back information about local concerns; providing information about resources; assisting in the identification of local needs; and assisting in the development of new programs.</p> <p>(Program Coordination in FY 2005-06)</p>	PC	<p>New in FY 2005-06; Completed and Continued in FY 2006-07 - The Aging and Adult Services planner serves as the Health Department liaison to the Coastside Health Committee. During FY 2005-06, a variety of local issues/concerns were discussed, including emergency preparedness/response, childhood obesity, and physical fitness. One of the issues that emerged from the discussions is the need to coordinate community-based resources on the Coast with the formal emergency preparedness/ response system.</p> <p>This activity has been carried over, but is no longer considered coordination.</p>

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<p>2b) San Mateo County Community-based Providers of services for older adults will explore the feasibility of making two programmatic enhancements and establishing one collaborative pilot project to improve health and dental services in San Mateo County in FY 2006-07 through FY 2008-09.</p>	<p align="center">See below</p>	
<p>Year Two (FY 2006-07)</p>		
<ul style="list-style-type: none"> • Peninsula Volunteers will explore the feasibility of adding Occupational Therapy to the services currently provided at Rosener House in FY 2006-07. 	<p align="center">No</p>	<p>New in FY 2006-07 and Completed - With a grant in '06 from Sequoia Healthcare District, Occupational Therapy was added to rehab services at Rosener House.</p>
<ul style="list-style-type: none"> • San Mateo Medical Center will explore the feasibility of expanding transportation services to the Ron Robinson Senior Care Center and ancillary services for seniors residing in the Sequoia Health Care District in FY 2006-07. 	<p align="center">No</p>	<p>New in FY 2006-07; Completed and Continued in FY 2007-08 - San Mateo Medical Center will be establishing a satellite site in North County and will be expanding the site at the Medical Center. They are now exploring the funding.</p>
<p>2c) The Commission on Aging Community-based Continuum of Care Committee and Aging and Adult Services will identify barriers to the continuum of care and develop and implement at least two projects to improve discharge planning and to provide and improve information and referral materials in FY 2005-06 through FY 2008-09.</p>	<p align="center">See below</p>	

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Year One (FY 2005-06)		
<ul style="list-style-type: none"> Research best practices of discharge planning by scheduling presentations and panel discussions; reviewing literature on discharge planning at monthly meetings; determining best practices; and developing a plan for improving discharge planning within local hospitals. (Program Coordination in FY 2005-06) 	PC	<p>New in FY 2005-06 and Completed - The committee has done a lot of investigation, and has invited a variety of speakers to come and talk to group. It is now in the process of developing information about best practices that will be distributed to institutions and consumers. For institutions (specifically, discharge planners), the group is developing a list of suggested questions that will prompt key responses from patients/ caregivers that will alert staff to potential issues or problems. The purpose of the questions is to ensure the well-being of patients after discharge.</p> <p>For individuals/caregivers, the group is developing resource material about what to expect following discharge from the hospital--- services that may be needed and how to access them. The materials will undergo a trial run at the San Mateo Medical Center before being distributed countywide.</p>
<ul style="list-style-type: none"> Develop 2006/2007 update of the Help at Home brochure and update the online version that can be accessed through the COA and COD websites. 	No	<p>New in FY 2005-06 and Completed - A committee was convened to work on the annual update, which was available for distribution in May 2006. The update was professionally translated into Chinese and Spanish and was available for distribution in June 2006. The online version of the annual update will be completed during the first quarter of FY 2006-07. Customer satisfaction surveys will be included in a sampling of the directories.</p>

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Year Two (FY 2006-07)		
<ul style="list-style-type: none"> Provide tools to assist individuals who are transitioning from one level of care to another by developing and printing resource cards that identify key areas that need to be addressed. 	No	New in FY 2006-07 and Completed - The "Going Home" cards were developed and printed.
<ul style="list-style-type: none"> Plan a pilot discharge planning project by developing educational materials, selecting a facility for pilot, designing how the pilot will be evaluated by facility and by patients/residents. 	No	New in FY 2006-07 and Completed - Separate evaluation forms for patients/caregivers and discharge planners were also developed, in addition to a proposal that describes the pilot project for the site that is selected. Discussions are moving forward for Seton Medical Center to be the site for the pilot project. Program implementation will take place in FY 2007-08.
<ul style="list-style-type: none"> Identify barriers to the community-based continuum of care and develop workgroups to address selected issue(s) by identifying the topic(s) for investigation and developing workgroups to address continuum of care issues identified. (Program Coordination FY 2006-07) 	PC	New in FY 2006-07 and Completed - Three workgroups merged into one to work on the development of resource cards for discharge planners and patients/caregivers.

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<ul style="list-style-type: none"> Develop 2007/2008 update of the Help at Home Directory. 	No	New in FY 2006-07 and Completed - Committee members reviewed and updated information in the Help at Home directory. The 2007/2008 edition was completed and translated into Spanish and Chinese. Providers have been notified of the availability of the updated Help at Home directory, and a large quantity is already in circulation. Updating of the online version has not yet been completed due to the recent resignation of the commissioner responsible for the commission websites.
Year Three (FY 2007-08)		
<ul style="list-style-type: none"> Report on workgroup progress at monthly meetings and make recommendations to Commission on Aging and Aging and Adult Services on how to address the issue(s). 	No	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> Implement a pilot discharge planning project meeting with facility staff to identify best way to distribute cards to patients and residents and evaluating results of pilot. (Program Coordination FY 2007-08) 	PC	New in FY 2007-08 and In-progress.
<p>Reformat Help at Home brochure to be more user-friendly including rearranging the table of contents and indexing and adding new focus areas. (Program Coordination FY 2007-08)</p>	PC	New in FY 2007-08 and In-progress.
Year Four (FY 2008-09)		
<ul style="list-style-type: none"> Continue development of Help at Home brochure to include more providers. (Program Coordination FY 2008-09) 	PC	New in FY 2008-09.

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<ul style="list-style-type: none"> Review Network of Care website and reformat to align with redesigned Help at Home Brochure. (Program Coordination FY 2008-09) 	PC	New in FY 2008-09.
<p>2e) The Health Insurance Counseling and Advocacy Program (HICAP) will improve knowledge of Medicare Part D Drug Benefits by producing and distributing at least one educational resource for agencies serving seniors and adults with disabilities; providing training to staff of these agencies; planning a regional conference on Medi-Cal/Medicare; and working with California Health Advocates to develop and translate new educational material into multiple languages for consumers regarding changes in Medicare.</p>	See below	
Year One (FY 2005-06)		
<ul style="list-style-type: none"> Improve knowledge about Medicare Part D Drug Benefits by producing and distributing a handbook to agencies serving seniors and adults with disabilities. 	No	New in FY 2005-06 and Completed - HICAP distributed updated material on an ongoing basis to county agencies serving seniors and adults with disabilities.
<ul style="list-style-type: none"> Hold 8 training sessions for professional staff of agencies serving seniors and adults with disabilities. 	No	New in FY 2005-06 and Completed - Trainings on Medicare Part D were provided to medical offices, legal and other agencies providing information and services.
<ul style="list-style-type: none"> Conduct a Bay Area Region educational conference for Medi-Cal/Medicare dual eligibles who are under 65 in conjunction with Team Medicare. 	No	New in FY 2005-06 and Completed - A very successful conference and three mini-conferences were held for professionals and beneficiaries of Medicare and Medi-Cal.

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<ul style="list-style-type: none"> Provide assistance to people who are on Medi-Cal/Medicare access subsidies for co-payments and premiums. 	No	New in FY 2005-06 and Completed - Trained counselors screened and gave out applications for LIS. They participated in many educational outreach events with SSA, Care Advantage and other partners.
<ul style="list-style-type: none"> Develop new educational materials regarding the changes in Medicare; make materials available in Chinese, Spanish and Vietnamese and consider making materials available in other languages (Korean, Russian, and Tagalog). 	No	New in FY 2005-06 and Completed - Materials were updated in multiple languages and links were provided on the HICAP website. E-mail links were provided for updated materials to participating community agencies. Materials were disseminated in counseling, health fairs and other educational forums.
Year Three		
<ul style="list-style-type: none"> Provide Medicare outreach to under-served populations through a media campaign of paid PSA's on local Spanish, Chinese and faith-based radio/television channels. 	No	New in FY 2007-08 and In-progress.
<p>2f) The Family Service Agency will provide case consultation by a LCSW to the senior center-based case manager to enhance the center's ability to meet the needs of seniors with mental health issues in FY 2005-06.</p>	No	New in FY 2005-06 and Completed - Case consultations have been provided on a monthly basis
<p>2g) San Mateo County Mental Health Services Division (Behavioral Health and Recovery Services as of FY 2007-08) will develop and implement an integrated system of care for seriously mentally ill older adults that will enable them to remain in their homes and community in optimal health.</p>	See below	

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Years One and Two (FYs 2005-2007)		
<p>Build bridges with ethnic and linguistic populations that experience health disparities and may experience mental health services as unresponsive to their needs by identifying and engaging individuals that are currently unserved and need mental health services; and improving linkages to mental health services following crises by adding a licensed mental health clinician to the existing 24-hour crisis hotline operated by Youth and Family Services.</p>	<p align="center">No</p>	<p>New in FY 2005-06; Continued in FY 2006-07 and Completed - Mental Health has implemented a series of initiatives within primary care settings, schools, and the justice system to address disparities. In addition to outreach to and engagement of under-served communities, a major strategy has been to increase the diversity and linguistic capacity of the workforce.</p>

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Years Three and Four (FYs 2007-2009)		
<ul style="list-style-type: none"> • Divert individuals from the criminal justice system and/or acute and long term institutional levels of care (locked facilities) by developing and implementing a 55-slot program for seriously mentally ill and dually diagnosed individuals. <p>Create a 50-slot Full Service Partnership that will offer intensive 24/7 services and “whatever it takes” supports to older adults and medically fragile transition age adults who are seriously mentally ill and at risk of institutionalization to enable them to live in a community setting.</p>	<p align="center">No</p>	<p>New in FY 2007-08 and In-progress; Continued in FY 2008-09. On-going: Planning meetings were conducted and chaired by the Presiding Judge and the Assistant Presiding Judge (as well as the Judge who accepted the MH Court calendar) of the Superior Court. Specific plans and protocols were developed for this program and the mental health clinician, consumer liaison, and family partner were hired. The first cases were heard in October, 2006.</p> <p>As part of the development of an older adult integrated system of care (known as OASIS), Mental Health contracted with Telecare, Inc. to provide an adult full service partnership and an older adult/medically fragile full service partnership. The program is fully staffed and has Chinese, Spanish, Tagalog and Russian language capacity and peer partners. The Older Adult Clinical Services Manager and Nurse Case Manager were hired. The Request for Proposals for expanded peer counseling was released in May. The Older Adult Manager is involved with older adult system of care planning with Health Services Department’s Older/Disabled Adults Division, in addition to a Med/Psych Integrated Senior Services program operated by the San Mateo Medical Center. This initiative has already substantially strengthened the public mental health program for older adults and collaboration with the other older adult focused programs.</p>

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<ul style="list-style-type: none"> • Transform the mental health system to include a renewed focus on recovery/resilience and increased capacity and effectiveness by: <ul style="list-style-type: none"> ○ providing an infusion of training; ○ hiring bilingual/bicultural clinicians; ○ expanding peer/peer-run services; ○ hiring consumers and parent partners as providers; and ○ implementing evidence-based and culturally competent practices. 	<p align="center">No</p>	<p>New in FY 2007-08 and In-progress; Continued in FY 2008-09. The Wellness and Recovery focused training was led by "Paving the Way," a multi-disciplinary provider, consumer, family member committee developed to guide the integration of mental health consumers and family members into the workforce and the development of a welcoming environment for the new consumer and family member employees. The committee continues to meet monthly. A series of training sessions has been provided for Mental Health Board members, clients, family members and staff.</p>
<p>2i) The San Mateo County Courts, San Mateo County Probation Department, the District Attorney, the Private (Public) Defender, the Sheriff's Office (local Police Chiefs as appropriate), Correctional Health, and the Behavioral Health and Recovery Services Division will develop and implement Pathways, a Court Mental Health Program for severely mentally ill and dually diagnosed individuals (non-violent misdemeanants), that will establish three paths to treatment—diversion from the criminal justice system, post adjudication alternative to incarceration and post adjudication intensive supervision integrate judicial and criminal justice sanctions/approaches to address individual's behavioral health problems that underlie or contribute to their involvement in the criminal justice system in FY 2006-07 and FY 2007-08.</p>	<p align="center">No</p>	<p>New in FY 2006-07 and Completed; Continued in FY 2007-08 - A mental health clinician, consumer liaison and family partner were hired, and the first cases were heard in November 2006. The Sheriff's Office was awarded a grant to expand this collaborative effort to provide trauma focused services for 35 mentally ill offender women.</p>

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<p>2j) Aging and Adult Services, San Mateo County Behavioral Health and Recovery Services and the Golden Gate Regional Center will collaborate to find appropriate resources, housing and services for clients being discharged from Agnews State Hospital due to closure of the facility in FY 2007-08 and FY 2008-09.</p>	<p align="center">No</p>	<p>New in FY 2007-08 and In-progress; Continued in FY 2008-09.</p>
<p>2i) The Family Service Agency will reduce isolation in underserved senior populations in San Mateo County by expanding peer counseling services provided in English and Spanish to the Filipino, Cantonese and to the LGBT senior communities in FY 2008-09.</p>	<p align="center">No</p>	<p>New in FY 2007-08 and In-progress; Continued in FY 2008-09.</p>
<p>Objective # 3: Develop and implement a variety of health promotion activities that improve access to health screening, provide community education and training about health issues for consumers, improve access to family counseling/support, and improve access to medication screening in FY 2005-06 through 2008-09.</p>		
<p>3a) Aging and Adult Services will improve access to health screening and health promotion by using Older Americans Act Title III E Health Promotion/Disease Prevention funding to contract with up to three community-based providers in FY 2005-06 through FY 2008-09.</p>	<p align="center">See below</p>	

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Years One through Four (FYs 2005-2009)		
<ul style="list-style-type: none"> • City of Daly City will provide health screening through Daly City ACCESS to targeted to low-income and minority residents in the area around the Lincoln Park Community Center in FY 2005-06 through FY 2006-07. 	No	<p>New in FY 2005-06; Continued in FY 2006-07; Discontinued in FY 2007-08 (Provider chose to drop contract).</p> <p>In FY 2005-06 and FY 2006-07 Aging and Adult Services contracted with the City of Daly City to provide health screening to targeted populations in Daly City.</p>
<ul style="list-style-type: none"> • Sequoia Hospital will provide culturally/linguistically competent community education to Spanish and Chinese-speaking seniors throughout San Mateo County in FY 2005-06 through FY 2008-09. 	No	<p>New in FY 2005-06; Continued in FY 2006-07; Continued in FY 2007-08 and In-progress; Continued in FY 2008-09.</p> <p>In FY 2005-06 and 2006-07, Aging and Adult Services contracted with Sequoia Hospital to provide community education on fall prevention to Chinese and Spanish-speaking seniors.</p>
<ul style="list-style-type: none"> • Mills-Peninsula Senior Focus will provide comprehensive health screening through the Wise and Well Program at five community sites that target low-income, minority and geographically isolated seniors in FY 2005-06 through FY 2008-09. 	No	<p>New in FY 2005-06; Continued in FY 2006-07; Continued in FY 2007-08 and In-progress; Continued in FY 2008-09.</p> <p>In FY 2005-06 and FY 2006-07, Aging and Adult Services contracted with Mills-Peninsula Senior Focus to provide Wise and Well services at selected sites in San Mateo County</p>

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<p>3b) The California Dental Association Foundation/GOHAP Advisory Committee will develop and implement a pilot oral hygiene screening program for seniors in a skilled nursing facility by researching best practices, developing program design; developing program protocols; evaluating equipment needed; seeking funding; developing a database, securing equipment, addressing other organizational issues (e.g., staffing privileges); identifying a site for the project; recruiting staff/volunteers; and evaluating findings. (Program Development in FY 2007-08)</p>	<p align="center">PD</p>	<p>New in FY 2005-06; Revised and Continued in FY 2006-07; Revised and Continued in FY 2007-08 and In-progress.</p> <p>During FY 2005-06, the committee researched best practices, designed the model project and selected a site for it. A proposal was submitted by the California Dental Association Foundation on behalf of the project, and funding was granted for three years, beginning at the end of FY 2005-06. During FY 2006-07, the California Dental Association Foundation conducted a series of meetings with local representatives. Throughout the year, the Foundation and local committee members continued to work on infrastructure issues. Mid-year, it was decided that the site for the pilot project was not viable and that a new site needed to be selected. A local advisory committee was developed, and the group has started working on identifying a new location for the pilot project.</p>
<p>3c) Aging and Adult Services and San Mateo County community-based providers will create and disseminate at least two different health promotion materials, provide at least four community education and training opportunities and make at least one and health promotion.</p>	<p align="center">See below</p>	

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Year One (FY 2005-06)		
<ul style="list-style-type: none"> • Aging and Adult Services will develop, promote and implement at least 2 stress reduction events for caregivers in the Public Authority and the Family Caregiver Support program. (Program Coordination in FY 2005-06) 	PC	<p>New in FY 2005-06; Revised and Continued in FY 2006-07 and Completed - Family Caregiver Support Program participants were invited to attend trainings for caregivers in the Public Authority, but there was not a specific joint event in 2005/06. The Public Authority and Aging and Adult Services are working on a joint Caregiver Appreciation event that will take place on September 30, 2006 and will offer stress reduction activities. The Public Authority is also working with the Family Caregiver Support Program on a caregivers' conference in November. The event, which is sponsored by the Alzheimer's Association. The event will provide information to caregivers in an effort to enhance knowledge and skills, as well as to reduce stress and provide support.</p>
<ul style="list-style-type: none"> • The San Mateo County Fall Prevention Task Force will disseminate a culturally and linguistically competent (Spanish and Chinese) curriculum and trainer's guide "<i>Mature & Secure from Falls</i>" to community-based organizations providing services to seniors and provide and evaluate train-the-trainer training for exercise instructors at senior centers/recreation programs. 	No	<p>New in FY 2005-06; Revised and Continued in FY 2006-07; Continued in FY 2007-08 - Major challenges with the translation of the curriculum were encountered, thus postponing this activity. Spanish translation completed in June 2007 with Chinese translation still to be completed. The Task Force will begin dissemination via TOT and other avenues beginning in August 2007.</p>

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Year Two (FY 2006-07)		
<ul style="list-style-type: none"> • San Mateo County Fall Prevention Task Force will reproduce and distribute 500 dubbed (Spanish) copies of the "Sit and Be Fit" Fall Prevention videos to community-based organizations serving seniors and mail follow-up evaluations to users; and reproduce and distribute 500 copies of a new fall prevention video created for less mobile populations. 	No	<p>New in FY 2006-07 and Completed - As of June 30, 2007, 135 VHSs of "Sit and Be Fit" were distributed in Spanish 1,299 DVDs containing both English and Spanish were distributed. Follow-up surveys have not been administered.</p> <p>As of June 30, 2007, 1,060 DVDs, 257 VHSs in English and 66 VHSs in Spanish of a new fall prevention video for less mobile populations were distributed.</p>
<ul style="list-style-type: none"> • The Family Service Agency, Sequoia Hospital, Samaritan House, Cañada College Promotores Program and Whole Foods will provide at least 2 diabetes education classes in English and Spanish one day a week for eight weeks to the adult community at the Fair Oaks Senior Center. 	No	<p>New in FY 2006-07 and Completed - One Diabetes Education series was provided in English and Spanish at Fair Oaks. Another one day workshop was also provided in both English and Spanish.</p>
<ul style="list-style-type: none"> • The City of Redwood City (Veterans Memorial Senior Center) will incorporate exercises learned at the Foothill College class on fall prevention into the 2006 exercise classes offered at the senior center. 	No	<p>New in FY 2006-07 and Completed - Fitness Instructor Scott Lohmann has incorporated Fall Prevention techniques within his Weight Training, General Conditioning and Evening Fitness Programs. Fall Prevention techniques are also being utilized by our Chair Exercise Programs and other various fitness classes.</p>

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<ul style="list-style-type: none"> • The City of Menlo Park (Menlo Park Senior Center), Peninsula Stroke Association, and Mills-Peninsula Senior Focus will promote stroke awareness among women and caregivers and provide methods of prevention by sponsoring a bilingual (English/Spanish) Women's Stroke Mini Conference. 	<p align="center">No</p>	<p>New in FY 2006-07 and Completed - The City of Menlo Park held a very successful Stroke Awareness Mini Conference in March 2007. The bilingual presentation was provided to 60+ people.</p>
<p>Year Three (FY 2007-08)</p>		
<ul style="list-style-type: none"> • The Commission on Aging Minority Elders Committee will schedule a minimum of one presentation on a key health/health-related issue (e.g., health disparities) at a community location in which minority seniors participate. (Program Coordination in FY 2007-08) 	<p align="center">PC</p>	
<ul style="list-style-type: none"> • The City of San Mateo (San Mateo Senior Center) will coordinate with UCSF Women's Health Department to provide an educational program on incontinence. 	<p align="center">No</p>	<p>New in FY 2007-08 and In-progress.</p>

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<ul style="list-style-type: none"> The Fall Prevention Task Force will create a website for the Task Force, including a plan for long-term maintenance and updating; explore the feasibility of establishing a Fall Prevention week/month to raise community awareness of the issue; develop a list of local fall prevention resources and develop a mechanism for ongoing updating of resources; provide at least one train-the-trainer training on fall prevention for individuals who teach exercise programs; and improve access to educational materials on fall prevention for non-English-speaking seniors by dubbing the two levels of "Sit and Be Fit" fall prevention videos into at least one more language. (Program Coordination in FY 2007-08) 	PC	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> The Fall Prevention Task Force will create and purchase written materials to increase community awareness of Fall Prevention resources and educational information. 	No	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> Aging and Adult Services will focus the work of the Family Caregivers Professional Collaborative on the coordination of trainings and classes for family caregivers. (Program Coordination in FY 2007-08) 	PC	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> Mills-Peninsula Wise and Well Program will provide low literacy health education materials to low-income, non-English speaking clients to address health disparities and increase health literacy. 	No	New in FY 2007-08 and In-progress.

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<ul style="list-style-type: none"> • Senior Coastsiders will provide Minor Home Repair for a minimum of 10 and a maximum of 20 very low- and low-income seniors including grab bars, wheel chair ramps, widening doorways and repairing stairs and decks. 	No	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> • Senior Coastsiders will create a lending library for caregivers to provide education, support and resource information as part of a network of caregiving libraries county-wide. 	No	New in FY 2007-08 and In-progress.
<p>3d) The San Mateo County Health Department Chronic Disease and Injury Prevention unit (formerly Health Policy, Planning and Promotion (formerly Health Education)) and the Fall Prevention Task Force will improve access to medication screening by translating medication management educational materials and exploring best practices of medication management in FY 2006-07 through FY 2007-08.</p>	See below	
Year One (FY 2005-06)		
<ul style="list-style-type: none"> • Aging and Adult Services (SM Co. AAA) will contract with Health Education to provide one-on-one Brown Bag medication reviews by a pharmacist at community sites targeting low-income and minority seniors. 	No	New in FY 2005-06 and Completed - Aging and Adult Services contracted with the Health Education Unit (became Health Policy, Planning and Promotion) to provide Brown Bag medication reviews.

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Year Two (FY 2006-07)		
<ul style="list-style-type: none"> The Chronic Disease and Injury Prevention unit (also known as Health Education) part of Health Policy and Planning will translate material utilized by the Senior Medication Management Program into other languages and implement dissemination plan. 	No	New in FY 2006-07 and Completed - Senior Medication Management materials have been translated into Chinese, Spanish and Tagalog and booklets are made available to Community Partners and wherever program staff is providing resource tables in the community including sessions where pharmacists were available to provide medication reviews and during Active for Life presentations. The program is running low on booklets in many languages.
Year Three (FY 2007-08)		
<ul style="list-style-type: none"> The San Mateo County Fall Prevention Task Force will explore best practices for management of medications related to fall prevention in order to develop appropriate educational activities on this issue. (Program Coordination in FY 2007-08) 	PC	New in FY 2007-08 and In-progress.
GOAL #7: PREVENTING VIOLENCE, ABUSE AND NEGLECT		
<i>To promote security and well being by responding to and reducing the incidence of violence and physical, psychological, and financial abuse and neglect.</i>		
<p>Rationale: In 2004, San Mateo County Aging and Adults Services, the County's Adult Protective Services agency, received 845 reports of suspected abuse of seniors 65 years of age and older and dependent adults. Ombudsman Services of San Mateo County, which receive reports of abuse in long-term care facilities, received 318 reports of suspected abuse. Experts estimate that only one in six cases is actually reported, making the incidence of abuse substantially greater than the figures reported.</p>		

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Objective # 1: Improve access to legal assistance and other supportive services for victims by strengthening the safety net provided by our network of services for at-risk adults in FY 2005-06 through 2008-09.		
Year One (FY 2005-06)		
<p>1a) Aging and Adult Services will develop an Elder Death Review Team that will review suspicious deaths and assess whether the deaths were related to a failure on the part of the service delivery system by convening the team; providing training on mission and procedures for the review of suspicious deaths; and developing an Elder Death Review Team Protocol.</p>	No	<p>New in FY 2005-06 and Completed - An Elder Death Review Team was started in San Mateo County. Membership includes representatives from Aging and Adult Services, the Ron Robinson Senior Care Center; the Sheriff's Office, the Coroner's Office, the Keller Center, Emergency Medical Service, law enforcement, and the Ombudsman Program. Training on mission and procedures for reviewing suspicious deaths was provided and protocols were developed. During the team's monthly meetings, members identify gaps in the system of services that impact individuals in the community.</p>
Year Two (FY 2006-07)		
<ul style="list-style-type: none"> • Aging and Adult Services will develop and implement a multi-disciplinary team (Hoarding Task Force) that will have special expertise in working with cases involving hoarding by recruiting representatives from fire departments, Mental Health, Code Enforcement, Aging and Adult Services, and Environmental Health; presenting difficult cases; and problem-solving as a team. 	No	<p>New in FY 2006-07 and Completed - A social work supervisor, public health nurse, social worker and community worker have been hired and are developing the program, receiving training and developing a caseload. The HOME team (Healthier Outcomes through Multi-Disciplinary Engagement) expects to have a caseload of 45 by the end of FY 2007-2008 and 60 by the end of the three year grant period.</p>

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Year Three (FY 2007-08)		
<ul style="list-style-type: none"> The Legal Aid Society will promote referrals for restraining orders for patients at Kaiser Permanente facility who face elder abuse by providing medical staff with training about legal resources and surveying training participants to evaluate the effectiveness of the training. 	No	New in FY 2007-08 and In-progress.
<ul style="list-style-type: none"> Aging and Adult Services will explore the feasibility of establishing conservatorships of estate for people who fall prey to "lottery scams", but are otherwise competent, by researching current and past AAS cases to gather data; compiling a report; and meeting with the Superior Court judge to discuss findings and to explore if such conservatorships would fit within the probate code. 	No	New in FY 2007-08 and In-progress.
Objective #2: Increase public and professional awareness and promote reporting of elder and dependent adult abuse by educating the community about various types of abuse, how to avoid being a victim, and how to report abuse in FY 2005-06 through 2008-09.		
<p>2a) Aging and Adult Services, the Adult Abuse Prevention Collaborative will provide at least 10 trainings to increase public and professional awareness of elder abuse and develop and implement a community education campaign on elder abuse prevention in FY 2005-06 through FY 2008-09.</p>	See below	

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Year One (FY 2005-06)		
<ul style="list-style-type: none"> • Aging and Adult Services will develop and implement a new training program for financial institution staff by providing training to at least 5 banks and surveying participants to evaluate effectiveness of training. (Program Coordination in FY 2005-06) 	PC	New in FY 2005-06; Revised and Completed- Aging and Adult Services has some material that it has used for training the staff of financial institutions, but the majority of material comes from Sacramento. Many banks are responding to the issue. Aging and Adult Services has provided some training locally, but much of the training was provided at a statewide level.
<ul style="list-style-type: none"> • Aging and Adult Services and the Adult Abuse Prevention Collaborative will provide 10 trainings to consumers at community-based organizations (churches, senior housing, etc.) utilizing the abuse video developed by the Collaborative. (Program Coordination in FY 2005-06) 	PC	New in FY 2005-06; Revised and Partially Completed - It was originally anticipated that members of the Adult Abuse Prevention Collaborative would partner with Aging and Adult Services in providing community education to consumers. The subsequent loss of several key professionals from the Collaborative eliminated the Collaborative as a source of professional abuse educators. Staff from Aging and Adult Services continued to provide community education using the video, but because of the competing need to provide mandated reporter training were only able to complete three consumer trainings with the video.

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Year Two (FY 2006-07)		
<ul style="list-style-type: none"> The Adult Abuse Prevention Collaborative will encourage greater participation of County social workers and other staff in the abuse prevention activities by changing the location of Adult Abuse Prevention Collaborative meetings. 	No	New in FY 2006-07 and Completed - Meetings were relocated to the Health Department building, facilitating the participation of County staff.
<ul style="list-style-type: none"> The Adult Abuse Prevention Collaborative and the Retired Senior Volunteer Program (RSVP) will explore the feasibility of sponsoring a Senior Fraud Fest that would provide information about Internet mail fraud, identity theft and investment fraud in FY 2006-07. (Program Coordination in FY 2006-07) 	PC	New in FY 2006-07 and Completed - The Senior Fraud Fest was successfully executed in October, 2006 and re-scheduled to occur in September 2007
<ul style="list-style-type: none"> Respond to requests from financial institutions for elder and dependent abuse training for mandated reporters. 	No	New in FY 2006-07 and Continued in FY 2007-08 - The legislation went into effect in January, and no requests were received between that time and the end of the fiscal year. In FY 2007-08, a deputy public guardian will be hired who will focus on financial abuse and will provide the training to financial institutions.

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Year Three (FY 2007-08)		
<ul style="list-style-type: none"> • The Adult Abuse Prevention Collaborative will develop a new community education campaign that projects a positive message to victims about reporting abuse and that highlights the support that is available, by identifying key stakeholders who need to be involved in Collaborative; sending a letter to key stakeholders, asking them to appoint liaisons to Collaborative; and convening planning meetings to identify key elements, strategies and a timeline for the community education campaign. (Program Coordination in FY 2007-08) 	PC	New in FY 2007-08 and In-progress; Continued in FY 2008-08. Key stakeholders have been identified and a letter was sent requesting representation on the Adult Abuse Prevention Collaborative. Planning meetings have been convened.
Year Four (FY 2008-09)		
<ul style="list-style-type: none"> • The Adult Abuse Prevention Collaborative will implement a new community education campaign that will project a positive message to victims about reporting abuse and that highlights the support that is available. (Program Coordination in FY 2008-09) 	PC	Continued in FY 2008-09.
<ul style="list-style-type: none"> • Aging and Adult Services will schedule visits with financial institutions to discuss their role as mandated reporters, provide training and evaluate the effectiveness of the training. 	No	New in FY 2008-09.
<ul style="list-style-type: none"> • Aging and Adult Services will explore the feasibility of holding a conference/information session on legal advice and financial abuse. 	No	New in FY 2008-09.

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<p>2b) Aging and Adult Services and Kyros Ministry will develop cards containing information about potential signs of elder and dependent adult abuse and how to report it; disseminate the cards to organizations that might be witness to abuse; and respond to requests from financial institutions for elder and dependent abuse training for mandated reporters in FY 2006-07.</p>	<p align="center">No</p>	<p>New in FY 2006-07 and Completed - Kyros produced and distributed cards.</p>
<p>2c) The Retired and Senior Volunteer Program will increase the number of Seniors against Investment Fraud (SAIF) presentations to community organizations and groups by 25% in FY 2006-07.</p>	<p align="center">No</p>	<p>New in FY 2006-07 and Deleted - This activity was not successfully completed – the program is seeking volunteer support to serve in the office and do community outreach. Volunteers are also asked to see their own presentation venues.</p>
<p>2d) The TIES line will develop a brochure geared to faith-based /church audiences that lists community resources and the TIES line phone number in FY 2007-08 and will distribute the brochure in FY 2008-09.</p>	<p align="center">No</p>	<p>New in FY 2007-08; In-progress and Continued in FY 2008-09.</p>
<p>Objective #3: Improve our ability to prosecute perpetrators of elder and dependent abuse by improving the communication, coordination and working relationships within and among organizations serving seniors and adults with disabilities in FY 2005-06 through FY 2008-09.</p>		

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<p>3a) Aging and Adult Services will finalize and implement the San Mateo County Elder Abuse Protocol by obtaining approval of protocol by law enforcement agencies and providing education and training to 23 law enforcement agencies around the issue in FY 2005-06; expanding participation on the Multi-Disciplinary Team by having the District Attorney co-chair the committee; and locating meetings in the District Attorney's office in FY 2006-07.</p>	<p align="center">No</p>	<p>New in FY 2005-06 and Completed; Continued in FY 2006-07 and Completed - The Elder Abuse Protocol has been finalized and implemented. Approval was obtained from the county's law enforcement agencies. The Multi-disciplinary Team (MDT) provides training at its monthly meetings, which take place at the District Attorney's Office. Participation on the Multi-Disciplinary Team has been expanded. Meetings now take place the 3rd Thursday of each month at the District Attorney's Office. The level of participation has increased.</p>
<p>3b) Ombudsman Services of San Mateo County will increase the number of trainings with local law enforcement agencies on the role of the Ombudsman and mutual obligations to cross report in FY 2006-07.</p>	<p align="center">No</p>	<p>New in FY 2006-07 and Completed - Ombudsman Bill Rodenspiel completed trainings for all shifts of 2 local law enforcement offices in the county.</p>
<p>3c) Aging and Adult Services will hire a Financial Abuse Specialist to work with financial institutions to develop relationships, training and assistance regarding Adult Protective Services and to investigate financial abuse in FY 2007-08.</p>	<p align="center">No</p>	<p>New in FY 2007-08 and In-progress.</p>
<p>3d) The Legal Aid Society will provide training in Conservatorship law to pro-bono attorneys to support the Conservatorship program in FY 2007-08 and will coordinate a Financial Elder Abuse Prevention Campaign with Meals on Wheels Providers for MOW clients.</p>	<p align="center">No</p>	<p>New in FY 2007-08 and In-progress.</p>
<p>3e) Aging and Adult Services and the Ombudsman Program of San Mateo County will establish monthly meetings to investigate allegations of abuse in FY 2007-08.</p>	<p align="center">No</p>	<p>New in FY 2007-08 and In-progress.</p>