



STRATEGIC PLAN FOR SERVICES
FOR OLDER ADULTS AND ADULTS WITH DISABILITIES
FOR THE COUNTY OF SAN MATEO (PSA 8)

FISCAL YEAR 2008-09 YEAR-END REPORT

Introduction

San Mateo County Aging and Adult Services (AAS) has had another successful year as the San Mateo County Area Agency on Aging (AAA). Continued collaboration with the many stakeholders, community partners in the public and the non-profit sectors, has moved San Mateo County closer to a more coordinated system of care for older adults and people with disabilities. This Year-End Report provides evidence of our vital role in advocacy, planning and program administration for older adults and people with disabilities throughout San Mateo County.

This report identifies our progress on both system building administrative objectives and service-unit plan objectives. It is an opportunity to highlight our accomplishments during the past year; as well as to address the issues that need to be included in future planning. Additionally, because this report focuses on the final year of the 2005-2009 Area Plan, this Year-End Report includes a discussion of the impact of the activities undertaken during the entire four-year planning cycle.

Throughout FY 2008-09, the AAA was involved in activities to reach our objectives that worked toward the goals developed in the 2005-2009 Strategic Area Plan to:

- **Increase consumer involvement;**
- **Ensure cultural competence and accessibility;**
- **Sustain a coordinated network of services that meets changing needs;**
- **Ensure accessibility of services;**
- **Support independent living;**
- **Improve physical and mental health; and**
- **Prevent violence, abuse and neglect.**

An ambitious work plan was designed to focus our efforts over the four year period. Timeframes for certain activities in the original plan were revised in our FY 2007-08 Area Plan Update to allow the AAA to meet its goals. As a result of intensive work completed by AAS staff and community providers, the all of the objectives for FY 2008-09 have been either completed or addressed. Our providers successfully delivered service until the June 30, 2009 conclusion of the cycle and have communicated their support to continue under new contracts in the 2009-12 cycle.

In FY 2008-09 AAS had twenty-four (24) contracted providers and two (2) Health System divisions operating seventy-four (74) programs for older adults and people with disabilities throughout San Mateo County (Table 1). Table 2 depicts the services that are directly provided by the Health System divisions through AAS funding. AAS distributed \$3,006,307 in funding to service providers including Health System divisions as shown in Figure 1. Highlights of service units are detailed in Diagram 1.

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Table 1 Providers and Programs

Contracted Providers	Programs Offered
Alzheimer's Association Of Northern CA & NV	Family Caregiver Support
Avenidas	Adult Day Health Care, Congregate, Transportation
Catholic Charities CYO	Meals on Wheels, Supplemental Meals on Wheels, Congregate, Adult Day Care, Transportation
Center for Independence of the Disabled	Family Caregiver Support
City of Belmont	Congregate, Transportation
City of Daly City	Congregate, Health Promotion
City of East Palo Alto	Congregate, Transportation
City of Menlo Park	Congregate, Transportation
City of Pacifica	Meals on Wheels, Supplemental Meals on Wheels, Congregate, Transportation
City of San Bruno	Congregate, Transportation
City of San Mateo	Congregate, Transportation
City of South San Francisco	Adult Day Health Care, Congregate, Transportation
Coastside ADHC	Adult Day Health Care, Congregate, Transportation, Alzheimer's Day Care
Edgewood Center for Children and Families	Family Caregiver Support
Family Caregiver Alliance	Family Caregiver Support
Family Service Agency	Congregate, Transportation, Case Management, Senior Employment
Legal Aid Society of SM County	Senior Legal Assistance, Kids in Crisis, Clients' Rights, Family Caregiver Support
Mills Peninsula	Adult Day Care, Congregate, Transportation, ADCRC, Health Promotion, Medication Management, Family Caregiver Support
Ombudsman	Ombudsman, Under 60 Ombudsman
Peninsula Volunteers	Adult Day Care, Congregate, Transportation, Meals On Wheels, Supplemental Meals On Wheels, Alzheimer's Day Care
Second Harvest Food Bank	Brown Bag
Sequoia Hospital	Health Promotion
Self Help for the Elderly	Congregate, Meals on Wheels, Supplemental Meals On Wheels, Case Management, HICAP
Senior Coastsideers	Congregate, Transportation, Meals On Wheels Supplemental Meals On Wheels, Case Mgmt.

Table 2

Direct Services offered by AAS	
Behavioral Health and Recovery Services (MOU)	Peer Counseling
San Mateo Medical Center (MOU)	Supplemental Meals on Wheels, Meals On Wheels
Linkages	Case Management
MSSP, AIDS, Linkages	Respite Purchase of Service
Adult Abuse Prevention Collaborative	Elder Abuse Prevention
TIES Line	Information and Referral
AAS	Help at Home Booklet

Diagram 1: Highlights of Service Units Provided to Older Adults & People with Disabilities FY 2008-09

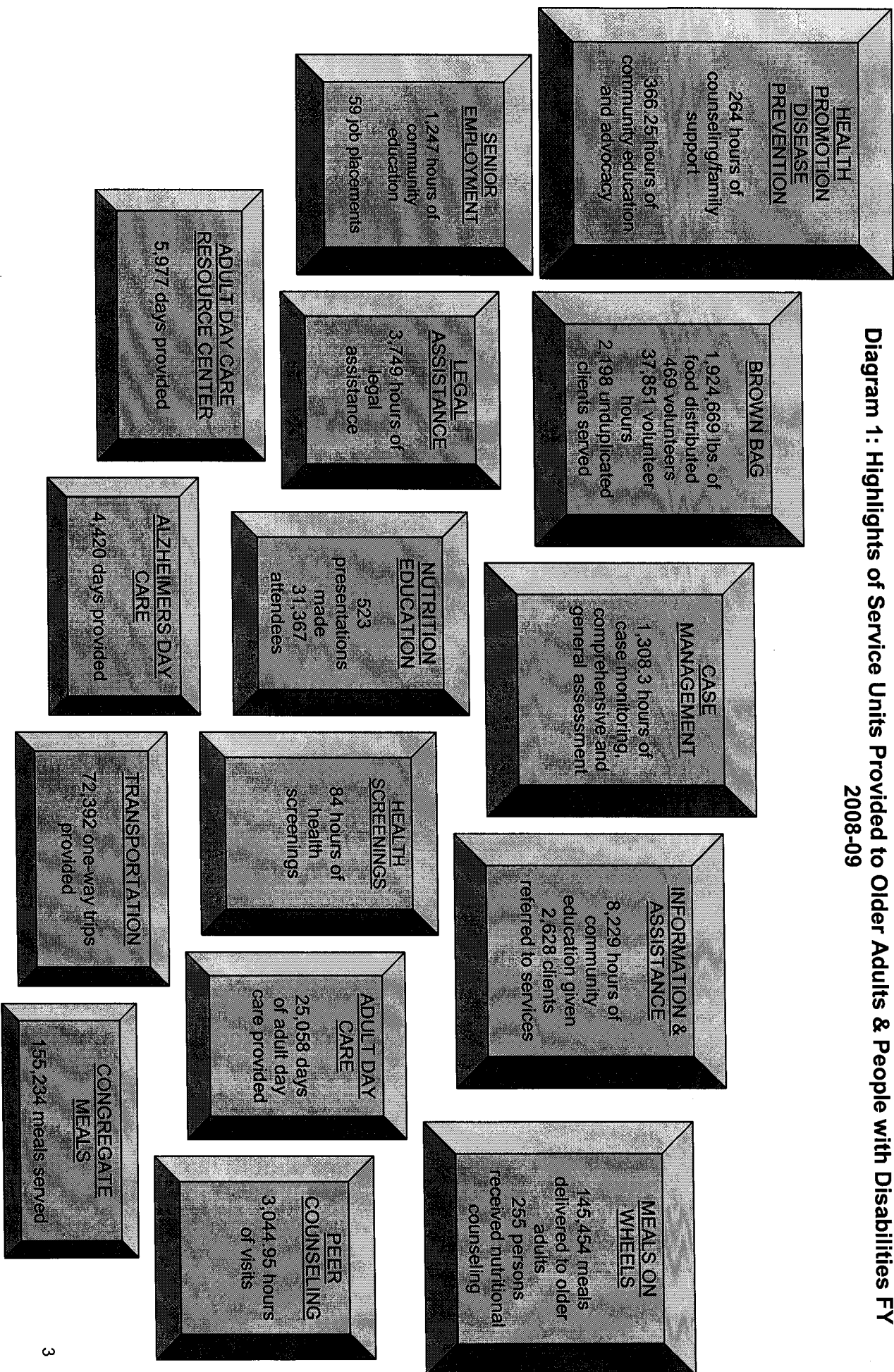
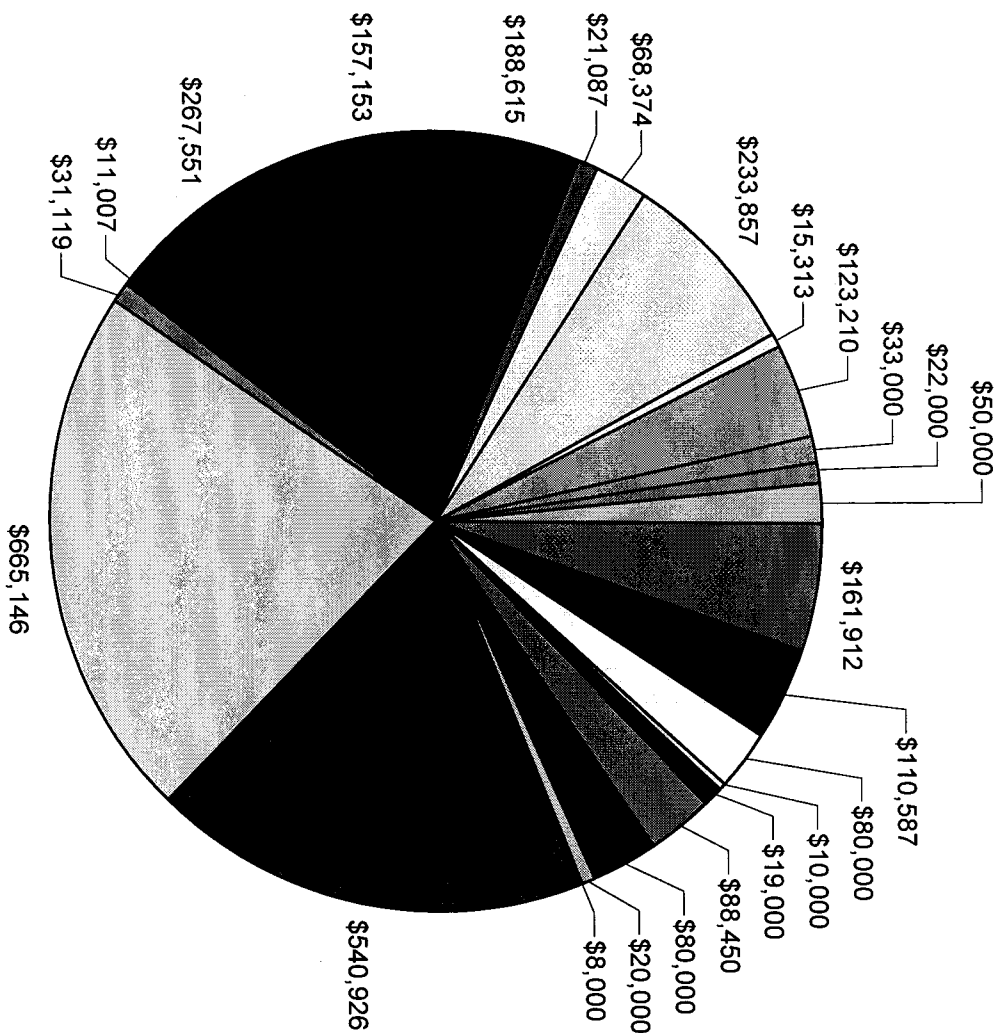


Figure 1: FY 2008-09 Allocations by Service Type



■ Transportation
■ Adult Day Care/Alzheimers Day Health Care
□ Alzheimer's IIIB
□ Peer Counseling
■ Senior Employment
■ Senior Legal
■ Case Management
■ I & A - Help at Home
■ Minority Elders
■ Congregate Nutrition
□ Home Delivered Meals (Meals on Wheels)
■ Health Promotion
■ Medication Management
■ Family Caregiver Support Program
■ Senior Community Employment Service Program
■ Ombudsman
■ Brown Bag
□ Alzheimer's Day Care Resource Center
□ Linkages
□ Respite Purchase of Service
■ Supplemental Meals on Wheels
■ Kids in Crisis
■ Clients Rights
■ Under 60 Ombudsman

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During this year, the volunteer members of the Commission on Aging (CoA), Commission on Disability (CoD), and the New Beginning Coalition (NBC) have been essential in advising and assisting AAS to achieve its goals to enrich the lives of older adults and people with disabilities living in the county. In FY 08-09 the CoA identified the need to reevaluate the standing committee's work priorities and integrated some committees to allow for greater efficiency of time and resources. By offering advice in methods to streamline the structure of community meetings, the CoA, CoD and NBC continue to ensure that collaboration of AAS staff, commissioners and community providers address the needs of the diverse and multi-ethnic older adult population within the county.

KEY ACCOMPLISHMENTS

Focus Area 1: To involve older adults and people with disabilities in all aspects of the advocacy, planning, delivery, and evaluation of programs that serve them.

- Community forums and a survey of 130 families/respondents completed in FY 2007-08 revealed significant challenges and gaps in services for individuals with disabilities under age 25. As a result of these findings, the CoD created the Youth and Family Committee in FY 2008-09 as an official standing committee to improve outcomes for individuals with disabilities under age 25 in San Mateo County. During its first year, the committee worked on improving access to recreational activities for disabled youth.
- The CoD distributed 2,000 “Feel the Power of the Disability Vote” brochures and posters to encourage people with disabilities to get out and vote as well as to increase awareness in the larger society of disability issues.
- The San Mateo County Aging Model, “Better Planning for Tomorrow” (Aging 2020) is the outcome of a collaboration of the San Mateo County Health System, San Mateo County Department of Housing, San Mateo Transit District, Health Plan of San Mateo, San Mateo Medical Center, and the San Mateo County CoA. Together they created a unique model that provides demographic projections about the older adult population for future years 2020-2030 specific to San Mateo County. The Projection model was nominated for the Betty J. Cleckley Minority Issues Research Award.

In FY 2008-09, a third policy brief which focused specifically on housing projections for San Mateo County was released. To date, over 30 presentations have been made to planning departments, city councils, community groups, and providers throughout the County. Three oral and one poster presentation was made at the 2008 American Public Health Association National Conference on the impact the aging baby boom will have in San Mateo County.

Focus Area 2: To expand understanding of the concerns and needs of diverse cultures and improve cultural competence in all areas of service planning and delivery.

- The CoA hosted a panel presentation to explore the needs of the lesbian, gay, bisexual, and transgender (LGBT) population of older adults.

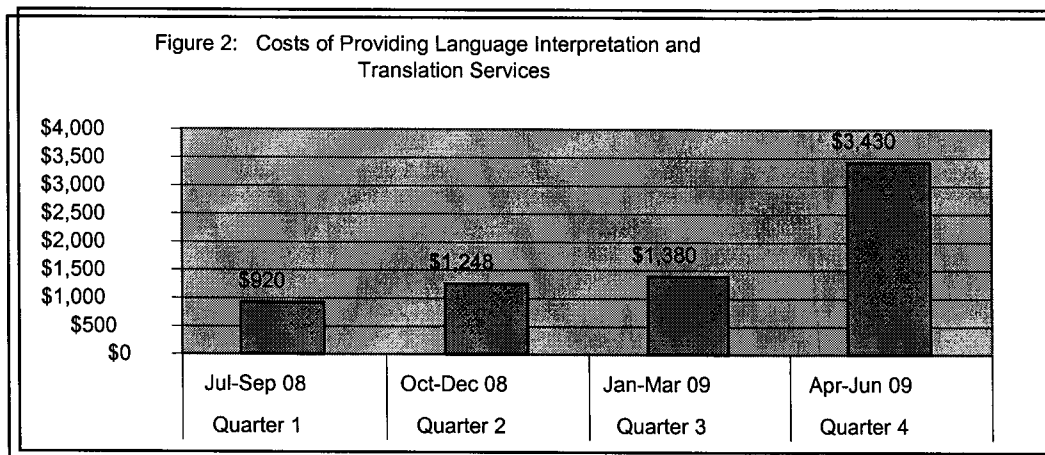
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- The Family Service Agency worked with Second Harvest Food Bank and the City of Daly City to provide a workshop for Family Caregivers and Professional Service Providers on the topic of outreach to LGBT older adults in San Mateo County. Attendees learned about LGBT aging issues and legislation that requires LGBT cultural competency training. A panel of LGBT older adults shared their individual experiences and a brief discussion was held at the end of the workshop.
- The NBC held focus groups of diverse older adults including clients with mental health issues; clients who are Chinese, Filipino, Russian and Burmese; LGBT clients and caregivers. This was done in conjunction with a survey of providers to evaluate cultural competent services in San Mateo County. Providers were surveyed to understand how they viewed their ability to provide cultural-competent services. Clients accessing services participated in focus groups to provide information on how they felt about the services they received and if they were culturally competent. The facilitators received intensive training by a diversity consultant prior to the focus groups. The information is currently being compiled for future use in addressing cultural competence issues in the aging network of services.
- The Countywide Linguistic Access Policy Initiative was launched on July 1, 2008 to improve services to a significant population of Limited English Proficient (LEP) clients. The policies focus on: 1) the right of clients to request interpreter services at no cost to them and 2) the prohibited use of minors as interpreters for family members, and the discouraged use of any family members as interpreters.

These policies led to the launch of a comprehensive and centralized Language Assistance Services program for all Health System staff that serve LEP clients. The program, through its contracted agencies, provides in-person interpretation, document translation, telephone interpretation and interpreter equipment-rental services. A dedicated phone number and intranet website were developed as central portals for staff to access these services. Since the inception of this program, there have been over 380 language assistance requests for over 15 languages, including American Sign Language.

AAS is one of five divisions within the San Mateo County Health System that utilizes the Language Assistance Services program. In order to better inform the public of its right to free interpretation services, signs in the most commonly used languages were posted in all public buildings to notify the public of this service. Since July 2008, requests for interpretation and translation services by AAS have steadily increased. Figure 2 below, provides details of the costs incurred by AAS for language interpretation and translation requests in FY 2008-09.

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Focus Area 3: To identify emerging service delivery issues and work collaboratively to develop innovative system-wide responses.

- In accordance with AB 786 of 2005, the evaluation of the Uniform Assessment Tool (UAT) pilot was completed in May 2009. The UAT was initiated following a larger effort to consolidate existing home- and community-based programs with acute and institutional long-term care for eligible populations in San Mateo County. The UAT plays an integral role in providing a communication tool for person-centered care planning in the County's long-standing vision for the Long-Term Supportive Services Project (LTSSP). LTSSP aims to create an integrated health care system that will allow consumers to receive services according to need without programmatic restrictions. One of the essential components of the project is to establish a UAT that can identify psychosocial and medical needs of vulnerable populations.

During FY 2007-08 several AAS units, including Adult Protective Services (APS), Healthier Outcomes through Multidisciplinary Engagement Team (HOME), In-Home Supportive Services (IHSS), Linkages, Meals on Wheels, Multipurpose Senior Services Program (MSSP), and the Public Guardian program utilized the UAT to test the tool's efficacy and ability to aid in the creation of individualized care plans.

The evaluation results demonstrate the strong potential for the UAT to be used in an integrated system within San Mateo County. The evaluation consisted of two main components: 1) Case Manager interviews and 2) UAT data analysis. The UAT was generally seen as:

- Able to unify information across programs instead of having independent systems of assessment under the same division umbrella;
- A vehicle for introducing a uniform language to speak about client needs;
- Having information and software which could be useful in scanning the enrolled populations across programs for needs not currently addressed by the programs in which they are enrolled; and
- Demonstrating the capacity for the UAT to inform AAS about the needs of the clients served and how they vary across programs. IHSS and MSSP clients demonstrated the most need based on these measures.

The evaluation conducted by RAND Corporation provided 14 recommendations for future utilization of the UAT. AAS is in the process of creating strategies to address the recommendations, which largely focus on continued training for AAS staff in the use of the UAT and a concentrated effort to understand the care-planning aspects of the tool.

- In March 2008, the Health Plan of San Mateo (HPSM) collaborated with AAS to develop a business plan for the implementation of the first phase of LTSSP. The plan was presented to the State during the spring of 2009.
- The HOME Team was honored for outstanding program performance and was the recipient of the San Mateo County STARS Award in March 2009. It received \$17,500 to be used towards program enhancement and staff development. This innovative program provides comprehensive case management to frequent users of the San Mateo Medical Center Emergency Department (ED) in order to improve health outcomes and reduce ED visits. Since the program's inception in 2007, the HOME Team has screened over 400 clients and has successfully engaged 117 clients in comprehensive case management. The HOME Team has surpassed its original goal of serving 75 clients.

HOME Team addresses several medical service recommendations outlined in the Health Management Associate's Assessment of Strategic Priorities for the San Mateo Health System. These priorities include caring for the underserved population, increasing access in health care, increasing enrollment in medical insurance and improving access to specialty care clinics.

- The evaluation of the effectiveness of the Care Transitions Intervention Project was completed October 2008. Care Transitions utilized a self-care model for improving care coordination. The project provides a "Transitions Coach" that imparts self-management skills, confidence and tools for patients and family caregivers.

Despite the project team's ability to make significant progress to overcome barriers and challenges, it did not reach the recruitment goal for the project's participants. The insufficient sample size made it difficult to make definitive conclusions regarding the value of the intervention. However, through intensive tracking and budget analyses important and suggestive trends were identified. Data demonstrated that the Care Transitions Intervention is an effective strategy to reduce re-hospitalizations. Other significant findings include: 1) a reduction in hospital readmissions, 2) a higher member retention rate with HPSM, and 3) a reduction in pharmacy costs for participants. Furthermore, qualitative reports from HPSM staff indicated that their experience with the coaching model was positive, and patients who participated in the California Healthcare Foundation pilot found the experience favorable.

Based on the results of the Care Transitions project, HPSM plans to continue to implement the intervention in its CareAdvantage Special Needs Plan dual eligible population across multiple hospitals. In doing so, the intervention will continue to target and address the needs of older adults and adults with disabilities who are considered more impaired.

Focus Area 4: To maximize the ability for older adults and people with disabilities to be full participants in the community.

- The CoD partnered with Area Board 5 on Developmental Disabilities, California Children's Services, Center for Independence of the Disabled, Community Gatepath, Golden Gate Regional Center, Kainos and Vista Center for the Blind and Visually Impaired to present the "Transition to Independence" workshop, entitled, "Navigating a Smooth Transition to Independence." A panel of agency representatives discussed educational opportunities and vocational services. There were 18 resource tables featured and 78 people attended.
- Approximately 300 people attended the annual People Who Care dinner held at the South San Francisco Conference Center. The People Who Care awards honor those who have made a significant difference in the lives of people with disabilities. In addition to the on-going award categories, special awards are given for Outstanding Leadership and Lifetime Advocacy. Seventy-five (75) consumers received scholarships to attend.
- The CoD made important contributions to the San Mateo County Department of Public Works to create accessible parking and an accessible path of travel at the County Government Center in Redwood City.

Focus Area 5: To maximize independence by promoting affordable, accessible, safe housing; transportation choices; and employment opportunities.

- The San Mateo County Joint Housing Committee members were assigned to specific cities to learn about and advocate for housing development projects that will impact older adults and people with disabilities. They developed and distributed a checklist to the cities in the county to use as a reference tool regarding housing considerations needed for older adults and people with disabilities.
- The Senior Mobility Action Plan Steering Committee (SMAP) developed *Peninsula Rides*, a "Mobility Ambassador" program to make it easier for older adults to understand and utilize the public transit system in San Mateo County. The program staffed volunteers at local senior centers to assist individuals in need of transit information and assistance.
- AAS dedicated a Network Provider meeting to address disaster preparedness for providers. The meeting discussed ways to ensure that during times of disaster,

clients are safe and able to receive needed services. Those in attendance shared their experiences and lessons learned from the winter's severe storms.

- AAS initiated a Network Provider meeting in 2008 dedicated to exploring lessons learned from severe storms that occurred during the winter addressing issues that arose for local agencies, and how AAS and Providers could support each other during similar situations in the future.
- AAS collaborated with THRIVE, an alliance of non-profits in San Mateo County, the San Mateo County Office of Emergency Preparedness (OES), the American Red Cross, CoA and CoD to hold a community training on Emergency Preparedness for Older Adults and People with Disabilities. The "Train the Trainer" event attracted 100 people representing local providers, consumers, agencies and organizations. Attendees received informative training materials, emergency supplies, and a disaster preparedness kit. As a trained trainer in emergency preparedness, attendees were asked to train older adults and adults with disabilities in their communities.

Focus Area 6: To promote physical and mental wellness through nutrition, physical fitness and access to comprehensive health services.

- AAS collaborated with Behavioral Health and Recovery Services (BHRS) and San Mateo Medical Center (SMMC) in a comprehensive review of clinical and resource issues related to individuals served by all three agencies to identify alternatives for reducing unnecessary acute hospitalizations. Targeted discharge planning for difficult-to-place patients to lower levels of care decreased acute day stays in the SMMC. Also, continued efforts by the HOME Team allowed for intensive case management that reduced ED visits and subsequent acute admissions. Continued emphasis on home- and community- based services also added to the efforts to avoid unnecessary acute hospitalizations.
- Information in the Help at Home directory, a mini-reference guide to assist residents to remain at home, was updated and revised for the 2009-10 edition. Eleven new listings were added in the following areas:
 - Dementia (1)
 - Home Care Aide Agencies (4)
 - Housing Options and Referral (1)
 - Information and Referral (1)
 - Personal Emergency Response (1)
 - Support Groups (1)
 - Transportation (1)
 - Volunteer Services (1)
- The Community-Based Continuum of Care Committee (CBCC) reviewed the Network of Care website in September 2008. The Network of Care website provides access to medical, mental health and home- and community-based services

information 24-hours a day. The Help at Home Directory was made available online in its entirety in English, Spanish, and Chinese. The Network of Care remains the most comprehensive and up- to-date resource for older adults, people with disabilities, family members, caregivers, and service providers in San Mateo County.

Focus Area 7: To promote security and well being by responding to and reducing the incidence of violence and physical, psychological, and financial abuse and neglect.

- A Financial Abuse Specialist was hired by AAS to establish and develop relationships with local financial institutions to facilitate reporting elder abuse. This new staff member initiated outreach to banks and other financial institutions to educate their staff about elder financial abuse. The focus of the Financial Abuse Specialist has since shifted to the investigations of complex cases of financial abuse.
- Based on presentations that were developed in FY 2007-08 for Older Americans month, the Adult Abuse Prevention Collaborative (AAPC) held multiple planning meetings to identify key elements and strategies, including a timeline, to develop a new community-education campaign. The campaign utilizes local community television and radio programming to facilitate community awareness of elder abuse.

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Section II

Summary of ideas generated as a result of discussion focused on service system changes based on the demographic changes in the aging population in the Planning and Service Area (PSA)

AAS strives to take a proactive approach in continuously addressing the needs of the aging population. As a result of the Aging 2020 model, AAS has a good understanding of the rapidly growing older adult population. Currently there are about 91,450 people over the age of 65 in San Mateo County. According to the model, by the year 2030 this number will rise to about 157,400, an increase of 72%. The rise in the number of older adults over the age of 85 will rise by 148% in the same period. The overall increase in the number of older adults in San Mateo County reflects a combination of the aging of the Baby Boom population, and the fact that prior generations are living longer. The model also provides information on the population's future characteristics including racial/ethnic composition, linguistic ability, income distribution and housing preferences.

Data from the model is now being evaluated and information is being incorporated into the planning for building an infrastructure that responds to the changing demographics and needs of this population. Issues such as affordable housing, chronic disease management and prevention, nutrition, social isolation and transportation will increasingly be a priority in the coming decades.

In 2008 the Healthy Community Collaborative issued an Executive Summary Community Assessment about the health and quality of life in San Mateo County. This assessment affirmed that San Mateo County compares favorably to the state and the nation on many health and quality of life measures for the majority of San Mateo County residents. However, the report also indicates that there are segments of the population, including older adults in San Mateo County, that do not experience the same good health and high-quality of life. There are also indicators that show some issues are more prevalent here than in other parts of the state and country, particularly in the northern part of the county.

The AAA, in partnership with its advisory council, the CoA continues to respond to and prepare for the shifts in the County's demographics through its various programs, contracted services, advocacy and collaboration efforts. One major step toward this end is the continued progress toward the implementation of the LTSSP. In the last year, the pilot of the UAT has allowed testing of a critical component of the LTSSP model. As a result, the AAA has partnered with HPSM to submit an Administration on Aging funded grant proposal to implement phase one of LTSSP. By engaging our community partners, AAS continues to work on other areas in our network of services such as disaster preparedness, elder abuse, transportation and cultural competency.

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The following is an update of the progress made by PSA 8 toward the objectives set forth in the Strategic Plan for Services for Older Adults and Adults with Disabilities. These objectives and activities reflect only those applicable to FY 2008-09. This section also includes an explanation of how Title III B funds were expended on Program Development or Coordination activities during the fiscal year. Those activities are designated by “PD” for Program Development and “C” for Program Coordination.

For a complete narrative description of each objective and/or activity, please see the Area Plan Update for FY 2007-08.

**PSA 8 San Mateo County Area Agency on Aging
Year-End Report FY 2008-09
Focus Area #1: Increase Consumer Involvement**

Goal #1: To involve seniors and adults with disabilities in all aspects of the advocacy, planning, delivery, and evaluation of programs that serve them.

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 older adults and adults with disabilities and will continue to be involved in its implementation.

PSA 8 San Mateo County Area Agency on Aging
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Focus Area #1: Increase Consumer Involvement

Activities	*Title III B Funded PD or C?	Status
Goal 1, Objective 1a, Activity 5: The CoD Legislation and Advocacy Committee will develop a legislative page on their website that will inform consumers and providers about proposed legislation.		New in FY 2005-06 and Continued in 2008-09. The legislative page was created to increase public awareness regarding legislative information specific to people with disabilities. AAS staff was selected and assigned to update the website in FY 2008-09. This project was put on hold because San Mateo County's website was overhauled in June 2009. This activity will continue in FY 2009-10 and is projected to be completed by October 2009.
Goal 1, Objective 1a, Activity 6: 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.		Revised in 2007-08 and Completed in 2008-09. The Town Hall meeting was scheduled for May 2008 but was cancelled due to a lack of the availability of legislators. An event focused on transit-oriented development and livable communities was planned by the Board of Supervisors and County Managers Office with several panels and presenters. Approximately 200 people attended to learn how transit-based living improves the quality of life and health of older adults.
Goal 1, Objective 1a, Activity 8: The CoD Legislation and Advocacy Committee will continue to develop a legislative page that will inform consumers and providers about proposed legislation.		Consolidated with Goal 1, Objective 1a, Activity 5.
Goal 1, Objective 1a, Activity 9: The CoA Legislative/Advocacy Committee will participate in the planning of a Senior Summit focused on transit-oriented development and livable communities.		Completed in 2008-09. See Goal 1, Objective 1a, Activity 6.

**PSA 8 San Mateo County Area Agency on Aging
Year-End Report FY 2008-09
Focus Area #1: Increase Consumer Involvement**

Activities	*Title III B Funded PD or C?	Status
<p>Goal 1, Objective 1a, Activity 12: 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.</p>		<p>New and In-progress in FY 2007-08. Completed in FY 2008-09.</p> <p>There were 130 survey respondents from families with children or youth with disabilities. The Board of Supervisors approved the Resolution to create a Youth and Families committee. The committee currently has eight members.</p>
<p>Goal 1, Objective 1a, Activity 13: 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.</p>		<p>Continued in FY 2008-09.</p> <p>The chairs of each respective committee met in FY 2008-09 to discuss issues of mutual interest and discuss the possibility of combining the committees. To date, the committees are continuing to work separately but a report is given at each meeting to highlight activities of the other committee. Both committees are collaborating on issues and bills of mutual interest.</p>

PSA 8 San Mateo County Area Agency on Aging
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Focus Area #1: Increase Consumer Involvement

Activities	*Title III B Funded PD or C?	Status
<p>Goal 1, Objective 1a, Activity 14: The CoA 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>		<p>New in FY 2007-08. Continued and completed in FY 2008-09.</p> <p>In FY 2007-08 the CoA members reviewed the purpose of each of the committees, their accomplishments, their priority areas identified by the Commission at the retreat, the structure of the committees and the need for their continuation in April 2008.</p> <p>In FY 2008-09 CoA continued to work on action steps developed at the retreat. As a result of the evaluation, the Housing Committee was dissolved as other organizations are doing similar work. It was decided it would be more effective to send a liaison to the existing meetings. The Nutrition Committee was merged into the CBCC since the latter deals with the home- and community-based service system.</p>
<p>Goal 1, Objective 1a, Activity 15: The CoD Executive Committee will hold standing meetings of a new Youth and Family Committee of the CoD if approved by the Board of Supervisors.</p>		<p>New and completed in FY 2008-09.</p> <p>See Goal 1, Objective 1a, Activity 12.</p> <p>The committee is meeting on a regular basis.</p>
<p>Goal 1, Objective 1a, Activity 16: The CoD Legislation and Advocacy Committee will continue to develop a legislative page that will inform consumers and providers about proposed legislation.</p>		<p>Continued in FY 2008-09.</p> <p>See Goal 1, Objective 1a, Activity 5.</p>
<p>Goal 1, Objective 1a, Activity 17: 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.</p>		<p>New and completed in FY 2008-09.</p> <p>The Legislation and Advocacy Committee began with members from the Mental Health Board, IHSS Public Authority, and AIDS Advisory Board. Currently the Health Plan of San Mateo and California Children's Services are participating on the committee.</p>

**PSA 8 San Mateo County Area Agency on Aging
Year-End Report FY 2008-09
Focus Area #1: Increase Consumer Involvement**

Activities	*Title IIIB Funded PD or C?	Status
Goal 1, Objective 1a, Activity 18: The CoA Executive Committee will provide a yearly presentation to the San Mateo County Board of Supervisors for Older Americans month.		Continued and Completed Annually from FY 2005-09. In FY 2008-09 the presentation was held and revised editions of the Help at Home Brochure were distributed on May 6, 2009.
Goal 1, Objective 1a, Activity 19: The CoA Legislative/Advocacy Committee will review and respond to pending proposed budget cuts impacting seniors.		New in FY 2005-06. Continued and completed annually through FY 2008-09.
Goal 1, Objective 1a, Activity 20: 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.		New in FY 2005-06. Continued and completed annually through FY 2008-09.
Goal 1, Objective 1a, Activity 21: 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.		New in FY 2005-06. Continued and completed annually through FY 2008-09.
Goal 1, Objective 1b, Activity 4: AAS will work with San Mateo County Health Department Health Policy and Planning to analyze and disseminate results of the San Mateo County Aging Model: Better Planning for Tomorrow to service providers and the community.		New in FY 2005-06; Revised in FY 2007-08; Continued and completed in FY 2008-09. In FY 2008-09 one policy brief focusing on housing was released. There have been over 30 presentations, including three oral and one poster presentation at the 2008 American Public Health Association National conference. Additional policy briefs that focus on health and transportation are under development. Presentations to disseminate projection information will continue into FY 2009-10.

PSA 8 San Mateo County Area Agency on Aging
Year-End Report FY 2008-09
Focus Area #1: Increase Consumer Involvement

Activities	*Title III B Funded PD or C?	Status
Goal 1, Objective 2b) Ombudsman Services of San Mateo County (OSSMC) will expand the state-mandated Ombudsman Program curriculum on cultural diversity to effectively educate Volunteer Ombudsman by June 30, 2008.		New in FY 2007-08. Continued and completed in FY 2008-09. OSSMC continued to address cultural diversity in FY 2008-09 by holding LGBT training and receiving training from the Muslim community on cultural issues particular to their populations. New in FY 2008-09 and completed.
Goal 1, Objective 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.		The War Memorial Community Center hired a Volunteer Coordinator to oversee 12 volunteers who have committed to the multicultural volunteer program. Six of the volunteers are teachers. One volunteer acts as a translator and five assist with various other tasks including outreach. New in FY 2007-08; Continued through FY 2008-09 and completed.
Goal 1, Objective 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.		New in FY 2007-08; Continued through FY 2008-09 and completed. During FY 2008-09 four proposed IHSS policies were presented to the IHSS Advisory Committee for input. Result?
Goal 1, Objective 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.		New in FY 2007-08. Continued and completed in FY 2008-09. The new assessment tool is the "Family Strengths Scale" which measures caregiver's confidence in their ability to access resources. At this time, insufficient data collection does not allow for statistically significant information to measure caregiver confidence. Currently data appear promising and indicate that Edgewood Center's services do help caregivers' self-efficacy.

PSA 8 San Mateo County Area Agency on Aging
Year-End Report FY 2008-09
Focus Area #1: Increase Consumer Involvement

Activities	*Title III B Funded PD or C?	Status
Goal 1, Objective 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.		New in FY 2007-08. Continued and completed in FY 2008-09. This has been an ongoing objective of the OSSMC, but as a result of the new state curriculum in 2007, OSSMC focused on empowering residents. Resident empowerment is incorporated in the new trainings being offered. The staff regional coordinators, who provide tech-support to field ombudsman are focused on this aspect of the work.

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Year-End Report FY 2008-09
Focus Area #2: Ensuring Cultural Competence Throughout the Service Planning and Delivery
System**

Goal #2: To expand understanding of the concerns and needs of diverse cultures and improve cultural competence in all areas of service planning and delivery.

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.

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Year-End Report FY 2008-09
Focus Area #2: Ensuring Cultural Competence Throughout the Service Planning and Delivery System**

Activities	*Title IIIB Funded PD or C?	Status
<p>Goal 2, Objective 1b, Activity 5: 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)</p>	C	<p>New in FY 2008-09 and completed.</p> <p>A diversity consultant was hired to train Health System staff on issues of cultural competence. Eight focus groups were planned with consumers but 7 focus groups were completed that targeted clients with mental health issues; Chinese, Filipino, Russian and Burmese; LGBT and caregivers. Facilitators of the focus groups were reflective of the population in that particular group.</p>
<p>Goal 2, Objective 1b, Activity 6: 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)</p>	C	<p>New in FY 2008-09 and in progress. Will continue into 2009-10.</p> <p>NBC is reviewing the structure of the focus groups and conducting an evaluation to assess if appropriate questions were asked to participants. Seven additional focus groups were completed in FY 2008-09.</p>
<p>Goal 2, Objective 1c, Activity 1: Draft organizational assessment of cultural competence and outline process for distributing via web-based survey service. (Program Coordination FY 2006-07)</p>	C	<p>New in FY 2006-07 and Continued through FY 2008-09.</p> <p>The organizational assessment was completed in 2008-09. The web-based survey will be continued in the following fiscal year.</p>

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Year-End Report FY 2008-09
Focus Area #2: Ensuring Cultural Competence Throughout the Service Planning and Delivery System**

Activities	*Title IIIB Funded PD or C?	Status
<p>Goal 2, Objective 1c, Activity 2: NBC will revisit the 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)</p>	C	<p>New in FY 2007-08. Continued through FY 2008-09 and completed.</p> <p>In FY 2007-08 the Cultural Competence Subcommittee collaborated with HDIO and utilized technical assistance from the Health Policy and Planning Linguistic Access Coordinator at committee meetings to discuss cross-over with the BARHI, as well as the New Leaf LGBT Elders Best Practices Project.</p> <p>The committee will revise the organizational assessment following conclusion of the cultural competence focus groups in FY 2008-09 to allow focus group information to inform a revised organizational assessment as necessary.</p> <p>Input from HDIO members was received in FY 2008-09.</p>
<p>Goal 2, Objective 1c, Activity 3: 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)</p>	C	<p>New in FY 2008-09 and in progress.</p> <p>Several providers and staff continue collaborative efforts to review focus-group data. The NBC expects the review to continue into FY 2009-10.</p> <p>(Please see Goal 2, Objective 1b, Activity 6 for additional information.)</p>

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Year-End Report FY 2008-09
Focus Area #2: Ensuring Cultural Competence Throughout the Service Planning and Delivery System**

Activities	*Title III B Funded PD or C?	Status
Goal 2, Objective 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.	See below	Completed in FY 2008-09. Funding was received from the Health System to provide the training and it was completed for staff and other providers.
Goal 2, Objective 1d, Activity 2: Evaluate pilot and revise training as needed. (Program Coordination FY 2007-08)	C	New in FY 2007-08. Continued through FY 2008-09 and completed.
Goal 2, Objective 1d, Activity 3: Hold cultural competence training with staff of Health Department and NBC-member organizations and invite participants to serve as focus group facilitators of cultural competence focus groups. (Program Coordination FY 2008-09)	C	New in FY 2008-09 and completed. (Please see Goal 2, Objective 1b, Activity 5.)
Goal 2, Objective 1d, Activity 4: 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)	C	New in FY 2008-09 and in progress. NBC has provided verbal information from the workshops held regarding creating a welcoming environment for LGBT older adults for member organizations and will continue to address this activity in FY 2009-12 Area plan.
Objective 2a) The NBC will identify resources for providing culturally competent translation/interpretation for non-English speaking consumers by June 30, 2009. (Program Coordination 2008-09)	C	New in FY 2005-06; Continued in FY 2006-07; Revised in FY 2007-08. Continued through FY 2008-09. This has been postponed due to budget constraints. NBC planned to convene focus groups with providers to discuss the status of their linguistic access and methods to provide services for non-English speaking consumers.

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Year-End Report FY 2008-09**

Focus Area #3: Sustaining a Coordinated Network of Services that Meets Changing Needs

Goal 3.1 To identify emerging service delivery issues and work collaboratively to develop innovative system-wide responses.

Enhancing our ability to maintain seniors and adults with disabilities safely in the community is critical to 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 community demographics will result in a greater demand for services, as well as changes in the way programs are designed and delivered.

**PSA 8 San Mateo County Area Agency on Aging
Year-End Report FY 2008-09**

Focus Area #3: Sustaining a Coordinated Network of Services that Meets Changing Needs

Activities	*Title III B Funded PD or C?	Status
<p>Goal 3, Objective 1a: The IHSS Public Authority will offer training to caregivers in Spanish and Chinese languages in FY 2007-08 and FY 2008-09.</p>		<p>Continued and completed in FY 2008-09.</p> <p>Spanish translation was provided for all eight caregiver trainings. Chinese and Tagalog translation is available but was not requested during FY 2008-09.</p> <p>Continued and completed in FY 2008-09.</p>
<p>Goal 3, Objective 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 in FY 2007-08.</p>		<p>The Alzheimer's Association promoted a new caregiver training program for monolingual Spanish speaking caregivers entitled "Cuidando con Respeto" or "Caring with Respect". This program was promoted through the Public Authority with informational flyers being sent to Spanish speaking caregivers.</p> <p>Deleted in FY 2008-09.</p> <p>Due to budgetary restriction, the OAMC was unable to implement the conference. year.</p>
<p>Goal 3, Objective 2a, Activity 4: Continue to implement a plan to improve the sustained participation of key stakeholders on the Older Adults Multicultural Committee (OAMC), formerly named the Minority Elders 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)</p>	C	<p>Deleted in FY 2008-09.</p> <p>Due to budgetary restriction, the OAMC was unable to implement the conference. year.</p>
<p>Goal 3, Objective 2b, Activity 4: Utilize the services of two MSW interns to expand the level of service provided to clients in the Linkages Program.</p>		<p>New in FY 2005-06 and continued through FY 2008-09</p> <p>Two MSW interns provided services through the Linkages Program from 2005-07. In FY 2007-09 one MSW intern was utilized. AAS was able to serve more clients and improve the quality of services with this additional resource.</p>

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Year-End Report FY 2008-09**

Focus Area #3: Sustaining a Coordinated Network of Services that Meets Changing Needs

Activities	*Title IIIB Funded PD or C?	Status
<p>Goal 3, Objective 2b, Activity 10: 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>		<p>Continued in FY 2008-09.</p> <p>In FY 2007-08, HOME Team continued collaborative work that targeted frequent users of the SMMC Emergency Department.</p> <p>Please see Goal 3, Objective 2b, Activity 12 for FY 2008-09 for additional information.</p>
<p>Goal 3, Objective 2b, Activity 12: AAS will continue to diminish inappropriate use of emergency medical services by continuing development and implementation of the Healthy Outcomes through Multi-Disciplinary Approaches Team (HOME) program for frequent users of San Mateo Medical Center's Emergency Room by providing intensive case management.</p>		<p>New in FY 2006-07 and continued through FY 2008-09.</p> <p>July 1, 2009 marked the end of the second year of the HOME Team program. The program has screened over 300 potential clients. The HOME Team exceeded their funding requirement to provide intensive case management to 75 clients by serving 117 clients. The program's goal is to enroll and serve an additional 33 clients by the end of the third year. The program continues to succeed at reducing Emergency Department visits, increasing Primary Care Physician visits, and securing permanent housing for homeless clients.</p>
<p>Goal 3, Objective 2b, Activity 13: AAS will continue to provide training for social work interns to increase the number of highly skilled social workers who are knowledgeable and experienced in working with older adults and adults with disabilities. AAS will expand existing social work internship program and rotations to APS, Public Guardian, IHSS, MSSP, Linkages, and AIDS Case Management.</p>		<p>New in FY 2005-06; Continued in FY 2006-07; expanded in FY 2007-08 and Continued in FY 2008-09.</p> <p>In FY 2008-09 the training program for social work interns continued to include rotations in APS, Public Guardian, IHSS, MSSP, Linkages and AIDS Case Management. Six interns have completed this training to date.</p>

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Year-End Report FY 2008-09
Focus Area #3: Sustaining a Coordinated Network of Services that Meets Changing Needs**

Activities	*Title IIIB Funded PD or C?	Status																																				
Goal 3, Objective 2b, Activity 14: AAS will 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.		New in FY 2006-07 and continued through FY 2008-09. In collaboration with San Francisco State University School of Nursing, the first rotation of nurses to do their community-based clinical practicum was in the summer of 2008. The nursing students have assisted with completing the Meals on Wheels client assessments and utilized the trial Uniform Assessment Tool. New in FY 2006-07, continued through FY 2008-09 and completed.																																				
Goal 3, Objective 2b, Activity 15: Increase the cultural competence capacity of AAS by hiring bilingual/bicultural staff with Tagalog, Chinese, Russian and Spanish language skills.		<p>The composition of the bilingual staff at AAS has steadily increased from 2005 to 2009 as depicted in the following chart:</p> <table><tr><th></th><th>Spanish</th><th>Chinese</th><th>Vietnamese</th><th>Tagalog</th><th>Taiwanese</th></tr><tr><td>2005</td><td>9</td><td>5</td><td>1</td><td>0</td><td>0</td></tr><tr><td>2006</td><td>10</td><td>5</td><td>1</td><td>0</td><td>0</td></tr><tr><td>2007</td><td>11</td><td>4</td><td>1</td><td>0</td><td>0</td></tr><tr><td>2008</td><td>11</td><td>4</td><td>1</td><td>0</td><td>0</td></tr><tr><td>2009</td><td>11</td><td>9</td><td>1</td><td>2</td><td>1</td></tr></table> <p>*Chinese includes both Mandarin and Cantonese speaking persons. This chart reflects only those bilingual employees who are designated by Human Resources as bilingual due to the percentage of their caseload that requires them to speak a language other than English. Additionally, there is one Russian bilingual employee who may provide interpretation or translation review services as part of a county-wide pilot program.</p>		Spanish	Chinese	Vietnamese	Tagalog	Taiwanese	2005	9	5	1	0	0	2006	10	5	1	0	0	2007	11	4	1	0	0	2008	11	4	1	0	0	2009	11	9	1	2	1
	Spanish	Chinese	Vietnamese	Tagalog	Taiwanese																																	
2005	9	5	1	0	0																																	
2006	10	5	1	0	0																																	
2007	11	4	1	0	0																																	
2008	11	4	1	0	0																																	
2009	11	9	1	2	1																																	

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Focus Area #3: Sustaining a Coordinated Network of Services that Meets Changing Needs

Activities	*Title IIIB Funded PD or C?	Status
<p>Goal 3, Objective 2b, Activity 17: 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>New in FY 2005-06; Revised in FY 2006-07; Revised slightly in FY 2007-08 and Continued in FY 2008-09.</p> <p>In FY 2008-09, allocations remained the same:</p> <ul style="list-style-type: none"> ➤ Minimum 46.3% of the applicable federal Older Americans Act Title IIIB funding to provide Access Services including Information and Assistance and Case Management. ➤ Minimum of 28.3% to provide In-Home Services including Peer Counseling, Adult Day Care, and Alzheimer's Day Care ➤ Minimum of 14.2% of the applicable federal Older Americans Act Title IIIB funding for Legal Assistance. <p>New, revised and completed in FY 2008-09.</p>
<p>Goal 3, Objective 2b, Activity 18: 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.</p>		<p>A written document answering "Frequently-asked questions" was developed for IHSS providers. The document was published in the caregiver Newsletter and is available in the reception area of AAS.</p>

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Focus Area #3: Sustaining a Coordinated Network of Services that Meets Changing Needs

Activities	*Title III B Funded PD or C?	Status
Goal 3, Objective 2b, Activity 19: Evaluate the Care Transitions (Discharge-planning Coaches model) evidence-based study that was implemented in FY 2007-08 in partnership with the Health Plan of San Mateo and the San Mateo Medical Center to explore how to restructure for greater effectiveness.		<p>New and completed in FY 2008-09.</p> <p>The evaluation of the effectiveness of the Care Transitions Intervention, a self-care model for improving care coordination that imparts self-management skills, confidence, and tools to patients and family caregivers via a Transitions Coach was completed in October 2008.</p> <p>Please see Section I, Key Accomplishments, Focus Area 3 for more details.</p> <p>Deleted in FY 2008-09.</p>
Goal 3, Objective 2b, Activity 20: Develop and implement a contract with Samuel Merritt School of Nursing to provide a 10-week clinical rotation to three nursing classes per year.		<p>Samuel Merritt School of Nursing has since contacted Public Health and has a liaison working with the Health Services Manager to reestablish this contract for Fall of FY 2009-10.</p> <p>New and completed in FY 2008-09.</p>
Goal 3, Objective 2b, Activity 21: Evaluate the effectiveness of the Uniform Assessment Tool (UAT) pilot project and write summary report.		<p>The final UAT evaluation report was composed by RAND and is complete. The report will be presented to the state in the future. The UAT will continue to be used in case management programs to continue efforts to test the full functionality of the tool.</p> <p>New in FY 2007-08. Continued and completed in FY 2008-09.</p>
Goal 3, Objective 2b, Activity 22: AAS will expand the capacity for training social work interns from 2 to 4 interns.		<p>AAS was able to expand the physical capacity to house up to three interns. The number of interns however varies annually due to budget constraints.</p>

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Focus Area #3: Sustaining a Coordinated Network of Services that Meets Changing Needs

Activities	*Title III B Funded PD or C?	Status
<p>Goal 3, Objective 2b, Activity 23: Begin to evaluate the grant-funded HOME (Healthier Outcomes through Multi-Disciplinary Engagement) Program and explore opportunities for sustainability.</p>		<p>New in FY 2008-09 and completed.</p> <p>Discussions regarding sustainability are ongoing. Efforts include discussions with HPSM, inclusion of HOME Team services in a federal grant proposal submitted by San Mateo County's Healthcare for the Homeless Group, a grant proposal submitted to the Federal Administration on Aging, and discussions in the HOME Team steering committee. As a result of HOME Team's ability to successfully monitor and demonstrate success, the Silicon Valley Community Foundation awarded the program an extension of support for two years.</p>
<p>Goal 3, Objective 2b, Activity 24: AAS will continue Quality-Assurance efforts in the implementation of the Q database system and develop a structured format for accessing data reports.</p>		<p>New in FY 2007-08 and continued through FY 2008-09.</p> <p>In FY 2007-08 Quality Assurance efforts were implemented and continues through FY 2008-09 and will continue on an ongoing basis. Data reports are collected in a systematic and routine basis to facilitate evaluation of AAS and contractor performance measures.</p>
<p>Goal 3, Objective 2b, Activity 3: 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.</p>		<p>New in FY 2006-07. Continued in FY 2007-08. Discontinued in 2008-09.</p> <p>It was determined that, at this time, the expansion is not feasible due to budget constraints.</p>

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Year-End Report FY 2008-09
Focus Area #3: Sustaining a Coordinated Network of Services that Meets Changing Needs

Activities	*Title IIIB Funded PD or C?	Status
Goal 3, Objective 2c, Activity 5: 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.		Completed in FY 2008-09. OSSMC co-sponsored the roll out of the Alzheimer's Association training on Dementia Care Practice in Assisted Living discussing the implementation of end of life care. Another workshop on Dignity was also held at several facilities.
Goal 3, Objective 2c, Activity 8: 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.		New in FY 2006-07. Continued in FY 2007-08 and deleted in FY 2008-09. A change in personnel at Legal Aid Society left the project without the needed legal expertise in immigration issues.
Goal 3, Objective 2c, Activity 10: Edgewood Center for Children and Families will include support group facilitators in regular Kinship staff meetings and solicit their input regarding program development.		New in FY 2007-08. Continued and completed in FY 2008-09. Edgewood Center employs three support group facilitators. All three attend the two regular All Kinship Team Meetings monthly. They also have a team meeting with their supervisor twice a month. The facilitators will assist with the launch of the upcoming Community Advisory Council for Edgewood Center families to have a voice in program development.
Goal 3, Objective 2c, Activity 11: 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.		New in FY 2007-08. Continued and completed in FY 2008-09. Edgewood expanded support group services in the northern part of the county with meetings in South San Francisco and Daly City. Spanish language support groups are being held in the evenings in Redwood City and in the mornings in South San Francisco.

**PSA 8 San Mateo County Area Agency on Aging
Year-End Report FY 2008-09**

Focus Area #3: Sustaining a Coordinated Network of Services that Meets Changing Needs

Activities	*Title III B Funded PD or C?	Status
Goal 3, Objective 2c, Activity 12: 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.		New in FY 2007-08. Continued and completed in FY 2008-09. Coastside Adult Day Health Center provided information on back care, "knee and hip tips," foot care, osteoporosis tips, and arthritis. The library was developed and is onsite for all the caregivers to access.
Goal 3, Objective 2c, Activity 14: The San Mateo County Ombudsman Program will have Ombudsman Program outreach materials translated into Spanish, Chinese and Tagalog.		New in FY 2007-08. Continued and completed in FY 2008-09. Completed with one-time-only funding received in FY 2007-08. OSSMC translated their brochure and tent card handout for residents into Spanish, Tagalog, and Chinese. The OSSMC core elements brochure is available in Spanish from the state. New and deleted in FY 2008-09.
Goal 3, Objective 2c, Activity 15: The San Mateo County Ombudsman Program and AAS 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	This project was funded with part of a one-time-only grant received in FY 2007-08 as a collaborative with Family Caregivers. It was not continued beyond FY 2007-08.
Goal 3, Objective 2c, Activity 16: Daily City ACCESS will continue the 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 and completed in FY 2008-09. The HART collaborative completed three grants during FY 2008-09. Funding from the Nelson Fund and Kaiser Foundation has come through for FY 2009-10 to implement the HART curriculum with 12 peer volunteers. This will establish a Community Ambassador Program for Seniors which integrates isolated immigrants using a strengths-based model.

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Focus Area #3: Sustaining a Coordinated Network of Services that Meets Changing Needs

Activities	*Title III B Funded PD or C?	Status
Goal 3, Objective 2d, Activity 8: 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 2006-07. Continued through FY 2008-09 and completed. The Public Authority Registry is currently able to serve requests for services.
Goal 3, Objective 2e, Activity 12: The Conservatorship units will develop and implement formalized conservatorship training for police departments; improve coordination with Social Security Administration (SSA); and explore the feasibility of assigning conservatorship cases by region or facility.		New in FY 2007-08. Continued through FY 2008-09 and completed. AAS Conservatorship Unit developed a formalized training on Crisis Intervention with Behavioral Health and Recovery Services. The Sheriff's office and others. There was no direct coordination with SSA. When possible, cases are assigned by region or facility. The Conservatorship Unit is encouraged to share visits.
Goal 3, Objective 3a, Activity 1: 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)	PD	New in FY 2007-08. Continued in FY 2008-09.

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Focus Area #3: Sustaining a Coordinated Network of Services that Meets Changing Needs

Activities	*Title III B Funded PD or C?	Status
<p>Goal 3, Objective 3a, Activity 2: 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)</p>	C	<p>New in FY 2007-08 and In-progress; Continued and completed in FY 2008-09.</p> <p>Please see Goal 3, Objective 2c, Activity 16.</p>
<p>Goal 3, Objective 5c: San Mateo County AAS 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>New in FY 2007-08. Continued and completed in FY 2008-09.</p> <p>The Uniform Assessment Tool (UAT) was tested with MSSP, Linkages, AIDS Case Management, the HOME Team, IHSS and APS.</p> <p>New in FY 2008-09 and completed.</p>
<p>Goal 3, Objective 5d: AAS will continue to work with the Health Plan of San Mateo (HPSM) and will send a proposal to the State to implement the LTSSP model with the HPSM 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>Collaborative efforts have been ongoing. HPSM and AAS submitted a grant proposal to the California Administration on Aging in July 2009 to pilot Phase 1 of the LTSSP.</p> <p>HPSM and AAS are continuing discussions with the state regarding LTSSP and the need to streamline the system of care.</p>

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Focus Area #3: Sustaining a Coordinated Network of Services that Meets Changing Needs

Activities	*Title III B Funded PD or C?	Status
<p>Goal 3, Objective 6a: The CoA Executive Committee will review the status of the Youth Commissioner position on the CoA and recruit and mentor a new Youth Commissioner to enhance the effectiveness of the youth voice in developing future intergenerational activities in FY 2007-08 and FY 2008-09.</p>		<p>New in FY 2007-08 and continued through FY 2008-09. Revised and completed.</p> <p>In FY 2007-08 the Committee attempted to recruit a high-school-aged Youth Commissioner to attend CoA meetings but due to the meeting time it was not possible as it conflicts with the school schedule.</p> <p>In FY 2008-09, the Commission focused on strengthening membership in general and continued exploring ways to enhance the effectiveness of the youth voice through the Youth Commission.</p>
<p>Goal 3, Objective 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>New and completed in FY 2008-09.</p> <p>Several meetings were held in FY 2008-09 to create a collaborative of seniors and youth. Two meetings were conducted with seniors and youth meeting together. This group was dissolved due to a lack of staff resources.</p>

**PSA 8 San Mateo County Area Agency on Aging
Year-End Report FY 2008-09
Focus Area #4: Ensuring Accessibility**

Goal #4: To maximize the ability for older adults and people with disabilities to be full participants in the community.

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.

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Focus Area #4: Ensuring Accessibility

Activities	*Title IIIB Funded PD or C?	Status
<p>Goal 4, Objective 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. Continued, revised, and completed in FY 2008-09.</p> <p>Edgewood Center hired a part-time bilingual Spanish Peer Educator. This allowed them to host the "Let's Live Well!" chronic disease self-management workshops in Spanish for the first time. The addition of the Spanish Peer Educator has also allowed the nurses complete home visits with monolingual Spanish caregivers.</p> <p>New in FY 2006-07. Continued and completed annually.</p>
<p>Goal 4, Objective 2h: The Hearing Loss Association of the Peninsula will provide opportunities for people with hearing loss to learn about and test assistive devices in FY 2006-07 and FY 2007-08 and will provide information to community groups regarding hearing loops systems* at various community locations (e.g. churches, banks, private residences, etc.) to assist individuals with hearing loss in FY 2007-08.</p> <p>(*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>In FY 2008-09 The Hearing Loss Association of the Peninsula joined with other chapters in Northern California in a Walk-For-Hearing in September 2008.</p>
<p>Goal 4, Objective 2i: The CoD Executive 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>New in FY 2005-06; Continued in FY 2006-07. Revised in FY 2007-08. Continued through FY 2008-09 and completed.</p> <p>In FY 2007-08 a staff person was identified and trained. This activity continued in FY 2008-09 by adding the links to the websites.</p>

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Activities	*Title I/II B Funded PD or C?	Status
<p>Goal 4, Objective 3a, Activity 3: CoD ADA Compliance Committee and CoD Special Events Committee will hold a “Transition to Independence” workshops for people with disabilities and their families that will provide resources to enhance the ability to live independently</p>		<p>New in FY 2006-07. Continued and completed annually through FY 2008-09.</p> <p>In FY 2008-09 the CoD partnered with Area Board 5 on Developmental Disabilities, California Children's Services, Center for Independence of the Disabled, Community Gatepath, GGRC, Kairos and Vista Center for the Blind and Visually Impaired to present the “Transition to Independence” workshop, entitled, “Navigating a Smooth Transition to Independence.”</p> <p>A panel of agency representatives discussed educational opportunities and vocational services. There were 18 resource tables featured and 78 people attended</p> <p>New in FY 2008-09. Revised and completed.</p>
<p>Goal 4, Objective 3a, Activity 4: Evaluate FY 2007-08 “Transition to Independence” workshop and work with the California Children's Services to hold another workshop in FY 2008-09.</p>		<p>No formal evaluation was conducted but qualitative responses were positive. Another workshop was held subsequently.</p>
<p>Goal 4, Objective 3a, Activity 5: The CoD 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 in FY 2005-06 through FY 2008-09.</p>		<p>New in FY 2005-06. Continued and completed annually through FY 2008-09.</p> <p>Approximately 300 people attend the annual People Who Care dinner held at the South San Francisco Conference Center. In addition to the on-going award categories, special awards are given for Outstanding Leadership and Lifetime Advocacy. Approximately 320 people attended, with 75 consumers receiving scholarships to attend in FY 2008-09.</p>
<p>Goal 4, Objective 3a, Activity 6: The CoD Executive Committee and Special Events Committee will plan and implement a yearly art showcase and auction highlighting the work of artists with disabilities.</p>		<p>New in FY 2005-06. Continued and completed annually.</p> <p>Disabled artists look forward to this event every year where their two and three dimensional artwork is displayed. The community shows their support by their faithful attendance.</p>

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Activities	*Title III B Funded PD or C?	Status
<p>Goal 4, Objective 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, identify key stakeholders (businesses, media, agencies, community colleges) and invite them to participate in specific areas in FY 2007-08.</p>		<p>Deleted in FY 2008-09.</p> <p>Special Events Committee determined fewer people were more efficient at planning the events but will involve more key stakeholders in the events that are planned.</p>
<p>Goal 4, Objective 4c: The CoD 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>New in FY 2007-08. Continued and completed in FY 2008-09.</p> <p>In FY 2007-08, progress on this activity was limited due to the inability to identify a person with the necessary skills and training to update and maintain the CoD website and coordinate a website review process with an ad-hoc committee. Towards the end of FY 2007-08, a staff person was identified and trained and this activity will be continued in FY 2008-09.</p> <p>Because the San Mateo County website was overhauled, 2000 brochures and 300 posters were distributed with this information.</p>

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Focus Area #5: Supporting Independent Living

Goal #5: To maximize independence by promoting affordable, accessible, safe housing; transportation choices; and employment opportunities.

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.

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Focus Area #5: Supporting Independent Living

Activities	*Title III B Funded PD or C?	Status
Goal 5, Objective 1b: The CoA and CoD Joint Housing Committee and the CoD Legislation and Advocacy Committee will improve advocacy efforts by developing an infrastructure to collaborate across committees in FY 2005-06 through FY 2008-09.		New in FY 2005-06. Continued and completed through FY 2007-08. Discontinued in FY 2008-09. In FY 2008-09 this activity was deleted because the Joint Housing Committee dissolved.
Goal 5, Objective 1c, Activity 3: 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)		New, in-progress and completed in FY 2007-08. The Chair of the Joint Housing Committee served as the liaison to the Department of Housing and was involved in the meetings related to developing the County-wide housing strategy. The committee dissolved in FY 2008-09.
Goal 5, Objective 1c, Activity 6: 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.		New and completed in FY 2008-09. A representative from the Housing Department spoke at a Commission meeting.

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Activities	*Title IIIB Funded PD or C?	Status
<p>Goal 5, Objective 1c, Activity 7: 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:</p> <ul style="list-style-type: none"> • 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. 	C	<p>New and completed in FY 2008-09.</p> <p>The checklist was completed and given to the cities in the county. Two commissioners, one from CoD and one from CoA were assigned to serve as liaisons to local meetings to address housing issues of older adults and adults with disabilities.</p>
<p>Goal 5, Objective 2a, Activity 6: Develop Peninsula Ride Connection, 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.</p> <p>(Program Coordination FY 2008-09)</p>		<p>New in FY 2008-09 and revised.</p> <p>In FY 2008-09 Cycle 2 funding is being used to develop <i>Peninsula Rides</i>, a "Mobility Ambassador" based program (the name was changed to avoid confusion with Portland Ride Connection). A Mobility Ambassador Coordinator was hired at SamTrans who is developing and implementing the program.</p>
<p>Goal 5, Objective 2b, Activity 3: The San Mateo County Board of Supervisors (Supervisor Tisser) will sponsor Older Driver Safety presentations in FY 2007-08 and FY 2008-09.</p>		<p>New in FY 2007-08. Continued and completed in FY 2008-09.</p> <p>In FY 2008-09, seven presentations were given.</p>

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Activities	*Title IIIB Funded PD or C?	Status
<p>Goal 5, Objective 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>		<p>New in FY 2007-08. Continued through FY 2008-09 and completed.</p> <p>It was determined the second transportation officer was needed but AAS was unable to hire for this position due to the countywide hiring freeze.</p> <p>A tracking system was organized online to check out vehicles through the County "Groupwise" application.</p>
<p>Goal 5, Objective 3a, Activity 3: The Coastside Emergency Assistance Program (CEAP) 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 training; 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 2007008 through FY 2008-09)</p>	C	<p>Continued in FY 2008-09.</p> <p>Overall CEAP is continuing to make progress but it is slow. Focus has been on how nonprofit organizations can enhance their work together. The emergency contact database for police and fire is continuing to be updated.</p> <p>CERT training has been offered several times on the coastside and more are being scheduled into FY 2009-10.</p> <p>Creating a mechanism for a coordinated pool of volunteers is an ongoing topic of discussion. Communication with groups (e.g., Rotary and Lions Club) to assess their interest to take on the task of coordinating all volunteers continue.</p> <p>Plans to promote emergency preparedness to the general public at Coastside events are still under consideration.</p>

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Activities	*Title I/II B Funded PD or C?	Status
<p>Goal 5, Objective 3a, Activity 4: 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.</p>		<p>New in FY 2007-08. Completed in FY 2007-08 and 2008-09.</p> <p>In FY 2007-08 1,000 emergency preparedness kits and information packets were provided and funding was secured to continue the project through FY 2009-10.</p>
<p>Goal 5, Objective 3a, Activity 5: 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)</p>	C	<p>New in FY 2008-09 and completed.</p> <p>AAS initiated a Network Provider meeting in 2008 dedicated to exploring "lessons learned" from severe storms that occurred during the winter. Topics that were addressed were: 1) Issues that arose for the agencies, and 2) How AAS and Providers could support each other during similar situations in the future.</p> <p>The San Mateo County Office of Emergency Preparedness (OES) collaborated with the CoD to use a grant received from the Department of Homeland Security. Working with the American Red Cross, THRIVE, an alliance of non-profits in San Mateo, CoA, CoD, AAS and OES, held a community workshop on Emergency Preparedness for Older Adults and People with Disabilities. The "Train the Trainer" workshop attracted 100 persons representing local providers, consumers, agencies, and organizations.</p>

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Activities	*Title I/II B Funded PD or C?	Status
<p>Goal 5, Objective 3a, Activity 6: THRIVE, the Alliance for Nonprofits in San Mateo County will sponsor a conference on "Writing Your Disaster Plan."</p>		<p>New in FY 2007-08 continued through 2008-09 and completed.</p>
<p>Goal 5, Objective 3a, Activity 7: Second Harvest Food Bank will develop and implement an emergency preparedness plan for continuing food services to key nonprofits in time of a disaster.</p>		<p>New in FY 2007-08 and continued in FY 2008-09.</p> <p>In FY 2007-08 Second Harvest Food Bank completed a draft emergency plan for continuation of food services during emergencies and will meet with key partners to begin implementation in FY 2008-09.</p> <p>In FY 2008-09 Memorandum's of Understanding were developed by Second Harvest Food Bank and key partners.</p> <p>New in FY 2008-09 and Completed.</p>
<p>Goal 5, Objective 4a, Activity 8: The Family Service Agency (FSA) will provide training to SCSEP participants on depression – recognizing symptoms and how depression can hinder employment/job performance.</p>		<p>On November 5, 2008, FSA partnered with Mills Peninsula Health Services to provide a workshop to all Title V participants on "How to overcome and recognize Depression at Home and at the Workplace." The four hour workshop began with free blood pressure screenings for participants (two participants' blood pressure was unusually high and it was recommended they see their doctor ASAP). After breakfast was served, information about the topics below was provided:</p> <ul style="list-style-type: none"> ➤ How to recognize depression; and what to do about it; ➤ Nutrition and your mental health; ➤ Managing stress. <p>A bag lunch was also provided. Mills Peninsula Health Services financed the entire workshop as well as provided Spanish and Mandarin speaking translators.</p>

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Activities	*Title IIIB Funded PD or C?	Status
<p>Goal 5, Objective 4a, Activity 9: 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.</p>		<p>New in FY 2008-09 and completed.</p> <p>FSA attended numerous health fairs and community fairs throughout San Mateo County's' diverse communities. Presentations were made at Mills Peninsula Health Services Senior Focus Program and the San Mateo Senior Center. Program monitors disseminated informational flyers throughout San Mateo County.</p> <p>New in FY 2008-09 and completed.</p>
<p>Goal 5, Objective 4a, Activity 10: 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.</p>		<p>FSA staff continue to provide workshops at the Daly City One Stop. Participant staff is providing information about the Job Match Program at the Redwood City and San Carlos One Stop. A participant staff was assigned to provide info about the program at Job Train, One Stop in Menlo Park however he has since resigned from this position? "left the program" is awkward. FSA will assign a new participant to provide those services in Menlo Park.</p>

**PSA 8 San Mateo County Area Agency on Aging /Aging and Adult Services
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Focus Area #6: Improving Physical and Mental Health**

Goal #6: To promote physical and mental wellness through nutrition, physical fitness and access to comprehensive health services.

Rationale: During the planning process, AAS repeatedly received input about problems associated with health care services, insurance, cost and a variety of other health-related issues. Health continues to be a priority area.

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Focus Area #6: Improving Physical and Mental Health

Activities	*Title IIIB Funded PD or C?	Status
Goal 6, Objective 1a, Activity 3: The Meals on Wheels Coalition (MOW) will 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 MOW outreach efforts. (Program Development in FY 2007-08)	PD	New in FY 2007-08. Continued and completed in FY 2008-09. Outreach and marketing materials (DVD and brochure) were translated into Spanish and Chinese. Distribution of outreach materials is ongoing. Equipment (laptop, camera, badge making equipment and materials) were purchased with One-Time-Only funds and made available to all Meals on Wheels providers.
Goal 6, Objective 1a, Activity 4: The MOW Coalition will develop collaborative on-going outreach strategies.		New in FY 2007-08 and continued in FY 2008-09. In FY 2007-08 the Coalition focused on program sustainability. The Coalition continued developing a collaborative outreach strategy for FY 2008-09 which included a presentation to the Board of Supervisors.
Goal 6, Objective 1a, Activity 5: Develop and finalize MOU/Policy regarding the use of the Meals on Wheels Trust Fund . (Program Development in FY 2008-09)	PD	New and completed in FY 2008-09. The MOW Coalition agreed to increase the eligibility criteria and impose a \$2.00 per meal fee for SMOW. Exploring joint purchasing opportunities amongst providers for cost savings initiated. New and completed in FY 2008-09.
Goal 6, Objective 1a, Activity 6: Include the Commission on Aging and Commission on Disabilities in outreach efforts.		The Meals on Wheels Coalition gave presentations to both the CoA and CoD regarding their new marketing and outreach efforts. A member from the CoD joined the Meals on Wheels Coalition to participate in the discussions regarding sustainability for FY 2008-09. A presentation was made to the Board of Supervisors on November 18, 2008. Members of the CoA and CoD were at the presentation to provide their support.

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Activities	*Title III B Funded PD or C?	Status
Goal 6, Objective 1a, Activity 7: Review annual Meals on Wheels (MOW) survey format and incorporate survey questions suggested by MOW Providers.		New and deleted in FY 2008-09. To reduce duplication and the demand on providers, the MOW survey for fall was cancelled due to the decision to implement the County Cares Survey in the spring versus the fall.
Goal 6, Objective 1b, Activity 8: 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 and deleted in FY 2008-09. The Nutrition Committee was disbanded.
Goal 6, Objective 1b, Activity 9: Discuss the results of the Town Hall meeting in Nutrition Committee Meetings. (Program Development in FY 2008-09)	PD	New and deleted in FY 2008-09. The Town Hall meeting was not held.
Goal 6, Objective 1d, Activity 4: Second Harvest Food Bank will evaluate the pilot program in East Palo Alto and if successful, partially implement the program (providing some of the food elements) in at least one additional site.		New in FY 2007-08 and continued through FY 2008-09. Pilot evaluation completed in FY 2008-09. It is not cost effective and does not meet the cost per pound targets set therefore the program will not be implemented; however the members who participated expressed their satisfaction with it.

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Focus Area #6: Improving Physical and Mental Health**

Activities	*Title III B Funded PD or C?	Status
<p>Goal 6, Objective 1d, Activity 5: 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.</p>		<p>New in FY 2007-08. Continued and completed in FY 2008-09.</p> <p>The Brown Bag site to be opened in Daly City is still in the planning phase. A Produce mobile is now assigned to East Palo Alto, Daly City and Coastside locations. The Coastside program went from monthly to weekly distribution. As a result, Coastside older adults are receiving three times more fresh food and increases in fruits and vegetables. The Daly City or Bayshore site has doubled it's distribution to twice monthly because there are no grocery stores in that area. This was funded by the "Get Healthy San Mateo" initiative.</p>
<p>Goal 6, Objective 1e, Activity 5: 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.</p>		<p>New in FY 2008-09 and completed.</p> <p>The breakfast program was expanded to serve five days a week in FY 2008-09 and will continue in FY 2009-10. Participation in the exercise classes has increased by over 15%.</p>

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Focus Area #6: Improving Physical and Mental Health

Activities	*Title III B Funded PD or C?	Status
<p>Goal 6, Objective 2c, Activity 10: Continue development of Help at Home brochure to include more providers. (Program Coordination FY 2008-09)</p>	C	<p>New and completed in FY 2008-09.</p> <p>Information in the Help at Home directory, a mini-reference guide to assist residents remain at home, was updated and revised. For the 2009-2011 edition. Eleven new listings were added in the following areas:</p> <ul style="list-style-type: none"> o Dementia (1) o Home Care Aide Agencies (4) o Housing Options and Referral (1) o Information and Referral (1) o Personal Emergency Response (1) o Support Groups (1) o Transportation (1) o Volunteer Services (1)
<p>Goal 6, Objective 2c, Activity 11: Review Network of Care website and reformat to align with redesigned Help at Home Brochure. (Program Coordination FY 2008-09)</p>	C	<p>New and completed in FY 2008-09.</p> <p>The Community-based Continuum of Care Committee (CBC) reviewed the Network of Care website in September 2008. Network of Care has fixed templates which allowed only for the Help at Home Directory to be uploaded into a PDF file. It is available online in its entirety in English, Spanish, and Chinese. Network of Care remains the most comprehensive and up to date resource for older, people with disabilities, family members, caregivers, adults and service providers in San Mateo County.</p>

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Focus Area #6: Improving Physical and Mental Health

Activities	*Title III B Funded PD or C?	Status
<p>Goal 6, Objective 2g, Activity 2: BHRS will create Full Service Partnerships (FSP) that will offer intensive 24/7 services and a 1/10 staff/client ratio and "whatever it takes" supports with 60 slots for seriously mentally ill and dually diagnosed individuals and 50 slots for older adults and medically fragile transition age adults to enable them to live in a community setting in FY 2007-08 and FY 2008-09.</p>		<p>New in FY 2007-08 and Continued in FY 2008-09.</p> <p>In FY 2007-08 as part of the development of an older adult integrated system of care (known as OASIS), BHRS contracted with Telecare, Inc., to provide an adult full service partnership and an older adult/medically fragile full service partnership.</p> <p>The program is fully staffed and has Chinese, Spanish, Tagalog and Russian language capacity and peer partners. Clients were enrolled in the programs throughout FY 2007-08 and enrollment will continue in FY 2008-09 and beyond. The OASIS Program hired the Older Adult Clinical Services Manager and Nurse Case Manager to develop the integrated system of care and to provide oversight to the direct service FSP for older adults/medically fragile transition-aged adults in FY 2007-08.</p>

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Focus Area #6: Improving Physical and Mental Health

Activities	*Title III B Funded PD or C?	Status
<p>Goal 6, Objective 2g, Activity 4: Transform the mental health system to include a renewed focus on recovery/resilience and increased capacity and effectiveness by:</p> <ul style="list-style-type: none"> o providing an infusion of training; o hiring bilingual/bicultural clinicians; o expanding peer/peer-run services; o hiring consumers and parent partners as providers; and o Implement evidence-based and culturally competent practices. 		<p>New in FY 2007-08 and In-progress; Continued in FY 2008-09.</p> <p>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>Goal 6, Objective 2i: AAS, San Mateo County BHRS 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>New in FY 2007-08. Continued and completed in FY 2008-09.</p> <p>In FY 2007-08 AAS, BHRS, GGRC, HPSM collaborated to support the transition of clients being discharged from Agnews State Hospital due to closure of the facility. This work continued through FY 2008-09.</p>
<p>Goal 6, Objective 2j: The Family Service Agency will reduce isolation in underserved senior populations in San Mateo County by expanding peer counseling services to the Filipino, Cantonese and LGBT senior communities in addition to those provided in English and Spanish in FY 2008-09.</p>		<p>New in FY 2007-08. Continued and completed in FY 2008-09.</p>

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Focus Area #6: Improving Physical and Mental Health

Activities	*Title III B Funded PD or C?	Status
Goal 6, Objective 3a, Activity 2: Sequoia Hospital will provide culturally/linguistically competent community education on fall prevention to Spanish and Chinese-speaking seniors throughout San Mateo County in FY 2005-06 through FY 2008-09.		New in FY 2005-06. Continued and Completed annually through FY 2008-09. AAS contracted with Sequoia Hospital to provide community education on fall prevention to Chinese and Spanish-speaking seniors.
Goal 6, Objective 3a, Activity 3: 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.		New in FY 2005-06. Continued and Completed annually through FY 2008-09. AAS contracted with Mills-Peninsula Senior Focus to provide Wise and Well services at selected sites in San Mateo County. The focus of the services has been cardiovascular and metabolic diseases. Monthly screenings included blood pressure and blood glucose checks; annual comprehensive screenings also included height, weight, BMI, lipids, and individualized counseling with one of the team's experts (RN, RD, or other licensed professional).

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Activities	*Title IIIB Funded PD or C?	Status
<p>Goal 6, Objective 3c, Activity 1: AAS 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.</p>		<p>New in FY 2005-06 and Continued in FYs 2006-07 and 2007-08; Deleted in 2008-09.</p> <p>In FYs 2005-06 through 2007-08, AAS contracted with the Health Education Unit (now Chronic Disease and Injury Prevention) to provide Brown Bag medication reviews at selected Wise and Well sites.</p> <p>In FY 2008-09, funding was transferred to Mills-Peninsula Senior Focus due to staffing resources and increasing administrative costs.</p> <p>New in FY 2005-06. Continued annually through FY 2008-09 and completed.</p>
<p>Goal 6, Objective 3c, Activity 2: AAS will contract with Mills-Peninsula Senior Focus to provide one-on-one Brown Bag Medication reviews by a pharmacist through the Wise and Well Program at community sites targeting low-income, minority and geographically isolated seniors.</p>		<p>In FYs 2005-06 through FY 2007-08, AAS contracted with Mills-Peninsula Senior Focus to provide Brown Bag medication reviews at selected Wise and Well sites. Counseling staff is comprised of licensed pharmacists.</p>

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Focus Area #6: Improving Physical and Mental Health

Activities	*Title III B Funded PD or C?	Status
<p>Goal 6, Objective 3c, Activity 11: 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)</p>	C	<p>New in FY 2007-08. Continued and completed in FY 2008-09.</p> <p>The website has been online since 11/08. A Webmaster was contracted to maintain the website. A task force member from the task force's website workgroup is the main contact for the website.</p> <p>It was not feasible to create a list of resources for fall prevention because it would be similar to the Help At Home Directory. Instead, the Task Force was added as a resource in the Help at Home Directory.</p> <p>To raise awareness of the issue, the Task Force highlights different providers monthly.</p> <p>Fall Prevention classes are listed on the website with contact information for all Fall Prevention programs.</p> <p>The website allows for ordering of the Sit and Be Fit video.</p> <p>New in FY 2007-08. Continued and completed in FY 2008-09.</p>
<p>Goal 6, Objective 3c, Activity 13: 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)</p>	C	<p>The leadership of the Family Caregivers Professional Collaborative (FCSP) was assumed by the Family Caregiver Alliance. Training and classes provided by the FCPC contractors were discussed to coordinate and promote the various classes with their respective constituents.</p>

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Focus Area #7: Preventing Violence, Abuse and Neglect**

Goal #7: To promote security and well being by responding to and reducing the incidence of violence and physical, psychological, and financial abuse and neglect.

Rationale: In 2004, AAS, 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 receives 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.

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Focus Area #7: Preventing Violence, Abuse and Neglect

Activities	*Title IIIB Funded PD or C?	Status
<p>Goal 7, Objective 1, Activity 2: 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.</p>		<p>New in FY 2007-08. Continued and completed in FY 2008-09.</p> <p>Developed a card for social workers to distribute to patients informing them about available legal resources for elder abuse issues. A training was conducted with social workers on elder abuse issues also.</p>
<p>Goal 7, Objective 1, Activity 3: AAS will explore the feasibility of establishing conservatorships of estate for people who fall prey to "lottery scams", but are otherwise competent, by gathering data and compiling a recommendations report; to explore if such conservatorships would fit within the Probate Code.</p>		<p>New in FY 2007-08; Continued and deleted in FY 2008-09.</p> <p>This activity was deleted as it was determined to not be feasible.</p>
<p>Goal 7, Objective 2a, Activity 6: The Adult Abuse Prevention Collaborative (AAPC) 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 the Collaborative; sending a letter to key stakeholders, asking them to appoint liaisons to the Collaborative; and convening planning meetings to identify key elements, strategies and a timeline for the community education campaign. (Program Coordination in FY 2007-08)</p>	C	<p>New in FY 2007-08 and Continued in FY 2008-09.</p> <p>Planning meetings to identify key elements, strategies and a timeline for the community education campaign began in FY 2008-09. AAPC is working on focusing community awareness on Elder Abuse through local community television and radio programming based on the presentations that were developed in FY 2007-08 to be used for Older Americans month in May 2010.</p>

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Focus Area #7: Preventing Violence, Abuse and Neglect

Activities	*Title IIB Funded PD or C?	Status
Goal 7, Objective 2a, Activity 7: 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)	C	Continued in FY 2008-09 and in progress. See Goal 7, Objective 2a, Activity 6.
Goal 7, Objective 2a, Activity 8: 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.		New and completed in FY 2008-09. Please see Goal 7, Objective 3c.
Goal 7, Objective 2a, Activity 9: Aging and Adult Services will explore the feasibility of holding a conference/information session on legal advice and financial abuse.		New and deleted in FY 2008-09.
Goal 7, Objective 2d: The TIES line will develop a brochure to be distributed to community organizations and faith based/church groups and will list community resources and the TIES line phone number in FY 2007-08. The brochure will be distributed in FY 2008-09.		New in FY 2007-08. Continued and completed in FY 2008-09. In FY 2008-09 the Health Service Manager of AAS gave two presentations to faith based organizations. AAS is continuing to distribute the leaflet created last fiscal year.
Goal 7, Objective 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.		New in FY 2007-08 and completed in FY 2008-09. A Financial Abuse Specialist was hired by AAS. She developed the relationships necessary with local financial institutions to facilitate reporting elder abuse. To address the need for follow-up on complex cases of financial abuse, she has been assigned these cases.

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Focus Area #7: Preventing Violence, Abuse and Neglect

Activities	*Title IIIB Funded PD or C?	Status
Goal 7, Objective 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.		New in FY 2007-08. Deleted in FY 2008-09 Deleted due confidentiality conflicts. APS continues to work closely with the Ombudsman as needed.

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Section IV
Title III D and Medication Management Summary of Activities

AAS has contracted with the Mills Peninsula Senior Focus Wise and Well Program to provide the Title III D and Medication Management activities in San Mateo County. The Wise and Well Program provide health education services at six senior centers, which focus primarily on low income, culturally diverse communities in San Mateo County. Wise and Well is a cooperative effort with the Peninsula Health Care District, AAS and the health care resources offered by Mills Peninsula Senior Focus.

The program focuses on the prevention of chronic conditions such as diabetes and cardiovascular disease and improving older adult quality of life through counseling, multilingual health education and health services for older adults, especially those residing in low-income, minority and rural areas. The program includes group teaching, screening and individualized counseling. Since the inception of Wise and Well in 1994, the program has expanded to include monthly nutrition education at two of the sites, funded by the Peninsula Health Care District. It also offers medication screenings, one-on-one counseling, and education at these two sites to help reduce problems commonly seen among older adults.

With the support of AAS, the program purchased educational tools and materials to overcome barriers related to English comprehension, low literacy and adult learning styles. These include anatomical models, food models, audio-visual teaching aids, and print materials, particularly focusing on cultural relevance. The program also utilized incentive gifts (e.g. pedometers) and expanded the number of trained interpreters to help reach the target populations more effectively.

The Medication Management education offered through the Wise and Well program is provided by a team of volunteer pharmacists from the County who visit the Wise and Well sites to provide medication review and education on a one-to-one basis. The Wise and Well participants sign-up a month in advance for a 15-minute appointment with a pharmacist. They are instructed to bring all of their prescriptions, over the counter medications, supplements as well as herbal remedies for the consultation. During the review session, the pharmacist verifies that the participant understands why each medication is needed and the possible interactions between medications. They also discuss side effects and contraindications. Participants are advised to consult with their doctor on a particular medication if the pharmacist has a concern. General education topics are addressed such as proper disposal of medication, tips when filling prescriptions, self advocacy and strategies to use when communicating with physicians and pharmacists. Handouts are provided in alternate languages if needed. Pharmacists with Chinese and Spanish-speaking skills have staffed the program to address the specific needs of each site. Participant evaluation to the program has been very positive with 68 contacts made in FY 2008-09.

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Title III D and Medication Management Summary of Activities

In fiscal year 2009-10 the Wise and Well program will be expanded by offering a medication management class to the Senior Day Program and Foster Grandparents/Senior Companion program at Mills Peninsula Health Services.

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Title III B funds used for Program Development or Coordination Activities

Please see Section III for an explanation of the status of each Program Development or Coordination activity for FY 2008-09.

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Section VI

Summary of Activities of how the AAA will use the prior findings to improve the service system.

In reviewing the activities and information gathered in FY 2008-09, AAS remains resolute in continuing to provide core services while building the infrastructure for increasing our capacity.

Through the work completed over the last year, the AAA has identified key areas that will improve the service system in San Mateo County.

- **Collaboration:** The objectives accomplished during this fiscal year were most successful when AAS, providers, and the Commissions partnered with other entities in the Health System or with other organizations that work with older adults and people with disabilities. AAS has partnered with Health Policy and Planning and SMMC as well as HPSM to assess the current and future needs of older adults in San Mateo County. The Aging 2020 model has allowed for evidence-based planning to begin. The study not only benefits the organizations involved directly but it is also a great benefit to the community at large as cities, senior centers and other services take advantage of the information to plan and prepare their organizations for the future.
- **Cultural Competence:** Members of the NBC which is comprised of consumers, providers and other advocates are in the process of assessing the needs of LGBT older adults in the County to ensure that their needs will be met. There are currently no services specific to their needs in San Mateo County.

Feedback from the focus groups that targeted underserved populations (e.g. Latino and Asian) were completed by NBC and will inform service providers in revealing how culturally competent their services are perceived.

- **Technology:** The use of technological resources by providers and consumers is becoming a critical component of efficient service delivery. Through the integration of the Q Continuum Care Management System, AAS is taking the lead to ensure that staff has the most efficient application to work effectively. The use of the internet as both a communication tool between providers and AAS as well as a source of information for providers and consumers has been significant. As providers often times cannot attend all community meetings, email has provided an efficient method to stay informed. Also, as older adults and other consumers become more accustomed to using the internet for information, AAS has increased training on and availability of the Network of Care. The Network of Care provides information for services in San Mateo County on a 24-hour basis.
- **LTSSP:** For over 15 years, AAS has been planning, developing and incrementally taking steps toward implementing LTSSP. LTSSP is a coordinated, multi-disciplinary system of services and supports for older adults and people with disabilities with single point of entry and a streamlined continuum of services to meet an individual's needs. In FY 2008-09 AAS successfully completed the

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trial of the UAT . AAS will continue to address the recommendations that were presented in the formal evaluation of the trial by RAND Corporation and take steps to collaborate with other providers to expand its use. LTSSP presents a clear opportunity to improve the health and quality of life of older adults and people with disabilities in our community.

By using the information gained through this last year, AAS will be well positioned to address emerging issues as it continues to address gaps in service areas that need improvement.

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Discussion of the impact of activities undertaken during the entire planning cycle and how the AAA will use the findings in the planning process to enhance or improve the local service system.

The 2005-09 Strategic Area Plan of AAA was designed to be a living document that allowed for the AAA, as a comprehensive system of services and supports, to respond to the changing needs of our older adults and people with disabilities. The goal is to ensure that these groups live as independently as possible amidst political, social, and economic factors that can impact their quality of life. The AAA set out to ensure the delivery of client-centered, compassionate, and fiscally responsible services that foster self-determination, meet professional standards and ethics, and reflect the County's mission. AAS accomplishes this by offering services that provide protection, support, prevention and advocacy in all four of our community service areas across the County.

Many Lessons have been learned over the previous four years that will inform programs and priorities in the future. First, the AAA recognizes that the tight budgetary restrictions in which we began this strategic planning period will continue. Thus, the need to increase efficiency and reduce redundancy while continuing to deliver services that older adults and people with disabilities require is intensified. The AAA must continue to collaborate with community providers and secure the safety net of services to ensure that core services are available during critical times. Second, with the increase in Hispanic, Asian and Pacific Islander older adults in San Mateo County, the AAA must continue outreach efforts to reach those who may be linguistically isolated. Specifically, the AAA must adopt a multidisciplinary approach that utilizes diverse methods that are culturally sensitive. Third, the AAA must incorporate the LGBT population of older adults and adults with disabilities in the planning and service-delivery efforts to ensure that these older adults have equal access to services. Fourth, according to The San Mateo County Aging Model, "Better Planning for Tomorrow" (Aging 2020), the rising generation of older adults is the most highly educated cohort of all generations thus far. Therefore, the AAA must locate opportunities to utilize their knowledge and technological capabilities through providing as much information as possible allowing them as much autonomy as possible. Lastly, the increase in the 85 and older age group will require greater attention and services. According to the aging model, this unique population will require help from younger caregivers, but will also seek assistance from older adults. The AAA will need to take this into consideration in the planning and development of services to meet the unique needs of this rapidly growing population.

Due to the current downturn of the economy, there will be many challenges facing the aging and disabilities network in the coming years. The total elimination of programs as well as reductions in the budget will lead to continued downsizing and cuts in programs despite the rise in need for these services regardless of the barriers posed by funding constraints, San Mateo network of service providers is determined to continue to meet the needs of the community. Our strategy is to utilize a system-wide approach with extensive collaboration to ensure that efficient and appropriate services are provided. As the leader in the County to address the needs of older adults and people

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with disabilities, the AAA will take a creative and thoughtful approach in planning for the future to meet these challenges. As San Mateo County continues to build the infrastructure needed for LTSSP, we will continue collaborative efforts with the community, consumers and other County departments to address and evaluate the overall effect of budget restrictions. These efforts will inform future program development and assist in addressing the diverse needs of older adults and people with disabilities.