

# 2017-2018 Area Plan Update Amendment

Submitted to  
California Department of Aging  
July 14, 2017



Prepared by  
The County of Orange  
Office on Aging  
PSA 22



**TRANSMITTAL LETTER**  
**2016-2020 Four Year Area Plan/ Annual Update**  
**Check one:**  FY 16-20  FY 17-18  FY 18-19  FY 19-20

AAA Name: Orange County Office on Aging

PSA 22

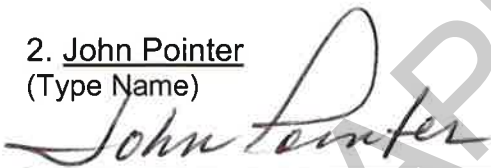
This Area Plan is hereby submitted to the California Department of Aging for approval. The Governing Board and the Advisory Council have each had the opportunity to participate in the planning process and to review and comment on the Area Plan. The Governing Board, Advisory Council, and Area Agency Director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

1. (see below)  
(Type Name)

\_\_\_\_\_  
Signature: Governing Board Chair <sup>1</sup>

\_\_\_\_\_  
Date

2. John Pointer  
(Type Name)

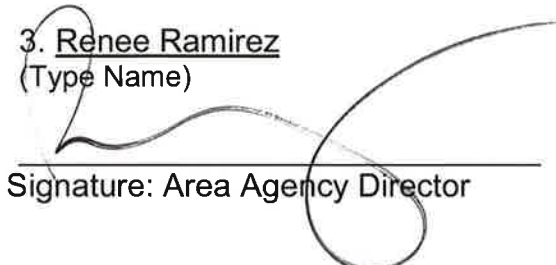


\_\_\_\_\_  
Signature: Advisory Council Chair

7-14-17

\_\_\_\_\_  
Date

3. Renee Ramirez  
(Type Name)



\_\_\_\_\_  
Signature: Area Agency Director

7/13/17  
Date

\*\* In a Minute Order dated April 12, 2016, the Orange County Board of Supervisors, as the governing body of the PSA 22 Area Agency on Aging, approved the 2016-20 Area Plan and authorized the Director of the Office on Aging to execute and submit plan updates and amendments for the 2016-20 planning period.

\_\_\_\_\_  
<sup>1</sup> Original signatures or official signature stamps are required.

## **EXPLANTION FOR AMENDMENT**

On March 24, 2017, Southland Integrated Services, Inc. (SIS), formally known as Vietnamese Community of Orange County, Inc., informed Office on Aging that the organization was opting not to renew its CDA-funded contract for FY 2017-18, the third year of a four-year contract cycle. VNCOC provided Title IIIB services pursuant to this contract which included Senior Center Activities, Cash/Material Aid, Outreach and Interpretation/Translation.

Office on Aging has opted to enhance its Title IIIB services and provide additional direct services to the general older adult community, with a focus on the Vietnamese population, rather than through a contract. Title IIIB services affected will be Information & Assistance, outreach, and community education. The Office on Aging Vietnamese bilingual Information & Assistance staff will increase outreach and community education efforts within the Vietnamese community through a variety of methods, which are reflected in the revised Narrative Goals and Objectives and Service Unit Plan Objectives sections of this amendment.

In addition to the change in Title IIIB activities, SIS also opted to no longer serve as a congregate site. As a result, the total number of congregate sites has been reduced from 40 to 39 for Orange County (PSA 22).

APPROVED

**SECTION 7. PUBLIC HEARINGS**

**PSA 22**

At least one public hearing must be held each year of the four-year planning cycle. CCR Title 22, Article 3, Section 7302(a)(10) and Section 7308, OAA 2006 306(a)

<b>Fiscal Year</b>	<b>Date</b>	<b>Location</b>	<b>Number of Attendees</b>	<b>Presented in languages other than English?<sup>2</sup> Yes or No</b>	<b>Was hearing held at a Long-Term Care Facility?<sup>3</sup> Yes or No</b>
2016-17	3/11/2016	Garden Grove Courtyard Center	37	No	No
2017-18	4/14/2017	Buena Park Senior Center	28	No	No
	7/14/2017	Downtown Anaheim Senior Center	11	No	No
2018-19					
2019-20					

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

1. Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals.

The needs of institutionalized, homebound and/or disabled older individuals were identified and addressed by key informant service providers as part of the needs assessment and planning process. Several attendees who collaborate and volunteer with organizations providing services to this population were in attendance at the public hearing.

2. Were proposed expenditures for Program Development (PD) or Coordination (C) discussed?

Yes. Go to question #3

Not applicable, PD and/or C funds are not used. Go to question #4

3. Summarize the comments received concerning proposed expenditures for PD and/or C

N/A

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

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

4. Attendees were provided the opportunity to testify regarding setting minimum percentages of Title III B program funds to meet the adequate proportion of funding for Priority Services

Yes. Go to question #5

No, Explain: Not applicable to the amendment.

5. Summarize the comments received concerning minimum percentages of Title IIIB funds to meet the adequate proportion of funding for priority services.

N/A

6. List any other issues discussed or raised at the public hearing.

Attendees asked clarification questions regarding the service changes and asked how to help Office on Aging reach the new service unit levels. Suggestions were also made regarding organizations to contact to meet the new objectives.

7. Note any changes to the Area Plan which were a result of input by attendees.

None.

APPROVED

## **Goal #1: Informed Communities**

### **Rationale:**

The vision of the Office on Aging is for Orange County to be the best place in America to age with dignity. The most commonly cited reason for non-use of available services is lack of knowledge and awareness that the services exist. It is critical that strategies be employed to increase the number of households and senior care professionals in Orange County that are aware of services available to older adults and persons with disabilities, their caregivers and families.

### **Objectives:**

1.1.1 The Office on Aging staff will expand the scope of traditional community outreach efforts to include increased education and awareness of resources and services available to older adults, caregivers, and persons with disabilities through:

- Outreaching to new groups such as case managers, hospital discharge planners, volunteers for senior service providers, and cultural community centers.
- ~~Presentations to city councils, policymakers, and stakeholders who need to plan for the increased needs of older adults as the baby boomers enter retirement~~
- Partnering with Orange County Board of Supervisors to co-host Senior Summits in the respective districts.
- Seeking new opportunities and strengthening existing partnerships to advertise the Information & Assistance call center number and linkage to the website database, such as through the Aging Services Collaborative, UCI School of Medicine, and Health Care Agency's Healthier Together website.
- Collaborating with community partners to incorporate an Office on Aging component into new staff trainings and student class curricula, such as HICAP new counselor training, County social worker training, volunteer training, and local college classes.
- Increasing the utilization of interns and volunteers for outreach events.
- *Expand outreach efforts in the Vietnamese and Spanish communities by investigating and utilizing various modes of communication, such as radio, newspaper, social media, and increased one-on-one engagement.*

- *Develop and implement a detailed outreach plan that incorporates the new strategies outlined above as well as currently implemented methods.*

Start Date: July 1, 2017

Completed by: June 30, 2018

Status: **Objective met. Activities to continue as amended for FY 17-18.**

1.2 The Office on Aging will coordinate disaster preparedness plans and activities with local agencies to expand community education and awareness of emergency preparedness for older adults and persons with disabilities using the following methods:

- The Office on Aging Information & Assistance (I&A) will distribute disaster kits with printed handouts entitled:
  - Tips for Seniors in Emergency Situations
  - Suggested Emergency Kit Supplies
  - Office on Aging Home Safety Program Personal Home Safety Checklist
  - Evacuation Preparedness Guide
  - Phone Contact List

Distribution will occur through health fairs and senior expos as well as requests for printed materials to be mailed to clients' homes.

- The Office on Aging I&A staff will distribute "File of Life" magnets with important life-saving information inserts upon the request of call center clients and during outreach events.
- Annual disaster and emergency procedures training for I&A staff.

Start Date: July 1, 2017

Completed by: June 30, 2018

Status: **Objective met. Activity ongoing for FY 17-18.**

1.3 The Office on Aging I&A Staff will provide or arrange for presentations (with culturally and linguistically appropriate materials) to groups of older adults, caregivers, and service providers, on such subjects as: senior services overview, nutrition, exercise, fall prevention, medications, health promotion, advance healthcare directives, available health-related services and additional topics as requested. A minimum of *thirty-six* such presentations will be delivered over the course of the year.

Start Date: July 1, 2017

Completed by: June 30, 2018

Status: **Objective met. Activity ongoing for FY 17-18.**

1.4 The Office on Aging Health Educator will write, post on the Office on Aging website, and distribute senior-related articles to senior/community centers, residential facilities, healthcare providers, community colleges, senior service providers, and the community at large. A minimum of ~~twelve~~ *eight* such articles will be delivered over the course of the year.

Start Date: July 1, 2017  
Completed by: June 30, 2018  
Status: **Objective will be met as amended. Activity ongoing for FY 17-18.**

1.5 The Long-Term Care Ombudsman Program, through the contracted service provider, Council on Aging, Orange County, will increase community awareness of the Program through the following efforts:

- Verifying that the Ombudsman Program poster is posted prominently in each facility, including posters printed in alternative languages for those residents and their families who do not speak English.
- Conduct trainings within hospitals, to hospice agencies and to other health care groups to explain the Program, the services it provides and the role of ombudsmen representatives in preventing abuse and advocating for the rights and dignity of elderly and dependent adults living in long-term care facilities.
- Making available the Council on Aging, Orange County Southern California “Answers” resource guide to residents in facilities, their family members and to people in the community.
  - Providing at least one article for the “Answers” resource guide that describes the Program and the services provided.
  - Assisting those researching long-term care facilities by providing resources listed in the “Answers” publication and other resources available through licensing agencies.
- Actively recruiting volunteer ombudsman representatives through advertising, media and personal outreach and conducting two volunteer trainings per year.
- Conducting “Changing Lives” tours every other month to provide greater awareness of the advocacy the LTC Ombudsman Program brings to those vulnerable adults living in long-term care facilities.

Start Date: July 1, 2017  
Complete by: June 30, 2018  
Status: **Objective met as amended. Activity ongoing for FY 17-18.**



## Goal #2: Coordinated service delivery and collaborative partnerships

### Rationale:

The Office on Aging is charged with the responsibility of serving as lead advocate, systems planner and facilitator of services and programs for older adults and caregivers in Orange County. Consistent with the missions of OC Community Services and the Office on Aging, the Office on Aging will foster strategic partnerships addressing issues that relate to the health, well-being, independence, and dignity of older adults in Orange County. Limited resources demand cooperative approaches to service delivery and systems planning. In addition, population projections prove the urgent need for strategic planning for coordination of service delivery as the baby boomers reach retirement.

### Objectives:

- 2.1 The Office on Aging will administer the Senior Non-Emergency Medical Transportation (SNEMT) program providing approximately 133,000 medical-related trips for approximately 2,000 unduplicated Orange County older adults who lack other transportation options.

Start Date: July 1, 2017

Complete by: June 30, 2018

Status: **Objective met. Activity ongoing for FY 17-18.**

- 2.2 The Office on Aging will continue as an advisory member of the Orange County Aging Services Collaborative. Participation on this committee requires ongoing contributions from the members and Office on Aging serves on the communications and Healthy Aging Initiative subcommittees. Office on Aging staff will support the ongoing activities of this collaborative by serving as a facilitator and planner on countywide initiatives.

Start Date: July 1, 2017

Complete by: June 30, 2018

Status: **Objective met. Activity ongoing for FY 17-18.**

- 2.3 The Office on Aging will serve as a member on the Leadership Council of the OC Strategic Plan on Aging. Activities include participation by Office on Aging staff on various subcommittees. Office on Aging will support the ongoing activities of this initiative by serving as a contributor to the development of the strategic plan.

Start Date: July 1, 2017

Complete by: June 30, 2018

Status: **New**

- 2.4 *Develop or re-establish relationships with at least three multi-cultural organizations that can serve as locations for outreach and/or community education events.*

Start Date: July 1, 2017  
Complete by: June 30, 2018  
Status: **New**

- 2.5 The Office on Aging will strengthen the partnership with ~~CalOptima~~ and the Dayle McIntosh Center for Independent Living by maintaining the designated status for the ADRC (Aging and Disability Resource Connection) in Orange County. The Office on Aging Information & Assistance (I&A) staff will ensure that the ADRC database has a robust number of resources for persons with disabilities. The Office on Aging I&A manager, ~~CalOptima~~ staff and OCIT systems technologist will ensure ongoing maintenance of the ADRC website domain and content.

Start Date: July 1, 2017  
Completed by: June 30, 2018  
Status: **Activity ongoing for FY 17-18.**

- 2.6 As contracted service provider of Title VII B Elder Abuse Prevention services, the Council on Aging – ~~Orange County~~ Southern California will operate the Elder Abuse Prevention Program and Financial Abuse Specialist Team (FAST), to combat financial crimes against older adults in Orange County. FAST includes participation by Adult Protective Services and a team of volunteer consultants including the Public Guardian, city attorneys, law enforcement representatives, banking industry professionals, the Legal Aid Society, the Ombudsman program, and private professionals from relevant industries. Both arms of the program will provide prevention and education activities, including ~~32~~ 20 community and 12 professional education sessions to approximately 1,500 individuals.

Start Date: July 1, 2017  
Completed by: June 30, 2018  
Status: **Objective met. Activity ongoing for FY 17-18.**

#### **Title IIID/Disease Prevention and Health Promotion Written Objectives:**

Office on Aging offers five (5) evidence-based programs that meet criteria #2 outlined in the Area Plan Guidance:

1. Chronic Disease Self-Management Program (CDSMP)
2. Tomando Control de su Salud
3. Diabetes Self-Management Program (DSMP)
4. Programa de Manejo Personal de la Diabetes
5. A Matter of Balance

Each of these programs has been deemed evidence-based by the Administration on Aging.

- 2.5 The Office on Aging will provide evidence-based Chronic Disease Self-Management Education (Chronic Disease Self-Management Program, Diabetes Self-Management Program, Tomando Control de su Salud, and Programa de Manejo Personal de la

Diabetes using lay leaders trained by the OoA staff and Health Care Agency Master Trainers. CDSME lay leaders will facilitate ~~46~~ 20 community workshops and reach ~~960~~ 1,200 participants (1 participant = 1 contact).

Start Date: July 1, 2017  
Completion Date: June 30, 2018  
Status: **Objective on target to be met. Activities to continue as amended for FY 17-18.**

- 2.6 The Office on Aging will provide the evidence-based A Matter of Balance using coaches from community partners trained by the OoA Master Trainer. OoA staff will facilitate a minimum of 5 community workshops and reach ~~480~~ 320 participants (1 participant = 1 contact).

Start Date: July 1, 2017  
Completion Date: June 30, 2018  
Status: **Objective met. Activities to continue as amended for FY 17-18.**

- 2.7 Through a Memorandum of Understanding with the Health Care Agency (HCA), health education services will be provided by the Health Promotion staff. Staff will provide a minimum of four Chronic Disease Self-Management Program (CDSME) workshops at various sites throughout Orange County for a minimum of 200 participants. (1 participant = 1 contact).

Start Date: July 1, 2016  
Completed by: June 30, 2017  
Status: **Objective met. Activity combined with objective 2.5 for FY 17-18.**

- 2.8 Through a Memorandum of Understanding with the Health Care Agency (HCA), the Health Promotion staff will partner with the Office on Aging to jointly plan, monitor, and improve activities toward countywide expansion and sustainability for the CDSME programs through the following activities:

- Co-facilitate a minimum of 2 lay leader trainings for Chronic Disease Self-management Programs and Diabetes Self-Management Program.
- Building capacity through leader development strategies, exploring different marketing techniques, and coordinating scheduled leader meetings. ~~A minimum of 3 leaders training with approximately 12-15 persons will be provided.~~

Start Date: July 1, 2017  
Completed: June 30, 2018  
Status: **Objective met. Activities to continue as amended for FY 17-18.**

## Goal #3: Satisfied Customers

### Rationale:

Excellent customer service is measured through quality assurance protocols and customer satisfaction follow-up of Area Plan program clients who access the Information & Assistance call center and those who utilize the Senior Non-Emergency Medical Transportation Program (SNEMT).

### Objectives:

- 3.1 The Office on Aging will ensure that staff is providing excellent customer service and clients are satisfied by adhering to quality assurance protocols measured as follows:
- An Information & Assistance call center follow-up survey will be conducted via telephone call to clients, ~~consisting of three main questions to be answered on a 5-point scale.~~ a sample population of callers who contact the call center requesting community related referrals. The surveys will measure the callers overall experience and interaction with the Office on Aging staff member. The target goal will be to achieve a score of 90% or higher. Customer service ~~follow-up~~ calls will be performed monthly.
  - Customer Satisfaction Surveys will be mailed to clients who are actively enrolled in the Senior Non-Emergency Medical Transportation (SNEMT) program. Survey questions will be rated on a 5-point scale with a baseline rating of "3" (95%) or higher. Surveys will be sent annually.

Start Date: July 1, 2017

Completed by: June 30, 2018

Status: **Objective met. Activity ongoing for FY 17-18.**

- 3.2 Office on Aging will explore additional options to enhance the collection of customer satisfaction data within different departments.

Start Date: July 1, 2017

Completed by: June 30, 2018

Status: **I&A customer service surveys reviewed and revised. Objective amended and ongoing for FY 17-18.**

**SECTION 10 - SERVICE UNIT PLAN (SUP) OBJECTIVES**

**PSA 22**

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

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

For services not defined in NAPIS, refer to the [Service Categories and Data Dictionary and the National Ombudsman Reporting System \(NORS\) Instructions](#).

Report the units of service to be provided with **ALL funding sources**. Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles IIIB, IIIC-1, IIIC-2, IIID, and VIIA.

**1. Personal Care (In-Home)**

**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	2,500	2	
2017-2018	2,600	2	
2018-2019			
2019-2020			

**2. Homemaker (In-Home)**

**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	8,000	2	
2017-2018	8,000	2	
2018-2019			
2019-2020			

**3. Chore (In-Home)**

**Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	340	2	
2017-2018	350	2	
2018-2019			
2019-2020			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	990,000	2	
2017-2018	990,000	2	
2018-2019			
2019-2020			

**5. Adult Day/ Health Care (In-Home)****Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	42,000	2	
2017-2018	42,000	2	
2018-2019			
2019-2020			

**6. Case Management (Access)****Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	12,500	2	
2017-2018	12,500	2	
2018-2019			
2019-2020			

**7. Assisted Transportation (Access)****Unit of Service = 1 one-way trip**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	N/A		
2017-2018	N/A		
2018-2019			
2019-2020			

**8. Congregate Meals****Unit of Service = 1 meal**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	350,000	2	
2017-2018	350,000	2	
2018-2019			
2019-2020			

**9. Nutrition Counseling****Unit of Service = 1 session per participant**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	N/A		
2017-2018	N/A		
2018-2019			
2019-2020			

**10. Transportation (Access)****Unit of Service = 1 one-way trip**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	32,000	2	
2017-2018	38,000	2	
2018-2019			
2019-2020			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	7,000	2	
2017-2018	6,000	2	
2018-2019			
2019-2020			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	14,000	1,2	
2017-2018	15,000	1,2	
2018-2019			
2019-2020			

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	30,000	1,2	
2017-2018	35,000	1,2	
2018-2019			
2019-2020			

**14. Outreach (Access)****Unit of Service = 1 contact**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2016-2017	13,000	1	
2017-2018	16,000	1	
2018-2019			
2019-2020			

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

- Each **Title IIIB** “Other” service must be an approved NAPIS Program 15 service listed on the “Schedule of Supportive Services (III B)” page of the Area Plan Budget (CDA 122) and the CDA Service Categories and Data Dictionary.
- Identify **Title IIIB** services to be funded that were not reported in NAPIS categories 1–14 and 16. (Identify the specific activity under the Other Supportive Service Category on the “Units of Service” line when applicable.)

**Title IIIB, Other Priority and Non-Priority Supportive Services**

For all Title IIIB “Other” Supportive Services, use the appropriate Service Category name and Unit of Service (Unit Measure) listed in the CDA Service Categories and Data Dictionary.



- Other **Priority Supportive Services include:** Alzheimer's Day Care, Comprehensive Assessment, Health, Mental Health, Public Information, Residential Repairs/Modifications, Respite Care, Telephone Reassurance, and Visiting
- Other **Non-Priority Supportive Services include:** Cash/Material Aid, Community Education, Disaster Preparedness Materials, Emergency Preparedness, Employment, Housing, Interpretation/Translation, Mobility Management, Peer Counseling, Personal Affairs Assistance, Personal/Home Security, Registry, Senior Center Activities, and Senior Center Staffing

All "Other" services must be listed separately. Duplicate the table below as needed.

**Other Supportive Service Category** Senior Center Activities **Unit of Service** 1 Hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	20,500	2	
2017-2018	20,000	2	
2018-2019			
2019-2020			

**Other Supportive Service Category** Cash/Material Aid **Unit of Service** 1 Assistance

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	54,000	2	
2017-2018	50,000	2	
2018-2019			
2019-2020			

**Other Supportive Service Category** Interpretation/Translation **Unit of Service** 1 Contact

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	17,500	2	
2017-2018	17,500	2	

2018-2019			
2019-2020			

**Other Supportive Service Category** Community Education

**Unit of Service 1 Activity**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	20	1	1.3
2017-2018	36	1	1.3
2018-2019			
2019-2020			

**Other Supportive Service Category** Disaster Preparedness Materials **Unit of Service 1 Product**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	750	1	1.2
2017-2018	750	1	1.2
2018-2019			
2019-2020			

**16. Title IIID/ Disease Prevention and Health Promotion**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (Required)
2016-2017	1,340	2	2.5, 2.6, 2.7, 2.8
2017-2018	1,520	2	2.5, 2.6, 2.8
2018-2019			
2019-2020			