



OC Community Services



OFFICE ON AGING
2024-2028 AREA PLAN
PUBLIC HEARING

PROGRAMS FUNDED BY OLDER AMERICANS ACT AND OLDER CALIFORNIANS ACT
PROGRAMS AND ADMINISTERED BY OFFICE ON AGING

<https://www.officeonaging.ocgov.com>

PURPOSE OF TODAY'S MEETING

- Conduct Public Hearing in accordance with 22 CCR Section 7308
- Present information on Area Plan
- Overview of programs and solicit comments on the 2024-28 Area Plan



PUBLIC TESTIMONY

- Speaker's Request Form
- Meeting is being Recorded
- Testimony
- Due to CDA by **May 1, 2024**



WHAT IS THE AREA PLAN?

- Every 4 years, the Area Agencies on Aging (AAA) are required to draft and submit an Area Plan to the California Department of Aging for approval.
- The purpose of the Area Plan is to:
 1. Assess the current and future economic and demographic characteristics of older adults in Orange County,
 2. Evaluate the existing service system, operations and role, and
 3. Review the mission, goals, and objectives of the Office on Aging.

Required Information

Estimate of the number of lower income minority older individuals in the PSA for coming year



Public Hearing (Section 7)



Service units for all programs (Section 10)



Legal Assistance (Section 18)



Anything new or changes from 2020-2024 Plan



AREA PLAN COMPONENTS (CONTINUED)

- Mission statement
- A description of the Planning & Service Area (PSA)
- A description of the Area Agency on Aging (AAA)
- Explanation of the plan process
- Discussion of needs assessment, targeting, priorities
- Goals and objectives

AREA PLAN COMPONENTS

- Senior Centers and Focal points
- Legal assistance
- Disaster preparedness
- Governing board
- Advisory council
- Organization chart

NEEDS ASSESSMENT

- The California Assessment Survey of Older Adults (CASOA) was conducted by California Department of Aging .
- Sent to 5,000 older adults in Orange County.
- Survey mailed in both English and Spanish.
- Available online in 9 different languages.
 - English, Spanish, Vietnamese, Korean, Arabic, Traditional Chinese, Simplified Chinese, Hindi and Tagalog.
- Total of 411 completed surveys.

NEEDS ASSESSMENT (CONTINUED)

- Survey results summarized how older residents viewed their community.
- Aspects of livability were explored within 6 community dimensions:
 - *Community Design*
 - *Employment and Finances*
 - *Equity and Inclusivity*
 - *Health and Wellness*
 - *Information and Assistance*
 - *Productive Activities*

NEEDS ASSESSMENT – OVERALL COMMUNITY QUALITY

- **79%** of older residents living in Orange County rated their overall quality of life as Excellent or Good.



NEEDS ASSESSMENT – COMMUNITY LIVABILITY

- Survey examined 17 topics of livability in the 6 domains.

STRONGEST ASPECTS	NEED FOR IMPROVEMENT
Safety (73%)	Housing (25%)
Social Engagement (68%)	Employment (35%)
Physical Health (64%)	Independent Living (38%)

NEEDS ASSESSMENT – COMMUNITY DESIGN

- Livable Communities - Transportation
 - 63% rated the overall quality of the Transportation System as Excellent or Good.
 - Ease of travel by car – 80% rated Excellent or Good
 - Ease of travel by walking or bicycling - 68% and 57% respectively
 - Safe and Affordable Transportation – 32% Problematic
 - 18% reported they are no longer able to drive.



NEEDS ASSESSMENT – COMMUNITY DESIGN

- Livable Communities - Housing
 - Availability of Affordable Quality Housing – 18% Positive Score
 - Score lower than other items on the survey.
 - Availability of Mixed-Use Neighborhoods – 43% Excellent or Good
 - 18% reported experiencing housing needs.
 - 22% reported mobility needs.



NEEDS ASSESSMENT – EMPLOYMENT AND FINANCES

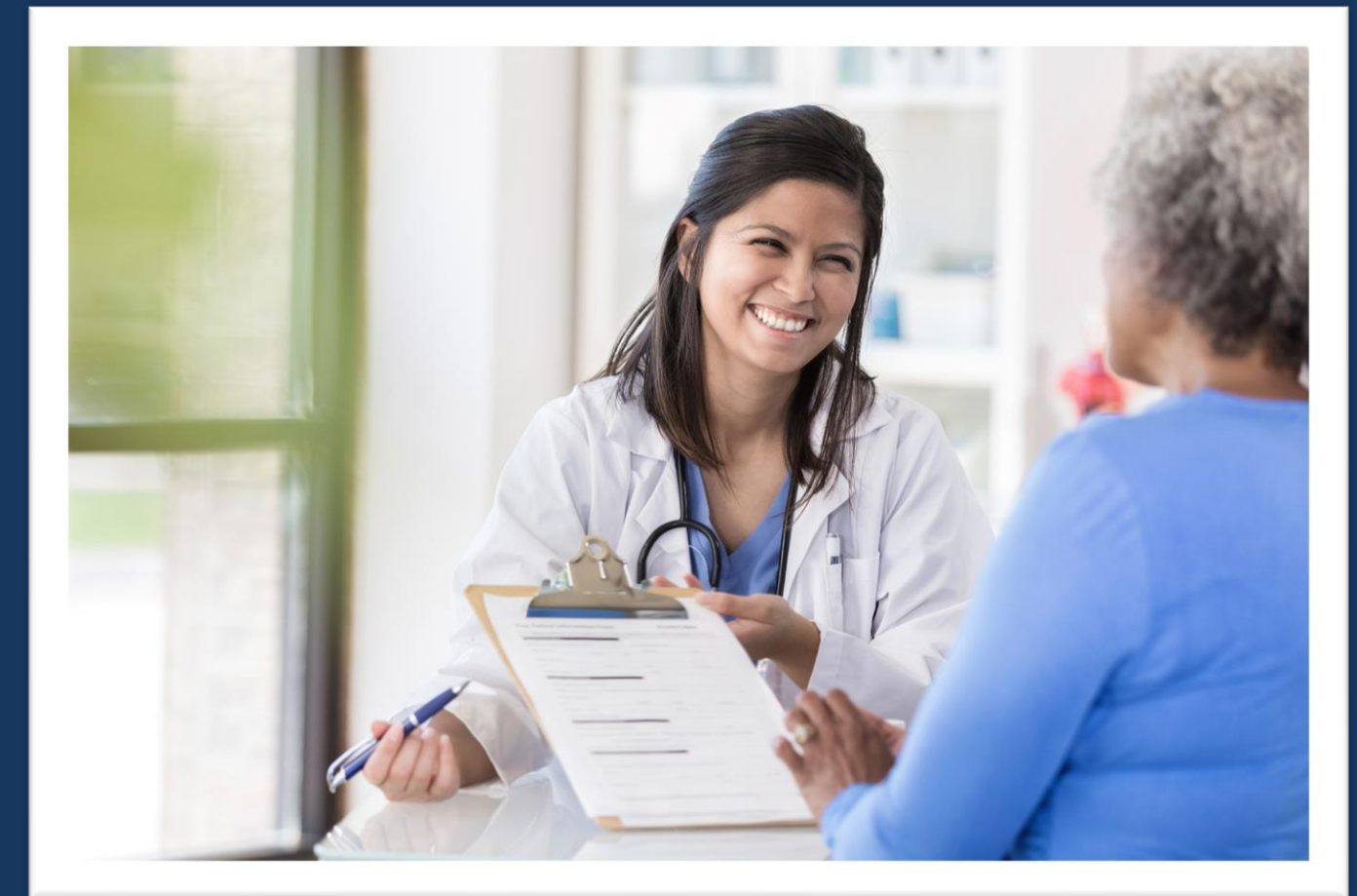
- **Overall Economic Health – 73% Positive Rating**
 - Cost of Living – **17%** rated Excellent or Good.
- **Employment Opportunities**
 - Quality and variety of employment opportunities – **30%** and **29%** positive, respectively.
 - Work Skills – **29%**
 - Financial Challenges – **28%**
 - Employment Needs – **18%**

NEEDS ASSESSMENT – EQUITY AND INCLUSION

- **Sense of Community**
 - 58% rated sense of community as Excellent or Good
 - 54% positive rating for “Neighborliness”
- **Openness and Acceptance**
 - 58% positive rating for community’s openness and acceptance of toward older residents of diverse backgrounds
 - 50% indicated community valued older residents
 - Inclusion and equity challenges reported by approximately 23% and 9% of older adults respectively.

NEEDS ASSESSMENT – HEALTH AND WELLNESS

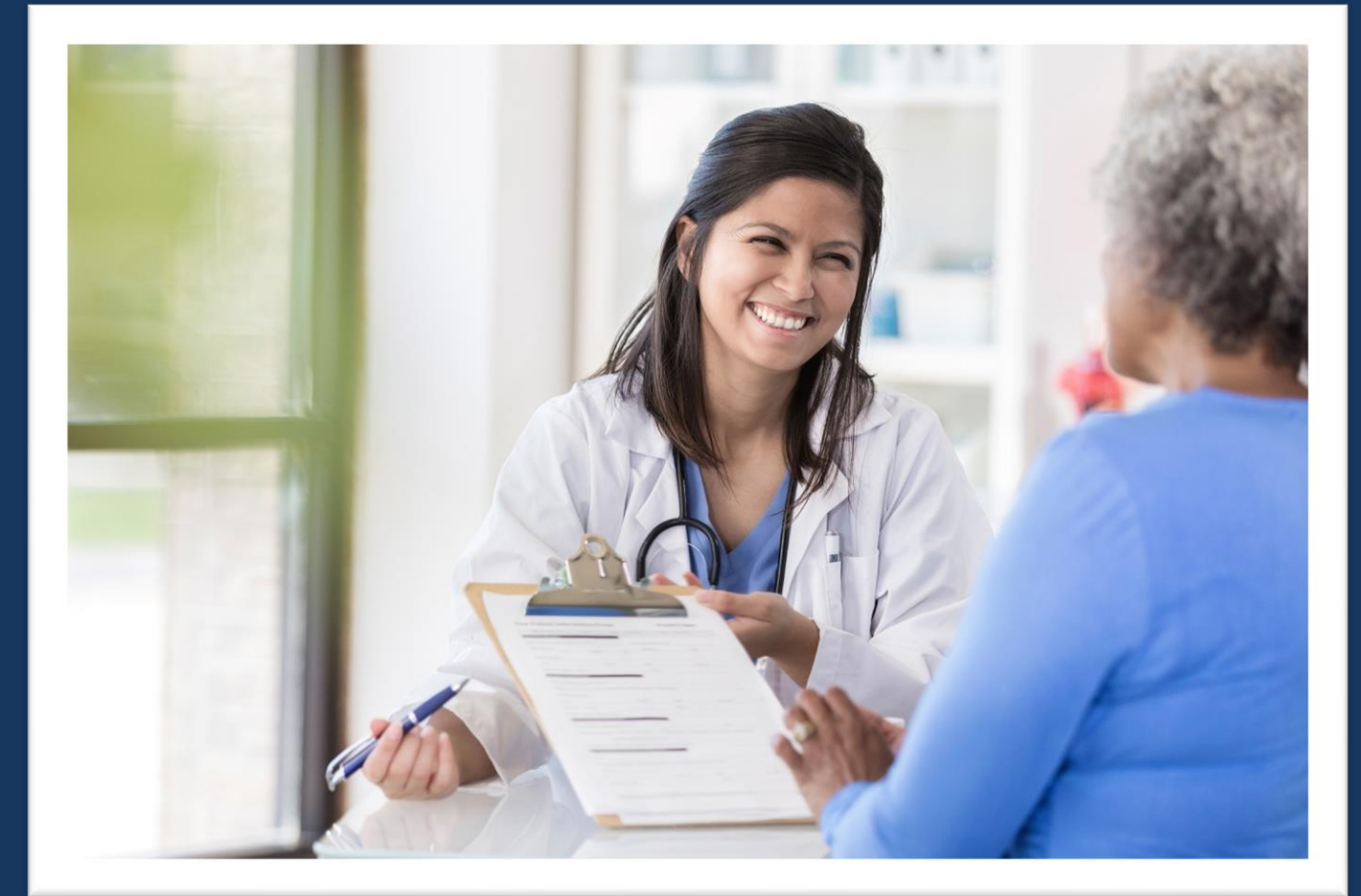
- **Overall Physical Health**
 - 79% rated overall physical health as Excellent or Good
 - 85% rated their mental health as Excellent or Good
- **Opportunities for Health and Wellness**
 - 72% positive rating
 - Excellent or Good Ratings for Availability of:
 - Physical Health Care - 48%
 - Mental Health Care – 40%
 - Long-Term Care Options – 42%
 - Preventative Health Services – 66%



NEEDS ASSESSMENT – HEALTH AND WELLNESS (CONTINUED)

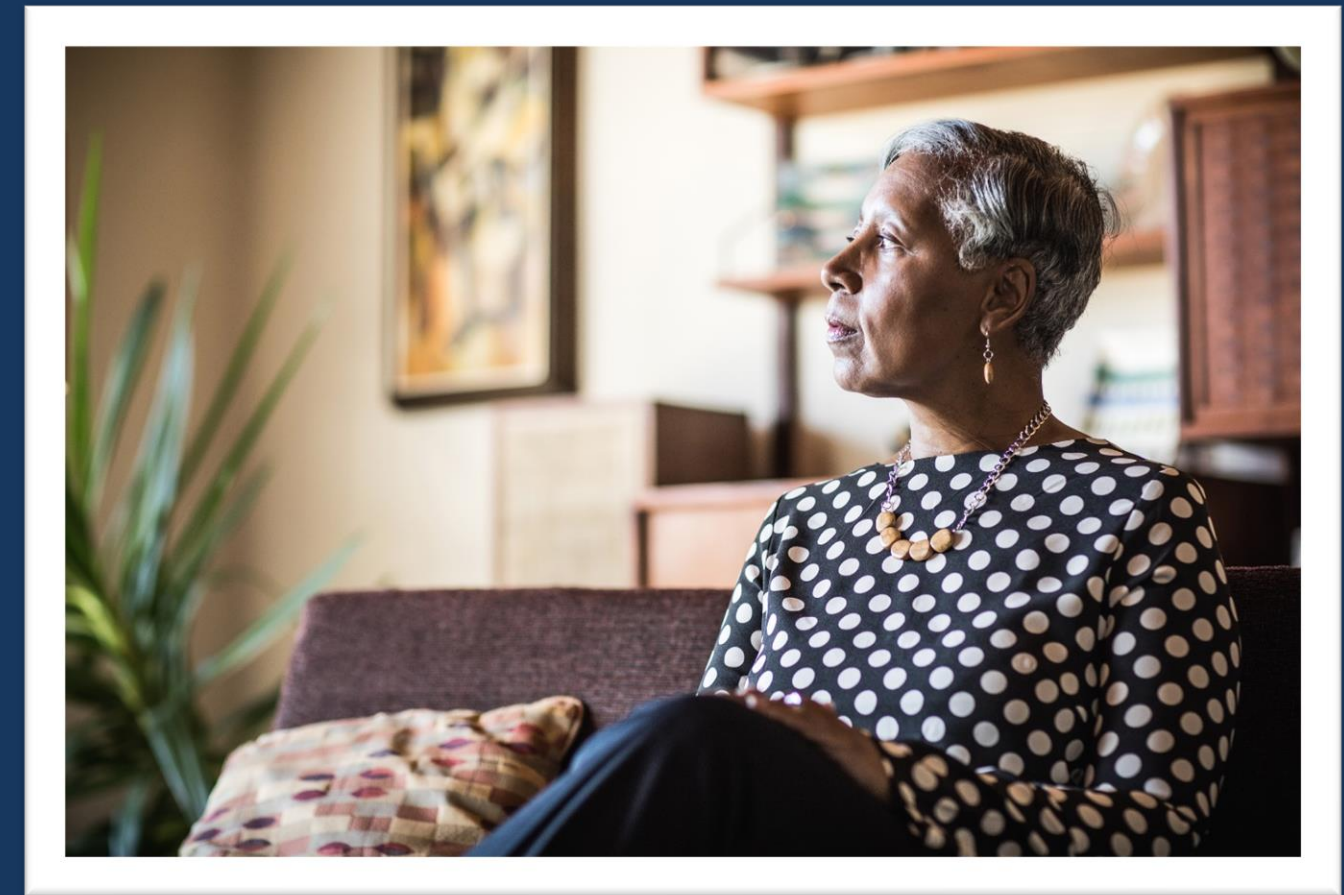
- **Challenges - Health Related Problems**

- 36% - Physical Health
- 29% - Mental Health
- 54% - Staying physically fit
- 41% - Maintaining a healthy diet
- 30% - Falling or injury at home
- 19% - Having enough food to eat



NEEDS ASSESSMENT – HEALTH AND WELLNESS (CONTINUED)

- **Mental Health**
 - 85% rated overall mental health/emotional wellbeing as Excellent or Good
- **Areas of Concern**
 - 43% Dealing with loss of family member or friend
 - 35% Feeling depressed
 - 31% Experiencing confusion or forgetfulness



NEEDS ASSESSMENT – COMMUNITY SAFETY

- **73%** rated overall feeling of safety in their community as Excellent or Good
- **24%** victim of fraud or a scam
- **15%** victim of crime
- **8%** physically or emotionally abused



NEEDS ASSESSMENT – INFORMATION & ASSISTANCE

- **Overall Services Provided**

- 61% rated overall services provided as Excellent or Good
- 62% reported being somewhat or very informed about services and activities for older adults
- 41% positive rating for availability of information about resources
- 41% positive rating for availability of financial or legal planning services

- **Note**

- 37% of older adults have information access challenges
 - Not knowing what services are available and not having adequate information on public programs such as Social Security, Medicare and Medicaid.

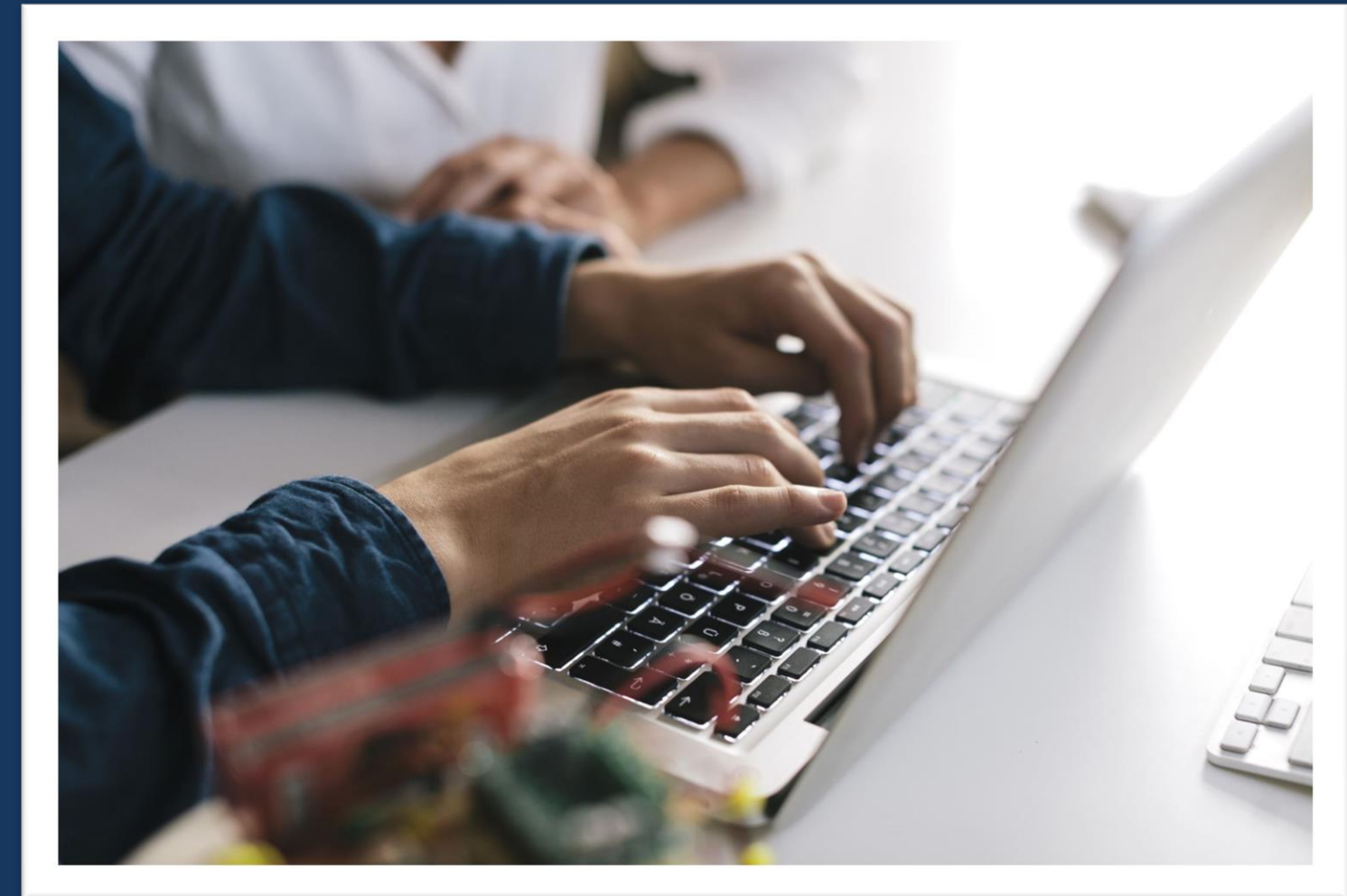
NEEDS ASSESSMENT – PRODUCTIVE ACTIVITIES

- **Opportunities to Volunteer**
 - 62% rating of Excellent or Good
 - 37% reported providing care to individuals 55 and older
 - 22% to individuals 15-24
 - 20% to individuals under 18
- **Challenges**
 - 24% of older adults reported challenges with being civically engaged
 - 25% being socially engaged
 - 20% caregiving

NEEDS ASSESSMENT – PRODUCTIVE ACTIVITIES (CONTINUED)

The Pandemic Effect on Use of Technology

- Remaining productive and active was significantly challenging
- Many older adults turned to technology to communicate
- Learning curve was challenging but offered new opportunities
- Post pandemic, the use of technology has become more prevalent among older adults



NEEDS ASSESSMENT – PRODUCTIVE ACTIVITIES (CONTINUED)

The Pandemic Effect on Use of Technology

- 94% use technology to check email
- 94% access the internet from home computer, laptop or tablet
- 90% access internet from their phone
- 67% visit social media sites
- 43% shop online
- 30% share opinions online
- 92% have high-speed internet/broadband at home



NEEDS ASSESSMENT – ECONOMIC CONTRIBUTIONS

Economic Contributions of Older Adults

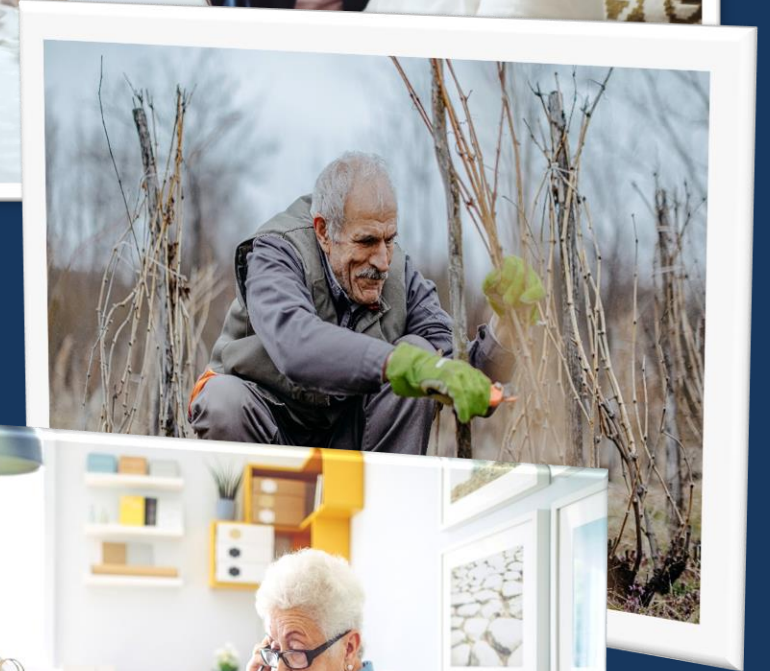
- Older adults make significant contributions to communities.
- Contribute to the economy through volunteering, helping families and friends, and caregiving
- Orange County older adults contribute

\$26,549,495,406

annually to their community through paid and unpaid work.



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NEEDS ASSESSMENT – OLDER RESIDENT NEEDS

- Survey assessed more than 40 challenges commonly facing older adults
- Challenges grouped into 15 larger categories of needs.
- Largest challenges in Orange County:
 - Housing
 - Information about Older Adult Services
 - Health Care

GOALS AND OBJECTIVES FOR 2024-2028 AREA PLAN

#1: Inform and educate communities

- *Outreach strategies*
- *Training opportunities*
- *Regional events*
- *Educational Presentations and Programs*
- *General Information and Health Specific*

GOALS AND OBJECTIVES FOR 2024-2028 AREA PLAN

#2: To coordinate service delivery and enhance collaborative partnerships

- *Aging & Disability Resource Connection (ADRC)*
- *County Intra-agency initiatives*
- *Participation in community collaboratives*

GOALS AND OBJECTIVES FOR 2024-2028 AREA PLAN

#3: Ensure quality of services

- *Customer satisfaction surveys*
- *Improvement through data reviews*
- *Provider trainings*

GOALS AND OBJECTIVES FOR 2024-2028 AREA PLAN

#4: Continued Participation in Development of Master Plan for Aging

- *Review results of Older Adults Needs Assessment*
- *Actively participate in County's Master Plan Development Team*

OVERVIEW OF PROGRAMS


- Adult Day Care
- Case Management
- Community Services
- In-Home Services
- Legal Assistance
- Transportation
- Public Information



- Ombudsman
- Information and Assistance
- Outreach
- Community Education
- Disaster Preparedness Materials
- Residential Repairs/Modifications





OVERVIEW OF PROGRAMS – TITLE IIIB

- **Access Service Levels**

	<u>23-24 Goal</u>	<u>24-25 Goal</u>
 Transportation (One-way Trip)	14,000	18,000
 Case Management (1-Hour)	11,850	10,000
 Information & Assistance (1-Contact)	20,000	20,000
 Outreach (1 contact)	5,000	5,000

OVERVIEW OF PROGRAMS – TITLE IIIB

- In-Home Service Levels

	<u>23-24 Goal</u>	<u>24-25 Goal</u>
 Personal Care	2,330	2,200
 Homemaker	4,550	4,400
 Chore	900	600
 Adult Day Care	42,750	32,000

OVERVIEW OF PROGRAMS – TITLE IIIB

- Legal Assistance Service Levels



Legal Assistance

23-24 Goal

24-25 Goal

8,300

8,300

PROPOSED IIIB FUNDING LEVELS

CCR requires that AAAs allocate an “adequate proportion” of federal Supportive Services funds to provide Access, In-Home Services, and Legal Assistance in the PSA.



42% Access

Information & Assistance
Transportation
Case Management
Outreach



20% In-Home Services

Including Adult Day Care



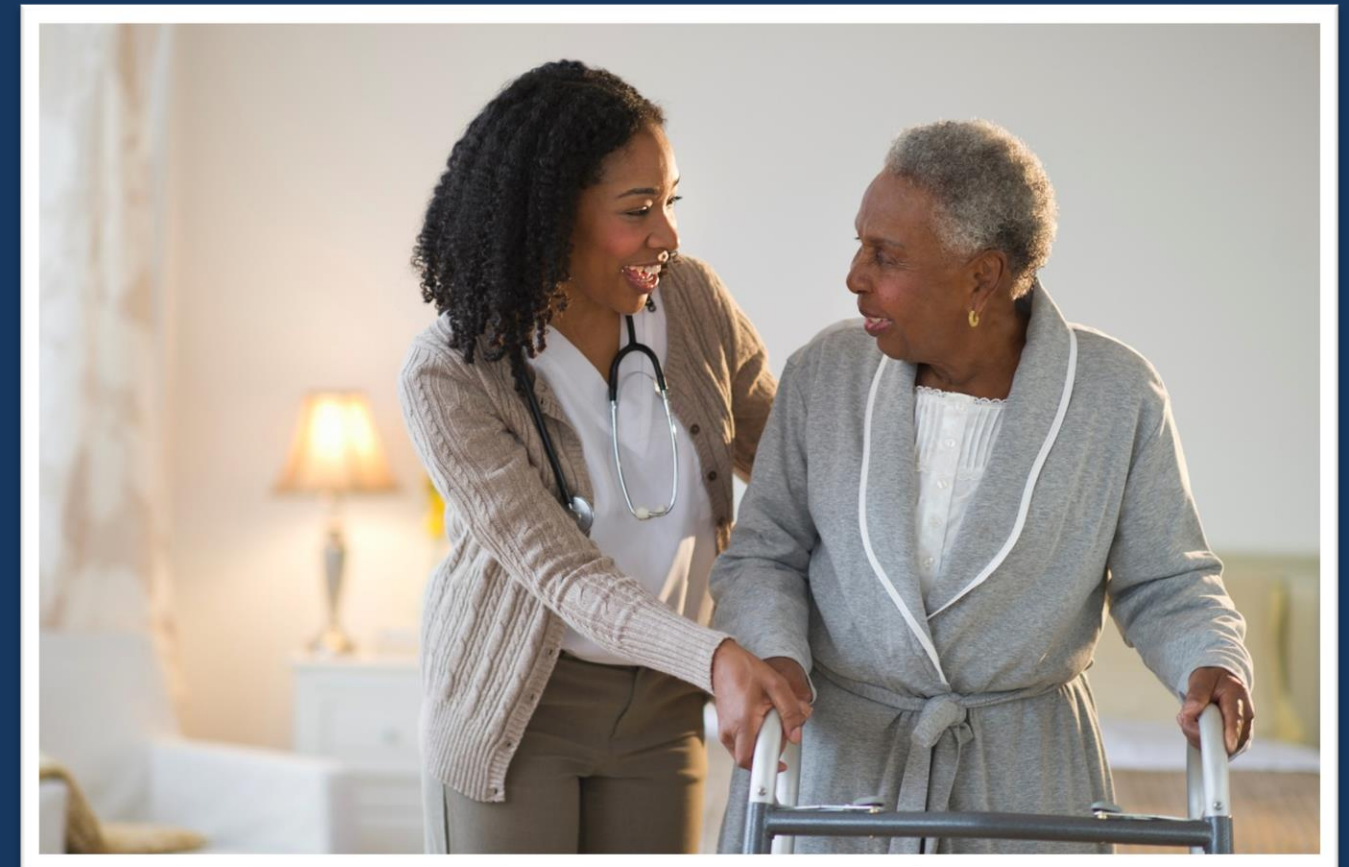
12% Legal Services

Providing Advocacy and protection to seniors

OVERVIEW OF PROGRAMS

- Title III: Ombudsman

Investigates complaints of elder and dependent abuse made by, or on behalf of, individual residents of long-term-care (LTC) facilities. Staff and volunteers visit all licensed LTC facilities, providing a regular presence to ensure that the rights of residents are protected.



Comments?

OVERVIEW OF PROGRAMS

- **Title III C: Elderly Nutrition Program (ENP)**




Services include meals, nutrition and health promotion education, health promotion programs, nutrition risk screening, and opportunities for socialization.

- **C-1 Congregate Nutrition Services** – Meals served in a congregate setting.
- **C-2 Home Delivered Nutrition Services** – Nutrition services provided to homebound older adults.



OVERVIEW OF PROGRAMS

- ENP Service Levels

	<u>23-24 Goal</u>	<u>24-25 Goal</u>
 Congregate Meal (1-Meal)	360,000	350,000
 Home-Delivered Meals (1 Meal)	1,000,000	1,000,000
 Nutrition Education (1-Session)	16*	16

* The reduction in Nutrition Education units is due to a change in reporting requirements for Nutrition Education as per PM 21-23

OVERVIEW OF PROGRAMS

- Title III D: Health Promotion Services



Health Education Programs (1-Contact)

23-24 Goal

2,000

24-25 Goal

2,000



OVERVIEW OF PROGRAMS

- **Title III E: Family Caregiver Support Program (FCSP)**

Allocates funding to provide support services for family caregivers, grandparents and older individuals who are relative caregivers. FCSP services include, but are not limited to:

- Respite Care
- Support Services
- Supplemental Services
- Access Assistance
- Information Services



Comments?

OVERVIEW OF PROGRAMS

- **Title V: Senior Community Service Employment Program (SCSEP)**

Provides paid part-time work-based training opportunities at local non-profit or government agencies for low-income adults age 55+ to gain employable skills to re-enter or remain in the workforce



Comments?

OVERVIEW OF PROGRAMS

- **Title VII: Elder Abuse Prevention**

Includes activities to develop, strengthen, and administer programs for the prevention and treatment of elder abuse, neglect, and exploitation. Education and training sessions are provided in the community to the public, professionals, and family caregivers.



Comments?

OVERVIEW OF PROGRAMS

- **Health Insurance Counseling and Advocacy Program (HICAP)**

Provides both community education sessions open to the public and individualized one-to-one counseling on Medicare, managed care, and other private health insurance issues.

- Clients Counseled
- Public Events
- Hard to Reach Contacts
- Enrollment Contacts



Comments?

ADDITIONAL/UPCOMING PROJECTS

- ????????

Additional Public Testimony on Topics Related to the Area Plan

Draft of area plan available on the Office on Aging
website for additional comments until **???????**.
www.officeonaging.ocgov.com

THANK YOU!

For more information or a copy of the Area Plan or
this presentation, contact:

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