

PART TWO:
Area Plan Goal and Objectives

GOALS AND OBJECTIVES

This Section of the Area Plan identifies what the Area 1 Agency on Aging (A1AA) intends to accomplish during the 2005-2009 Plan Period. The goals and objectives are divided into four categories. The first nine goals (numbers 10-18) relate to programs and services for older persons and their caregivers, including services provided with Older Americans Act funds. Goals 21-25 relate to A1AA administrative functions. Goals 31-35 are for the five funding areas of the Family Caregiver Support Program (FCSP). Goals 41-45 are for the seven Community-Based Services Programs (CBSP).

Together the goal statements outline the ideal conditions to be realized in the Planning and Service Area. Each goal is followed by a statement of the fundamental reason or rationale for the goal and the major steps that will be taken by the A1AA in the fiscal year 2005-2006 and 2006-2007 to achieve the desired results.

Some objectives presented in this Section represent program development or coordination activities. These activities are marked with a “PD”, or “C” symbol.

The charts below illustrate how the A1AA priority areas (both program/service system and administration) were incorporated into development of goals for the 2005-2009 Plan Period.

**Chart Demonstrating How 2005-2009 A1AA Program Emphasis Areas
Are Reflected In The Area Plan Goal Development**

Service System (Program) Emphasis Areas	Area Plan Goal(s)
Working with coalitions to develop integrated and coordinated response to service delivery	10
Increasing access to services	10,11
Conducting outreach efforts	11
Developing, coordinating or advocating for appropriate transportation services	16
Enhancing independence in the least restrictive environment	12
Increasing in-home services and level of support offered to frail elders	13
Coordinating health-related activities	13
Promoting safe living environments	14
Expanding volunteer opportunities	17
Assessing need for additional respite programs	15
Involving private sector in eldercare	18

**Chart Demonstrating How 2005-2009 A1AA Administrative Emphasis Areas
Are Reflected In The Area Plan Goal Development**

Administrative Emphasis Areas	Area Plan Goal(s)
Collecting/Analyzing Needs Data	21
Baby Boomer Needs and Impact on Service Delivery	22
Coordinating Client Data Reporting	23
Advocating and Legislation Activities	23,24
Marketing Strategies and Strategic Planning	25

**Chart Demonstrating How 2005-2009 A1AA FCSP Emphasis Areas
Are Reflected In The Area Plan Goal Development**

Family Caregiver Support Program Emphasis Areas	Area Plan Goal(s)
Providing information about available services to caregivers	31
Assisting caregivers in gaining access to services	32
Assisting caregivers with supportive services	33
Coordinating respite services for caregiver relief	34
Ensuring access to supplemental service to complement the care provided to caregivers	35

**Chart Demonstrating How 2005-2009 A1AA CBSP Emphasis Areas
Are Reflected In The Area Plan Goal Development**

Other State Funded Grants Emphasis Areas	Area Plan Goal(s)
Delivering Alzheimer's related services	41
Encouraging nutritional well being	42
Providing respite options	43
Enhancing independence through service coordinators	44
Increasing access to Medicare insurance information	45

SERVICE SYSTEM EMPHASIS:**GOAL #10****To facilitate community problem-solving coalitions to augment and/or develop components of the senior service system.****RATIONALE:**

This goal is consistent with the A1AA Mission Statements and Older Americans Act mandates. Through this goal the A1AA will (1) lead or participate in problem identification and resolution; and (2) conduct or participate in service coordination or development activities.

FY 2005-2006 OBJECTIVES:

- 10.1 A1AA Executive Director and staff will, through June 30, 2006, provide staff and facilitation support to the North Coast Senior Services Collaborative to allow the opportunity for member agencies to identify gaps in service and coordinate strategies to find remedies. In Fiscal Year 2005-2006 efforts will be concentrated around facilitating planning for the Mental Health Services Act at the local level and activities related to enhancing in-home care services. Objective status: New (C)
- 10.2 A1AA Executive Director, Planner, and staff will, through June 2006, participate as a member of St. Joseph Health System Community Benefits Committee. The Committee will meet quarterly to assist the Board of Trustees for the Health System in the development and implementation of healthy community initiatives. A1AA's participation will ensure that geriatric needs are incorporated into the initiatives. In Fiscal Year 2005-2006 effort will be focused on assuring coordination of Agency services with Community Resource Centers to leverage services to outlying communities. Objective status: New (C)
- 10.3 A1AA Executive Director, Agency Services Director, and staff will, through June 30, 2006, participate in the planning for and development of a Del Norte Wellness Center. The Wellness Center will house several Agency programs. By June 30, 2006, A1AA staff will attend a minimum of two (2) meetings of the "Service Integration Planning Committee". Staff will work to integrate the Del Norte InfoCenter into the Wellness Center services to meet diverse service needs in one location. Objective status: New (C)
- 10.4 A1AA Executive Director, Agency Services Director and staff will, through June 30, 2006, serve as a Board Member of the Community Health Alliance (CHA). The CHA provides a vehicle through which organizations and persons residing in Del Norte and Humboldt Counties may collaborate to improve the quality and cost effectiveness of health care for the residents of the two counties. Social service organizations, health care organizations and patients/clients will work together on issues of chronic care management to improve the health of patients. Objective status: New (C)
- 10.5 A1AA Executive Director, Agency Services Director and staff will, through June 2006, work in partnership with Southern Humboldt Community Health Care District and Humboldt Area Foundation to assist in identifying, developing, and coordinating services to elders in the more remote parts of the Southern section of the PSA. Objective status: New (C)

- 10.6 A1AA Executive Director and staff will, through June 2006, continue to provide technical assistance and support to the newly developed Fortuna Senior Services Inc. to develop and coordinate services for seniors in the Fortuna area. Objective status: New (C)
- 10.7 A1AA Executive Director, Planner and staff will, through June 30, 2006, participate in meetings of the Del Norte Senior Services Commission to ensure a comprehensive long term care services system to include development of an Adult Day Health Care center. Objective status: New (C)
- 10.8 A1AA Executive Director and staff will, through June 2006, work in partnership with tribal entities, medical, academic, and rural communities to address the shortage of home health care providers. Objective status: New (C)
- 10.9 A1AA Executive Director, Planner, and staff will, through June 2006, work through community and State partnerships to address the need of oral health care in older adults and, if appropriate, develop a local program to address this need. Objective status: New (C)
- 10.10 A1AA Executive Director, Agency Services Director, Planner and staff will, through June 2006, participate in meetings with Del Norte and Humboldt Counties Proposition 63: Mental Health Services Act (MHSA) planning committees to assure adequate and responsive community mental health services for seniors. Objective status: New (C)

FY 2006-2007 OBJECTIVES:

- 10.11 In an effort to facilitate community problem-solving coalitions to augment and/or develop components of senior service system, the A1AA Executive Director and staff will, through June 30, 2007, provide staff and facilitation support to the North Coast Senior Services Collaborative to allow the opportunity for member agencies to identify gaps in service and coordinate strategies to find remedies. In Fiscal Year 2006-2007, activities will include community planning and education around Baby Boomers impact on services. A minimum of one community event will be held. Objective status: Continued (C)
- 10.12 In an effort to facilitate community problem-solving coalitions to augment and/or develop components of senior service system, the A1AA Executive Director, Planner, and staff will, through June 2007, participate as a member of St. Joseph Health System Community Benefits Committee. The Committee will meet quarterly to assist the Board of Trustees for the Health System in the development and implementation of healthy community initiatives. A1AA's participation will ensure that geriatric needs are incorporated into the initiatives. In Fiscal Year 2006-2007 efforts will be focused on assuring coordination of Agency services with Community Resource Centers to leverage services to outlying communities and will result in two meetings of staff from each organization. Objective status: Continued (C)
- 10.13 In an effort to promote coordinated senior service system, the A1AA Executive Director, Agency Services Director, and staff will, through December 30, 2006, participate in the planning for and development of a Del Norte Wellness Center. The Wellness Center (anticipated building completion October 2006) will house several Agency programs. Staff will meet twice with Wellness Center service providers to

work to integrate the Del Norte InfoCenter into the Wellness Center services to meet diverse service needs in one location. Objective status: Continued (C)

- 10.14 In an effort to promote coordinated service delivery, the A1AA Executive Director, Agency Services Director and staff will, through June 30, 2007, serve as an Executive Board Member of the Community Health Alliance (CHA). The CHA provides a vehicle through which organizations and persons residing in Del Norte and Humboldt Counties may collaborate to improve the quality and cost effectiveness of health care for the residents of the two counties. Social service organizations, health care organizations and patients/clients will meet quarterly to work together on issues of chronic care management to improve the health of patients. Objective status: Continued (C)
- 10.15 In an effort to facilitate community problem-solving coalitions to augment and/or develop components of senior service system, the A1AA Executive Director, Agency Services Director and staff will, through June 2007, meet quarterly to work in partnership with Redwoods Rural Health Center and Humboldt Area Foundation to assist in identifying, developing, and coordinating services to elders in the more remote parts of the Southern section of the PSA. Objective status: Continued (C)
- 10.16 In an effort to facilitate community problem-solving coalitions to augment and/or develop components of senior service system, the A1AA Executive Director and staff will, through June 2007, continue to provide technical assistance and support to Fortuna Senior Services Inc. and McKinleyville Senior Center to develop and coordinate services for seniors in the areas. Meetings with both organizations will happen at least four times during the fiscal year. Objective status: New (C)
- 10.17 The A1AA Executive Director, Planner, and staff will, through June 2007, work through community and State partnerships to address the need of oral health care in older adults and, if appropriate, develop a local program to address this need. This activity began in July 2005 and coordination efforts continue into the 2006-2007 fiscal year. Objective status: Continued (C)

FY 2007/2008 Objectives

- 10.18 A1AA Executive Director, Agency Services Director and staff will, through June 2008, meet four times with members of the North Coast Senior Services Collaborative to review and make recommendations regarding the collaboration's progress in maintaining a community based system of care that facilitates community problem solving. Continued Coordination
- 10.19 The A1AA Executive Director, Agency Services Director and staff, through June 2008, will participate as a member of St. Joseph Health System Community Benefits Committee. The Committee will meet quarterly to assist the Board of Trustees for the Health System to broaden the scope of program development and implementation of healthy community initiatives to include uninsured and under-insured older adults. Continued Coordination

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| 10.20 | The A1AA Executive Director, Agency Services Director, and staff, through June 2008, will provide office space at the Del Norte Wellness Center and support bi-county senior and disabled service providers in an effort to expand and coordinate services to Del Norte County residents . Staff will work with a minimum of two service providers. | Continued | Coordination |
| <u>10.21</u> | The A1AA Executive Director, Agency Services Director and staff will, through June 30, 2008, serve as an Executive Board Member of the Community Health Alliance (CHA) to develop policies and recommendations. The CHA provides a vehicle through which organizations and persons residing in Del Norte and Humboldt Counties collaborate to improve access to health care for the residents of the two counties. Board meetings are quarterly with workgroups meeting on an ongoing basis as needed. | Continued | Coordination |
| 10.22 | The A1AA Executive Director, Agency Services Director and staff will, through June 2008, meet four times with Redwoods Rural Health Center to facilitate identifying, developing, and coordinating services to elders in Southern Humboldt. | Continued | Coordination |
| 10.23 | The A1AA Executive Director and staff will facilitate quarterly meetings through June 2008 with Senior Center Directors/staff to coordinate services, provide technical assistance and support for new and expanded services. | Continued | Coordination |
| <u>10.24</u> | A1AA staff will, through June 2008, work with senior center staff to identify sites interested in offering computer games that benefit mental fitness for seniors, to identify appropriate games/software, and to research funding opportunities. Implementation as funding available. | New | Program Development |

FY 2008-2009 OBJECTIVES

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| 10.25 | The A1AA Executive Director, Agency Services Director and staff will, through June 2009, meet four times with members of the provider service community to develop improved coordination of information and referral services. | Continued | Coordination |
| 10.26 | The A1AA Executive Director, Agency Services Director and staff, through June 2009, will participate as a member of St. Joseph Health System Community Benefits Committee. The Committee will meet quarterly to assist the Board of Trustees for the Health System to focus on non-duplication of services available to those at any income level. | Continued | Coordination |

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| 10.27 | The A1AA Executive Director, Agency Services Director, and staff will, through June 2009, will provide office space, shared transportation and support to senior and disabled service providers at the Del Norte Wellness Center. Staff will work with a minimum of two service providers. | Continued | Coordination |
| 10.28 | The A1AA Executive Director, Agency Services Director and staff will, through June 30, 2009, serve as an Executive Board Member of the Community Health Alliance (CHA). The CHA encourages collaboration to improve the access to health care, including improved Dementia support services, for the residents of the two counties. Board Meetings are quarterly with workgroups meeting on an ongoing basis as needed. | Continued | Coordination |
| 10.29 | The A1AA Executive Director, Agency Services Director and staff will, through June 2009, meet four times with Redwoods Rural Health Center to facilitate identifying, developing, and coordinating services to elders in Southern Humboldt. | Continued | Coordination |
| 10.30 | The A1AA Executive Director, Planner, and staff will facilitate quarterly meetings through June 2009 with Senior Centers and other senior activity organizations to coordinate services, provide technical assistance and support for new and expanded services. | Continued | Coordination |

SERVICE SYSTEM EMPHASIS:**GOAL #11**

To provide information about the community's available resources that would assist older individuals and their family members and/or caregivers in making informed choices about their level of care and support.

RATIONALE:

This goal is consistent with the A1AA Mission Statements and reflects the Agency's emphasis on targeting and outreach. Through this goal the A1AA will (1) provide information to older adults and for their families (2) implement targeting activities; and (3) implement outreach efforts.

FY 2005-2006 OBJECTIVES:

- 11.1 A1AA will, by June 2006, coordinate the dissemination of information about Prescription Drug Assistance including Medicare Discount Card and other Prescription Drug Assistance to beneficiaries, caregivers and medical providers. During Fiscal Year 2005-2006 the HICAP and Senior I&A Program will assist 400 individuals with information about, or application for Prescription Drug Assistance. Objective status: New
- 11.2 In FY 2003-2004, the A1AA expanded the Del Norte InfoCenter to include disabled adults with the Senior Information and Assistance Program. Through June 2006, the A1AA Agency Services Director and staff will: (PD)
- A. Keep current and make improvements to the Del Norte InfoCenter website which includes a searchable database of health and human service information
 - B. Create and facilitate the Aging and Disability Resource Center Advisory Committee.

- C. Partner with Legal Services of Northern California to bring legal consultation to the Del Norte InfoCenter.
 - D. Distribute a minimum of 1000 all-age community resource directory.
Objective status: New
- 11.3 A1AA Agency Services Director and staff will, through June 2006, provide a community outreach effort to promote health related and caregiver programs. Specifically the A1AA will:
- A. Facilitate scheduling of the InfoVan in the bi-County through June 2006.
 - B. Coordinate a minimum of 30 InfoVan visits.
Objective status: New
- 11.4 A1AA will, through contract with Legal Services of Northern California, provide a minimum of 1820 hours of legal assistance by June 2006 to offer advice and counsel regarding public benefits and entitlements. Objective status: New
- 11.5 A1AA will, through its Senior Information & Assistance Program, provide information, referral, follow up and/or advocacy to a minimum of 4,500 older individuals and/or their families by June 2006. Objective status: New
- 11.6 A1AA Agency Services Director and staff will, through June 2006, enhance outreach activities to Native American communities, by encouraging participation of other community service providers in a Native American health fair. This will include at a minimum participation with one Native American health fair. Objective status: New (C)
- 11.7 A1AA Executive Director, Agency Services Director, and staff will, through June 2006, explore collaborative outreach opportunities with other community organizations to minimize costs and avoid duplication of services. Objective status: New (C)
- 11.8 In light of legislative changes in Medicare benefits, A1AA will, through June 2006, through its HICAP program, provide education on Medicare benefits changes and begin community coordination efforts regarding MMA (Medication Modernization Act).
Objective status: New
- 11.9 A1AA Agency Services Director and staff will, by June 2006, coordinate and facilitate an ongoing outreach campaign with community service providers to provide information about available resources that would assist older individuals to access services. Objective status: New (C)

FY 2006-2007 OBJECTIVES:

- 11.10 In an effort to increase awareness of prescription drug options for seniors, A1AA will, by June 2007, coordinate the dissemination of information about Prescription Drug Assistance including Medicare Discount Drug Plans and other Prescription Drug Assistance to beneficiaries, caregivers and medical providers. During Fiscal Year 2006-2007 the HICAP and Senior I&A Program will assist 400 individuals with information about, or application for Prescription Drug Assistance, through one-on-one consultations via phone or personal contact. Objective status: Continued
- 11.11 In an effort to increase access to services, in FY 2003-2004, the A1AA expanded the Del Norte InfoCenter to include service to disabled adults through the Senior Information and Assistance Program. Through June 2007, the A1AA Agency Services Director and staff will: (PD)
- A. In response to the A1AA provider and consumer website survey, the A1AA will develop and implement new website strategies to better serve Del Norte County residents. Objective Status: New
- 11.12 In an effort to coordinate access to and information about services, through June 2007, the A1AA Agency Services Director and staff will facilitate two meetings of the Aging and Disability Resource Center Advisory Committee. Objective Status: Continued (C)
- 11.13 In an effort to coordinate and provide office space for in-person appointments for senior legal, Humboldt County based senior services, and tax assistance, the A1AA Agency Services Director and staff will coordinate office space and schedules in the new Del Norte Wellness Center facility. Objective status: New (C)
- 11.14 A1AA Agency Services Director and staff will, through June 2007, provide a community outreach effort to promote health related and caregiver programs. Specifically the A1AA will:
- A. Facilitate scheduling of the InfoVan in the bi-County through June 2007.
- B. Coordinate a minimum of 30 InfoVan visits.
Objective status: Continued
- 11.15 In an effort to increase seniors access to legal services the A1AA will, through contract with Legal Services of Northern California, provide a minimum of 1820 hours of legal assistance by June 2007 to offer advice and counsel regarding public benefits and entitlements. Objective status: Continued
- 11.16 A1AA will, in its effort to increase access to services, through its Senior Information & Assistance Program, provide information, referral, follow up and/or advocacy to a minimum of 4,500 older individuals and/or their families by June 2007. Objective status: Continued

- 11.17 A1AA Agency Services Director and staff will, through June 2007, enhance outreach activities to Native American communities, by encouraging participation of other community service providers in a Native American health fair. This will include at a minimum participation with one Native American health fair. HICAP will provide targeted outreach and counseling services at a Native American counseling site. Objective status: New (C)
- 11.18 In light of legislative changes in Medicare benefits, A1AA will, through June 2007, through its HICAP program, provide education on Medicare benefits changes and continue community coordination efforts regarding MMA (Medication Modernization Act). This will include a minimum 20 presentations. Objective status: Continued
- 11.19 In an effort to increase awareness of services, A1AA Agency Services Director and staff will, by June 2007, coordinate and facilitate an ongoing outreach campaign with community service providers to provide information about available resources that would assist older individuals to access services. This will include a minimum of four coordination meetings with new organizations including a minimum of ten faith-based and disabled service providers in Del Norte. Objective status: Continued (C)

FY 2007/2008 Objectives

- 11.20 In an effort to increase awareness of prescription drug options for seniors, A1AA staff will, by June 2008, coordinate the dissemination of information about Prescription Drug Assistance including Medicare Discount Drug plans and other prescription drug assistance options to beneficiaries, caregivers and medical providers. During FY 07/08 HICAP and Senior I & A will assist with 400 consultations about, or application for, Prescription Drug Assistance, via phone or personal contact. Continued
- 11.21 A1AA Agency Services staff will update and distribute a bi-annual Information Directory for Senior, Caregiver and Disability Services to provide independent access to services for seniors, caregivers, and persons with disabilities. Information about the services provided by A1AA will be shared with community service providers during the exchange of information. 2000 Directories will be distributed by June 2008. New
- 11.22 Through June 2008, the A1AA Agency Services Director and staff will utilize the InfoVan to facilitate community outreach efforts to promote health related, nutrition and caregiver programs. A minimum of 30 InfoVan visits will be conducted. Continued

- 11.23 A1AA Agency Services staff will, through June 2008, enhance outreach activities for health related and caregiver services to Native American communities. This will include participation in at least one Native American health fair. Continued Coordination

- 11.24 A1AA, through Caregiver Services staff, will coordinate a minimum of one recognition event for caregivers, which will include a resource fair with representatives of support services for seniors and their caregivers. The event will occur by June 2008. New

- 11.25 A1AA Contracts Manager, Agency Services Director and staff, through June 2008, will encourage Contractors of Home Delivered Meals to include in their intake assessment a check list of additional services the client may be interested in. Information and Assistance staff will follow-up with resource referrals related to the additional services the client requested. New

FY 2008-2009 OBJECTIVE

- 11.26 A1AA Agency Services Director and staff, through June 2009, will utilize the InfoVan to facilitate community outreach efforts to promote health related, nutrition and caregiver programs in Humboldt and Del Norte Counties. A minimum of 30 InfoVan visits will be conducted. Continued

- 11.27 A1AA Agency Services staff will, through June 2009, enhance outreach activities for health related and caregiver services to Native American communities. This will include participation in at least two Native American health fairs, and participation in long term care program development with local tribal entities. Continued Coordination

- 11.28 A1AA, through Caregiver Services staff ,will coordinate with local service providers a minimum of one recognition event for caregivers which will include a resource fair of support services for seniors and their caregivers. The event will occur by June 2009. Continued

- 11.29 In an effort to increase awareness of services, A1AA Agency Services Director and staff will, by June 2009, coordinate and facilitate an ongoing outreach campaign with community service providers to provide information about available resources that would assist older individuals to access services. This will include a minimum of four coordination meetings with representatives from the faith-based community. New Coordination

- 11.30 In an effort to increase access to information and assistance services in outlying communities, A1AA Agency Services Director and staff will, by June 2009, recruit and train at least 2 volunteers to deliver basic information services. New

SERVICE SYSTEM EMPHASIS**GOAL #12**

To assist frail older individuals to attain maximum independence in a home environment by providing, coordinating or developing appropriate support services.

RATIONALE:

This goal is consistent with the A1AA Mission Statements and the Title III E funding under the Older Americans Act. In addition, help with in-home care consistently ranks as a priority for development in the local needs surveys, both by older persons, caregivers, and service providers. Through this goal A1AA will (1) encourage provision of services to enhance independence; and (2) strengthen the level of support offered to caregivers.

FY 2005-2006 OBJECTIVES:

- 12.1 A1AA, through the Volunteer Center of the Redwoods and Retired and Senior Volunteer Program, will, through June 2006, utilize a minimum of 45 volunteers of all ages to extend support services to frail elders. Examples of support services include: Telecare, adult day health care, home delivered meals, HICAP, Brown Bag, and Lifeline Programs. Objective status: New
- 12.2 A1AA will, through our Del Norte Caregiver Registry, provide screening and information to a minimum of 120 caregivers and provide assistance to a minimum of 200 families looking for trained and screened in-home care providers by June 2006. Objective status: New
- 12.3 Contingent upon funding, the A1AA will, through its Caregiver Services Program, continue to provide caregiver services, including referral, training, and support in order to assist frail older individuals to remain in their own home environments with the necessary supports, through June 2006. Objective status: New
- 12.4 A1AA Executive Director, Planner and staff will, through June 2006, identify resources and offer technical assistance to developers, governmental programs, tribal entities, and others to expand the pool of available housing alternatives, especially focusing on lower and middle income housing. Additionally, the A1AA Planner will research housing alternatives for seniors and compile a list to be made available to the public and encourage developers to consider providing some of those alternatives. Objective status: New (C)
- 12.5 A1AA will, through a contract with Humboldt Senior Resource Center, provide a minimum of 750 hours of ADHC services by June 2006 to frail elders in order to promote independent living. Objective status: New
- 12.6 A1AA will, through its Senior Information and Assistance Program provide stop-gap assistance through distribution of 100 vouchers for food, multi-trip transportation, and temporary housing, to 75 seniors, through June 2006. Objective status: New

FY 2006-2007 OBJECTIVES:

- 12.7 A1AA, through the Volunteer Center of the Redwoods and Retired and Senior Volunteer Program, will, through June 2007, utilize volunteers of all ages to extend 67,000 hours to support frail elders. Examples of support services include: adult day health care, home delivered meals, HICAP, Brown Bag, and Lifeline Programs. Objective status: Continued
- 12.8 In an effort to assist frail elders remain in their home, A1AA will, through our Del Norte Caregiver Registry, provide screening and information to a minimum of 120 caregivers and provide assistance to a minimum of 200 families looking for trained and screened in-home care providers by June 2007. Objective status: Continued
- 12.9 Contingent upon funding, the A1AA will, through its Caregiver Services Program, continue to distribute a minimum of 50 printed materials related to hiring in-home assistance to care recipients, through June 2007. These materials will help care recipients employ in-home care providers. Objective status: Continued
- 12.10 A1AA Executive Director, Planner and staff will, through June 2007, identify resources and offer technical assistance to developers, governmental programs, tribal entities, and others to expand the pool of available housing alternatives, especially focusing on lower and middle income housing. Additionally, A1AA staff will research and develop reference materials and coordinate a community meeting on housing options. Objective status: Continued (C)
- 12.11 A1AA will, through a contract with Humboldt Senior Resource Center, provide a minimum of 1080 hours of ADHC services by June 2007 to frail elders in order to promote independent living. Objective status: Continued

FY 2007/2008 OBJECTIVES

- 12.12 A1AA, through Volunteer Services staff, through June 2008, will engage seniors in meaningful support service activities that assist frail elders in maintaining independence through 67,000 hours of volunteer hours. Examples of support services include: adult day health care, home delivered meals, HICAP, Brown Bag, and Lifeline Programs. Continued
- 12.13 In an effort to assist frail elders to remain in their homes, A1AA, through our Del Norte Caregiver Registry and Information and Assistance program, will respond to 150 requests for assistance for trained and screened in-home care providers by June 2008. Continued
- 12.14 Contingent upon funding, the A1AA will, through its Agency Services Programs, distribute a minimum of 100 printed materials related to hiring in-home assistants to care recipients, through June 2008. These materials will help care recipients employ in-home care providers. Continued

FY 2008-2009 OBJECTIVES

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| 12.15 | A1AA, through Volunteer Services staff, through June 2009, will assist in placing seniors in meaningful volunteer activities that assist frail elders in maintaining independence through 67,000 hours of volunteer hours. Examples of support services include: adult day health care, home delivered meals, HICAP, Brown Bag, and Lifeline Programs. | Continued |
| 12.16 | In an effort to assist frail elders to remain in their home, A1AA, through the Del Norte Caregiver Registry and Information and Assistance program, will respond to 150 requests for assistance for trained and screened in-home care providers by June 2009. | Continued |
| 12.17 | Contingent upon funding, the A1AA will, through its Agency Services Programs, distribute a minimum of 100 printed materials related to hiring in-home assistance to care recipients, through June 2009. These materials will help care recipients employ in-home care providers. | Continued |

SERVICE SYSTEM EMPHASIS**GOAL #13**

To maintain, improve, and measure the physical, mental and nutritional health of older persons.

RATIONALE:

This goal is consistent with Older Americans Act Title III D requirements and supports the Agency's emphasis to increase the affordability and accessibility of health care in the local community. Through this goal, A1AA will (1) promote access to health care; (2) provide health information; and (3) coordinate or develop programs to improve the local health delivery system.

FY 2005-2006 OBJECTIVES:

- 13.1 A1AA Dietitian and staff will, if funding is available, through June 30, 2006, facilitate the Strength Training Resources for Osteoporosis, Northcoast Group Task Force (STRONG). (C) Activities include:
- A. Facilitation of a minimum of two (2) local STRONG Task Force Meetings.
 - B. Assist current trained instructors in maintenance of an "Instructors' Association" to provide support to maintain the established classes.
 - C. Task Force will explore possible involvement in other projects that promote physical activity for older adults.
 - D. Distribute pedometers to STRONG participants and, as available, to other older adults.

- E. Participate in the HumPAL (Humboldt Partnership for Active Living) coalition to work towards active living environments. Objective status: New
- 13.2 A1AA Dietitian and staff will, by June 30, 2006 conduct a coordinated outreach focusing on services and information related to the procurement and management of medications to improve health and prevent or reduce adverse medication reactions. This will include participation in the Medication Management Task Force to distribute the “Rx Checkup” medication records booklet and pursue other medication management opportunities. Objective status: New (C)
- 13.3 A1AA Dietitian will, through June 2006, conduct a minimum of 24 nutrition education programs for home delivered meal participants and a minimum of 24 nutrition education programs for congregate meal participants. Objective status: New
- 13.4 Contingent upon funding levels, A1AA will, through four contracts, provide a minimum of 58,000 congregate meals and 65,000 home delivered meals by June 2006 to eligible older individuals in the Planning and Service Area. Objective status: New
- 13.5 A1AA Dietitian and staff will, contingent upon funding, coordinate the local Senior Farmers Market Voucher Program and distribute a minimum of 250 voucher packets to eligible seniors in both counties. Objective status: New
- 13.6 A1AA will, through June 2006, provide funding to the Humboldt County Health Department for the purchase of five (5) preventative health screening clinics in eastern Humboldt. Forty clients will receive these health services in FY 2005-2006. Objective status: New
- 13.7 A1AA Executive Director, Agency Services Director and staff will, through June 2006, participate in the Community Health Planning Council meetings in Del Norte County. This will allow staff to be kept fully informed of all health and wellness activities and collaborate on projects that benefit seniors, caregivers, and people with disabilities. Objective status: New (C)
- 13.8 A1AA Agency Services Director and staff will, through June 2006, send a service team out to rural or remote areas in the PSA for an annual visit. The service team may include a minimum of three of the following specialists: diabetes counselor, paralegal, public health nurse, vision service provider, Information and Assistance resource specialist, and HICAP counselor. Objective status: New (C)

FY 2006-2007 OBJECTIVES:

- 13.9 In an effort to increase healthy living, A1AA Dietitian and staff will, if funding is available, through June 30, 2007, facilitate the Strength Training Resources for Osteoporosis, Northcoast Group Task Force (STRONG). (C) Activities include:
- A. Facilitation of a minimum of two (2) local STRONG Task Force Meetings.

- B. Assist current trained instructors in maintenance of an “Instructors’ Association” to provide support to maintain the established classes.
 - C. Task Force will explore possible involvement in other projects that promote physical activity for older adults.
 - D. Participate in the HumPAL (Humboldt Partnership for Active Living) coalition to work towards active living environments.
- Objective status: Continued

- 13.10 A1AA Dietitian and staff will, by June 30, 2007 conduct a coordinated outreach focusing on services and information related to the procurement and management of medications to improve health and prevent or reduce adverse medication reactions. This will include a community education event focused on the use of physical activity to reduce the amount of needed medication in certain disease states. Objective status: Continued (C)
- 13.11 In an effort to increase awareness of healthy eating, A1AA Dietitian will, through June 2007, conduct a minimum of 24 nutrition education programs for home delivered meal participants and a minimum of 24 nutrition education programs for congregate meal participants. Objective status: Continued
- 13.12 Contingent upon funding levels, A1AA will, through four contracts, provide a minimum of 67,000 congregate meals and 65,000 home delivered meals by June 2007 to eligible older individuals in the Planning and Service Area. Objective status: Continued
- 13.13 In an effort to increase the number of fresh fruit and vegetable in seniors diets, A1AA Dietitian and staff will, contingent upon funding, coordinate the local Senior Farmers Market Voucher Program and distribute a minimum of 250 voucher packets to eligible seniors in both counties. Objective status: Continued
- 13.14 In an effort to promote healthy living, A1AA will, through June 2007, provide funding to the Humboldt County Health Department for the purchase of five (5) preventative health screening clinics in eastern Humboldt. Objective status: Continued
- 13.15 A1AA Executive Director, Agency Services Director and staff in an effort to maintain and improve the health of older adults will, through June 2007, participate in four Community Health Planning Council meetings in Del Norte County. This will allow staff to be kept fully informed of all health and wellness activities and collaborate on projects that benefit seniors, caregivers, and people with disabilities. Objective status: Continued (C)
- 13.16 In an effort to increase access to services, A1AA Agency Services Director and staff will, through June 2007, send a service team out to a minimum of one rural or remote area in the PSA for an annual visit. The service team may include a minimum of three of the following specialists: diabetes counselor, paralegal, public health nurse, vision service provider, Information and Assistance resource specialist, and HICAP counselor. Objective status: Continued (C)

FY 2007/2008 OBJECTIVES

13.17	<p>In an effort to increase healthy living, A1AA Planner, Consultant Dietitian and staff will, if funding is available, through June 30, 2008, facilitate the Strength Training Resources for Osteoporosis, Northcoast Group Task Force (STRONG), which includes a Fall Prevention component. Activities include:</p> <p>A. Facilitate a minimum of two (2) STRONG Task Force Meetings to promote physical activity opportunities.</p> <p>B. Assist current trained instructors in maintenance of an “Instructors’ Association” to provide support to maintain the established classes.</p> <p>C. Explore possible involvement in other projects that promote physical activity for older adults.</p> <p>D. Participate in the HumPAL (Humboldt Partnership for Active Living) coalition to work towards active living environments, including participation in developing a Healthy Design Checklist.</p>	Continued	Coordination
13.18	<p>By June 2008, the A1AA Planner, Consultant Dietitian and staff will conduct community education efforts focusing on services and information related to the management of medications to improve health and prevent or reduce adverse medication reactions. This will include distribution of 1000 Medication Management record booklets (Rx Checkbook).</p>	Continued	Coordination
<u>13.19</u>	<p>A1AA Executive Director, Agency Services Director and staff will collaborate with appropriate community partners, by June 2008, to identify community resources for older persons experiencing depression. Results will be documented and available to determine further course of action for disseminating information about these resources.</p>	New	Coordination
13.20	<p>The A1AA Executive Director, Planner and staff will explore the feasibility of Home Delivered Meal programs and County Library services providing book delivery to homebound seniors. A feasibility study will be completed by June 2008.</p>	New	Program Development
13.21	<p>Contingent upon FY 2007/08 funding, the A1AA Consultant Dietitian and staff will coordinate the local Senior Farmers Market Voucher Program and distribute a minimum of 250 voucher packets to eligible seniors in both counties.</p>	Continued	

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| 13.22 | In an effort to promote healthy living, A1AA will, through June 2008, provide funding to the Humboldt County Health Department for the purchase of five (5) preventative health screening clinics in eastern Humboldt. | Continued | |
| 13.23 | The A1AA Executive Director, Agency Services Director and staff, in an effort to maintain and improve the health of older adults, will participate in four meetings of the Community Health Alliance of Humboldt and Del Norte Counties in 2007/2008. Representatives from Del Norte will participate via the Open Door TeleHealth Center's technology in Crescent City. These meetings will allow staff to be kept fully informed of all health and wellness activities and collaborate on projects that benefit seniors, caregivers, and people with disabilities. | Continued | Coordination |
| 13.24 | A1AA Agency Services Director and staff will, through June 2008, send a service team to a minimum of four rural or remote areas in the PSA for an annual outreach. The service team may include various A1AA or community service specialists as needed and available. | Continued | Coordination |

FY 2008-2009 OBJECTIVES

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| 13.25 | In an effort to increase healthy living, A1AA Director of Agency Services, the Consultant Dietitian and staff will, if funding is available, through June 30, 2009, facilitate the Humboldt Del Norte Active Agency Network. Activities include: | Continued | Coordination |
| | a Facilitate a minimum of one (1) Network Meeting to promote physical activity opportunities. | | |
| | b Assist current trained instructors in maintenance of an "Instructors' Association" to provide support to maintain the established classes. At minimum, two (2) meetings will be facilitated. | | |
| | c Task Force will explore possible involvement in other projects that promote physical activity for older adults. | | |
| | d Participate in the HumPAL (Humboldt Partnership for Active Living) coalition to work towards active living environments. | | |
| 13.26 | By June 2009, the A1AA Director of Agency Services and staff will coordinate "Brown Bag" medication review events at 6 locations (12 hours) with medical professionals capable of advising seniors about prescription and over-the-counter drugs, their interactions and their contraindications. | New | |
| 13.27 | In order for older adults to become more aware of how nutrition affects their health outcomes, Nutrition Education will be provided by the consultant Dietitian to 2,500 Congregate and Home Delivered meal participants in FY 2008-2009. | Continued | |

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| 13.28 | In an effort to promote healthy living, A1AA will, through June 2009, provide funding to the Humboldt County Health Department for the purchase of five (5) preventative health screening clinics in the Klamath-Trinity region of Humboldt County. | Continued |
| 13.29 | A1AA Agency Services Director and staff will, through June 2009, send a service team out to a minimum of four rural or remote areas in the PSA for an annual visit. The service team may include various A1AA or community service specialists as needed and available. | Continued |

SERVICE SYSTEM EMPHASIS**GOAL #14**

To create a safe living environment for older persons.

RATIONALE:

This goal is consistent with the A1AA Mission Statements and the A1AA Vision of the Future. While the category "fear of crime and personal safety" dropped in prominence in the most recent senior survey, "fear of accidents in the home" rose to number 2 in the survey. Through this goal, A1AA will develop, implement, or advocate for services in the following areas: (1) home safety; (2) crime/fraud prevention; (3) disaster preparedness; (4) elder abuse prevention; and (5) ombudsman services.

FY 2005-2006 OBJECTIVES:

- 14.1 Working with a variety of organizations, the A1AA Advisory Council, through its A1AA Planner and staff will implement a home safety and fall prevention outreach campaign for older adults and implement the effort through June 30, 2006. Potential partners include law enforcement, local foundations, senior centers, home health agencies and health fairs. Objective status: New (PD)
- 14.2 A1AA, through the Volunteer Center of the Redwoods and Retired and Senior Volunteer Program, will, through June 2006, continue to make communities safer for people of all ages by maintaining 70 volunteers with seven law enforcement agencies in the PSA. Objective status: New
- 14.3 If funding is available, A1AA will, through contract with Humboldt Senior Resource Center, Long Term Care Ombudsman Program, provide a community-wide outreach and education campaign to increase awareness, identification, and reporting of elder and dependent adult abuse, through June 2006. Objective status: New
- 14.4 A1AA will, through contract with Humboldt Senior Resource Center, train a corps of Ombudsman volunteers to conduct a minimum of 3,700 hours of complaint investigation and resolution on behalf of long term care residents, by June 30, 2006. Objective status: New
- 14.5 A1AA will, through contract with Humboldt Senior Resource Center, recruit, train, and maintain two (2) new Ombudsman volunteers, who are dedicated to residents in skilled nursing facilities, during 2005-2006 fiscal year. Objective status: New

FY 2006-2007 OBJECTIVES:

- 14.6 Working with a variety of organizations to decrease falls/accidents in the home, the A1AA Advisory Council, through its A1AA Planner and staff will implement a home safety and fall prevention outreach campaign for older adults and implement the effort through June 30, 2007. Potential partners include local foundations, senior centers, home health agencies and health fairs. Additionally, staff and Council will participate in the development and distribution of outreach materials with the local Fall Prevention Task Force. Objective status: Continued (PD)
- 14.7 A1AA, through the Volunteer Center of the Redwoods and Retired and Senior Volunteer Program, will, through June 2007, continue to make communities safer for people of all ages by maintaining volunteers with seven law enforcement agencies to provide 19,000 hours of service in the PSA. Objective status: Continued
- 14.8 If funding is available, A1AA will, through contract with Humboldt Senior Resource Center, Long Term Care Ombudsman Program, provide a community-wide outreach and education campaign in Humboldt and Del Norte Counties to increase awareness, identification, and reporting of elder and dependent adult abuse. This will include one public education session, one training session for professionals (with distributing a minimum of 100 educational materials to participants) and a media campaign (with a focus on radio and newspaper PSAs) through June 2007. Objective status: Continued
- 14.9 A1AA will, through contract with Humboldt Senior Resource Center, train a corps of Ombudsman volunteers to conduct a minimum of 3,700 hours of complaint investigation and resolution on behalf of 1,500 long term care residents in Humboldt and Del Norte Counties eight skilled nursing and 36 residential care facilities, by June 30, 2007. Objective status: Continued
- 14.10 A1AA will, through contract with Humboldt Senior Resource Center, recruit, train, and maintain two (2) new Ombudsman volunteers, who are dedicated to residents in skilled nursing facilities, during 2006-2007 fiscal year. Two additional volunteers will increase access to Ombudsman for residents in skilled nursing facilities. Objective status: Continued
- 14.11 In an effort to increase training for Ombudsman staff and volunteers, A1AA will, through a contract with Humboldt Senior Resource Center, Long Term Care Ombudsman Program, provide three 36 hour trainings and 10 two hour trainings for a total of 128 hours of certification and on-going annual training sessions for Ombudsman staff and volunteers, through June 30, 2007. Objective Status: New

FY 2007/2008 OBJECTIVES

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| 14.12 | A1AA Agency Services staff, through June 30, 2008, will promote a newly developed home safety and fall prevention exercise program for older adults through promotions and referrals, as well as through financial assistance with minor home modifications for approximately 15 senior participants. | Continued | Program Development |
| 14.13 | A1AA, through the Volunteer Services Program, through June 2008, will continue to make communities safer for people of all ages by maintaining volunteers with law enforcement agencies to provide 19,000 hours of service in the PSA. | Continued | |
| 14.14 | If funding is available, A1AA, through a contract with Humboldt Senior Resource Center, will provide a community-wide outreach and education campaign in Humboldt and Del Norte Counties to increase awareness, identification, and reporting of elder and dependent adult abuse. This will include one public education session to be recorded for submission to public access television, and a media campaign (articles and television spot) through June 2008. | Continued | |
| 14.15 | A1AA, through a FY 2007-2008 contract with Humboldt Senior Resource Center, will provide Long-term Care Ombudsman services that will include:
A. Work with facilities to reduce pain suffering/complaints from residents;
B. Active recruitment and training of new ombudsman volunteers to work with long term care residents and family members to resolve complaints; and
C. Implement voluntary fingerprinting of all Ombudsman volunteers (SB 17591). | Continued | |

FY 2008-2009 OBJECTIVES

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| 14.16 | A1AA Agency Services staff will coordinate with instructors of Better Balance (home safety and fall prevention exercise program) to promote the programs and assist with providing minor home modification services to 10 homes through June 30, 2009. | Continued | Coordination |
| 14.17 | A1AA, through the Volunteer Services Program, through June 2009, will continue to make communities safer for people of all ages by maintaining volunteers with law enforcement agencies to provide 19,000 hours of service in the PSA. | Continued | |

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| 14.18 | The A1AA, through a contract with the Humboldt Senior Resource Center, will conduct a community-wide education campaign in Humboldt and Del Norte Counties to increase awareness, identification, and reporting of elder and dependent adult abuse. This will include one public education session, through June 2009. | Continued |
| 14.19 | A1AA, through a FY 08/09 contract with the Humboldt Senior Resource Center, will provide Long Term Care Ombudsman services that will include: | Continued |
| a | Encouraging communication between families and the facilities in which their family member resides. | Continued |
| b | Active recruitment and training of new ombudsman volunteers to work with long term care residents and family members to resolve complaints. | Continued |

SERVICE SYSTEM EMPHASIS**GOAL #15**

To ensure a range of "out of home" respite options are available to older individuals and their families.

RATIONALE:

This goal is consistent with the A1AA Mission Statements and the increasing demand for short-term respite options. Through this goal, A1AA will (1) assess the need for additional Adult Day Health Care centers (ADHC) and (2) work to expand/improve respite programs.

FY 2005-2006 OBJECTIVES:

- 15.1 Contingent upon funding, A1AA Executive Director, Planner and staff will, through June 2006, continue efforts to bring an ADHC program to Del Norte County as a respite service. Objective status: New (PD)
- 15.2 A1AA Executive Director, Planner, and staff will, through June 2006, support the HSRC's Alzheimer Center in its efforts to create a specialized Day Care facility for Dementia clients, by coordinating education on the need for an Alzheimer Center with community agencies and community members. Objective status: New (C)

FY 2006-2007 OBJECTIVES:

- 15.3 Contingent upon funding, A1AA Executive Director, Planner and staff will, through June 2007, continue efforts to bring an ADHC program to Del Norte County as a respite service. Activities include a minimum of three meetings with potential provider and supporting development of an ADHC program in Del Norte County. Objective status: Continued (PD)
- 15.4 A1AA Executive Director, Planner, and staff will, through June 2007, support the HSRC's Alzheimer Center in its efforts to create a specialized Day Care facility for Dementia clients, by coordinating education on the need for an Alzheimer Center with community agencies and community members. Objective status: Continued (C)

FY 2007-2008 OBJECTIVES

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| 15.5 | Contingent upon funding, A1AA Executive Director, Planner and staff will, through June 2008, continue efforts to bring an ADHC program to Del Norte County as a respite service. Activities include a minimum of three meetings with potential provider and support of the development of an ADHC program in Del Norte County. | Continue | Program
Development |
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FY 2008-2009 OBJECTIVES

This objective is not continued for 2008-2009.

SERVICE SYSTEM EMPHASIS

GOAL #16

To improve older individuals' ability to maintain independence by developing, coordinating or advocating for appropriate transportation services.

RATIONALE:

This goal is consistent with the A1AA Mission Statements. Through this goal A1AA will (1) maintain attendance at SSTAC meetings (2) meet with transportation entities and (3) develop resource materials.

FY 2005-2006 OBJECTIVES:

- 16.1 A1AA Planner and staff will, through June 2006, meet with transportation entities, aging, and disabled organizations and advocates to address transportation issues and possible alternative solutions. Objective status: New (C)
- 16.2 A1AA Planner and staff will, by June 2006, participate in meetings with HCAOG to hold a Senior Transportation Day. Objective status: New (C)

FY 2006-2007 OBJECTIVES:

- 16.3 A1AA Planner, Contracts Manager and staff will, through June 2007, meet quarterly with transportation entities (including SSTAC), aging, and disabled organizations and advocates to address transportation issues and possible alternative solutions. Objective status: Continued (C)
- 16.4 Contingent upon successful enrollment of an AmeriCorps VISTA Member in Del Norte County, A1AA Contract Manager, Volunteer Center staff and Del Norte VISTA will engage in identifying and inventorying existing formal and informal transportation resources in Del Norte County; research existing community collaborative transportation programs; and determine the feasibility of establishing a pilot community collaborative transportation program in Del Norte County by June 2007. Objective Status: New (C)

FY 2007-2008 OBJECTIVES

- 16.5 A1AA Planner, Contracts Manager and staff will, through June 2008, meet quarterly with transportation entities (including SSTAC), aging, and disabled organizations and advocates to address transportation issues and possible alternative solutions. Continued Coordination
- 16.6 A1AA Planner and staff, by June 2008, will coordinate with local transportation providers to hold a Ride the Bus Day (with updated transportation options brochure). Sign-in forms will identify interested riders. Continued Coordination

FY 2008-2009 OBJECTIVES

- 16.7 A1AA Planner, Agency Services Director and staff will, through June 2009, meet quarterly with transportation entities (including SS-TAC), aging, and disabled organizations and advocates to address transportation issues and possible alternative solutions. This includes participating in community development of enhanced coordinated transportation plans. Continued

SERVICE SYSTEM EMPHASIS**GOAL #17**

To promote volunteerism for persons of all ages to address community needs.

RATIONALE:

This goal is consistent with the A1AA Mission Statements and the Agency's Volunteer Center of the Redwoods purposes. The Agency recognizes the value of volunteers in service delivery to people of all ages and is the sponsor of the Retired and Senior Volunteer Program.

FY 2005-2006 OBJECTIVES:

- 17.1 A1AA Volunteer Program Manager, will by June 2006, serve as the contact point for people who want to serve during a natural disaster and the agencies who need them. Objective status: New
- 17.2 A1AA Volunteer Program Manager, will by June 2006, assess and respond to the volunteer needs of the six (6) agencies receiving Older Americans Act and Older Californians Act services by supporting and maintaining volunteers in 120 different placements. Objective status: New
- 17.3 Contingent upon funding, A1AA Volunteer Program Manager, through the RSVP Program, will by June 2006, place 300 volunteers in academic settings, to improve learning and literacy opportunities of Humboldt and Del Norte students and adults. Objective status: New
- 17.4 A1AA Volunteer Program Manager, will by June 2006, continue to coordinate, maintain and support our three RSVP in-house craft groups, representing 45 volunteers, who make

and donate over 1,000 handcrafted items for children of low income families, residents of four skilled nursing care facilities and community organizations with limited resources, such as Head Start. Objective status: New

FY 2006-2007 OBJECTIVES:

- 17.5 A1AA Volunteer Program Manager and Volunteer Center of the Redwoods and Retired and Senior Volunteer Program staff, will by June 2007, continue to serve as the contact point for people who want to serve during a natural disaster and the agencies who need them. Specific activities for Fiscal year 2006-2007 include:
- A. Expand outreach to pre-identify individuals willing to assist with disaster preparedness, mitigation, and recovery efforts. An on-line searchable database has been identified as a tool to assist with registering volunteers for disaster related service. This will be done in the bi-county area.
 - B. Continue active participation in the Humboldt County Voluntary Organizations Active in Disaster (VOAD) and continue as liaison to Southern Humboldt Emergency Preparedness Committee. VOAD is the officially recognized as the Citizen Corps Council for Humboldt.
 - C. Partner with Humboldt County Health to develop a registration system for certified medical personnel available to assist after disasters.
 - D. Participate with Red Cross & Citizen Corps Council and other interrelated organization in Del Norte County in community disaster preparedness.
Objective status: New
- 17.6 A1AA Volunteer Program Manager and Volunteer Center of the Redwoods and Retired and Senior Volunteer Program staff, will by June 2007, assess and respond to the volunteer needs of agencies receiving Older Americans Act and Older Californians Act services by supporting and maintaining volunteers as they provide 13,000 hours of service. Objective status: Continued
- 17.7 Contingent upon funding, A1AA Volunteer Program Manager and Volunteer Center of the Redwoods and Retired and Senior Volunteer Program staff, will by June 2007, support volunteers providing 17,000 hours of service in academic settings, to improve learning and literacy opportunities of Humboldt and Del Norte students and adults. Objective status: Continued
- 17.8 A1AA Volunteer Program Manager and Volunteer Center of the Redwoods and Retired and Senior Volunteer Program staff, will by June 2007, continue to coordinate, maintain and support our RSVP in-house craft groups, representing 45 volunteers who serve 10,000 hours. Craft groups make and donate over 1,000 handcrafted items for children of low income families, residents of four skilled nursing care facilities and community organizations with limited resources, such as Head Start. Objective status: Continued

FY 2007-2008 OBJECTIVES

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| 17.9 | A1AA Volunteer Services Manager and staff, will by June 2008, continue to serve as the contact point for people who want to serve during a natural disaster and the agencies who need them as members of Voluntary Organizations Active in Disaster (VOAD). Specific activities for Fiscal year 2007-2008 include: | Continued |
| <u>17.10</u> | A1AA staff will, through June 2008, expand outreach to pre-identify individuals willing to assist with disaster preparedness, mitigation, and recovery efforts. An on-line searchable database will be expanded as a tool to assist with registering volunteers for disaster related service. This database will be available in the bi-county area. | Continued |
| <u>17.11</u> | A1AA staff will, through June 2008, participate in disaster preparedness committees, such as Citizen Corp Councils, in the bi-county area to advance preparedness and coordination efforts. | Continued |
| 17.12 | In 2007/2008, the A1AA Volunteer Program Manager and staff will assess and respond to the volunteer needs of agencies receiving Older Americans Act and Older Californians Act services by supporting and maintaining volunteers as they provide 13,000 hours of service. | Continued |
| 17.13 | A1AA Volunteer Services staff will, through June 2008, make 200 placements in volunteer service positions such as improving the learning and literacy opportunities of area students and adults, creating and distributing handcrafted items for the enrichment of low-income children. | Continued |

FY 2008-2009 OBJECTIVE

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| 17.12 | A1AA Volunteer Services Manager and staff, will by June 2009, continue to serve as the contact point for people who want to serve during a natural disaster and the agencies who need them as a lead member of Voluntary Organizations Active in Disaster (VOAD). | New |
| 17.13 | Participate in disaster preparedness committees, such as Citizen Corp Councils, in the bi-county area to advance preparedness and coordination efforts. | Continued |
| 17.14 | A1AA Volunteer Program Manager and Volunteer Center of the Redwoods and Retired and Senior Volunteer Program staff, will by June 2009, assess and respond to the volunteer needs of agencies receiving Older Americans Act and Older Californians Act services by supporting and maintaining volunteers as they provide 13,000 hours of service. This includes providing Volunteer Management training to organizations. | Continued |

SERVICE SYSTEM EMPHASIS:

GOAL #18

To participate cooperatively with the corporate and private sectors in solutions that resolve senior issues within the community.

RATIONALE:

This goal is consistent with the A1AA Mission Statements and reflects the Agency's emphasis on identifying new resources to meet increasing senior needs in the community. Through this goal A1AA will (1) improve awareness of eldercare issues; and (2) promote corporate response to the caregiver issues faced by their employees.

FY 2005-2006 OBJECTIVES:

- 18.1 A1AA Agency Services Director and staff will continue to expand its Eldercare program through June 2006. New objectives for this time period include:
- A. Through June 2006, A1AA's Eldercare program will partner with Community Health Alliance of Humboldt and Del Norte counties and IPA (Independent Practice Association) to market a locally based Employee Assistance Program that includes our Eldercare Program.
 - B. To provide Eldercare services to local employers and their employees participating in Community Health Alliance Employee Assistance Program
 - C. Continue to provide Eldercare service provision to a minimum of one Native American tribal entity. Objective status: New

FY 2006-2007 OBJECTIVES:

- 18.2 A1AA Agency Services Director and staff will continue to expand its Eldercare program through June 2007.
- A. Through June 2007, A1AA's Eldercare program will partner with Community Health Alliance of Humboldt and Del Norte counties and IPA (Independent Practice Association) to market a locally based Employee Assistance Program that includes our Eldercare Program.
 - B. To provide Eldercare services to local employers and their employees participating in Community Health Alliance Employee Assistance Program
 - C. Continue to provide Eldercare service provision to a minimum of one Native American tribal entity. Objective status: Continued

FY 2007-2008 OBJECTIVES

- 18.3 A1AA Agency Services Director and staff will continue to offer Eldercare services through June 2008. Continued
- A. Through June 2008, A1AA will partner with Community Health Alliance of Humboldt and Del Norte Counties and IPA (Independent Practice Association) to market a locally based Employee Assistance Program that includes Eldercare services.
- B. A1AA will provide Eldercare services to participants in the Community Health Alliance Employee Assistance Program.

FY 2008-2009 OBJECTIVES

- 18.4 A1AA Agency Services Director and staff will continue to offer Eldercare services through a partnership with Community Health Alliance of Humboldt and Del Norte Counties and the IPA (Independent Practice Association) through June 2009. Continued Coordination

ADMINISTRATIVE EMPHASIS

GOAL #21

To update the list of senior citizen needs and to project trends of future needs by conducting or participating in a variety of needs identification activities.

RATIONALE:

This goal is consistent with the Older Americans Act definition of Area Agencies on Aging functions. Through this goal the A1AA will: (1) participate in general needs identification processes; and (2) publish results and share information with other community planning bodies.

FY 2005-2006 OBJECTIVES:

- 21.1 A1AA Planner and staff will, by June 2006, conduct a minimum of one town meeting or focus group to assess service needs and concerns specific to that locale. Objective status: New
- 21.2 A1AA Planner and staff will, by June 2006, through Advisory Council Members participation in InfoVan outreach, collect needs information from residents in outlying communities. Objective status: New
- 21.3 A1AA Planner and staff will, by June 2006, explore ways to understand the needs of the limited English-speaking population of both counties. Objective status: New

FY 2006-2007 OBJECTIVES:

- 21.4 A1AA Planner and staff will, by June 2007, through Advisory Council Members participation in InfoVan outreach, collect needs information from residents in outlying

communities. Advisory Council Member will make contact with a minimum of 100 seniors and 50 caregivers. Objective status: Continued

- 21.5 A1AA Planner and staff will, by June 2007, continue to explore ways to understand the needs of the limited English-speaking population of both counties. Activities will include conducting a survey to assess the senior service provider's ability to provide service to non-English clients and assist with developing a plan to increase the ability to accommodate non-English speaking clients as need warrants. Objective status: Continued

FY 2007-2008 OBJECTIVES:

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| 21.6 | A1AA Contract Manager, Planner and staff will, through June 2008, work with Contracted Service representatives and other community service providers to develop criteria for identifying seniors who receive state and federally funded services and who would be "at-risk" during an emergency and identify their priority needs. | New | Coordination |
| 21.7 | A1AA Planner and staff will, by June 2008, collect needs information from residents in outlying communities through Advisory Council individual and InfoVan outreach activities. Advisory Council Member will make contact with a minimum of 100 seniors and 50 caregivers. | Continued | |
| 21.8 | A1AA Executive Director, Planner and staff will, by June 2008, explore ways to meet the needs of diverse populations and identify or develop training opportunities in cultural competency for service providers and community stakeholders. | New | |
| 21.9 | A1AA Contracts Manager, Planner and staff will review the inventory and needs data collected by Transportation Group, by December 2007, to identify opportunities to advocate for improved or expanded transportation services. | New | |

FY 2008-2009 OBJECTIVES

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| 21.10 | A1AA Volunteer Center Manager, Planner and staff will, through June 2009, work with service representatives to explore methodologies to link seniors identified as "at-risk" during an emergency with community service providers who are available to provide assistance during or after an emergency. Draft plans will be developed. | Continued | Coordination |
| 21.11 | A1AA Planner, by June 2009, through Advisory Council Member participation in community visits, will collect needs information from residents in various communities. Advisory Council Members will conduct a minimum of 5 visitations. | Continued | |
| 21.12 | A1AA Planner and Staff will continue, through June 2009, to work with community directed transportation collaboration efforts in Humboldt and Del Norte County by participating in at least one (1) community meeting. | Continued | Coordination |

ADMINISTRATIVE EMPHASIS**GOAL #22**

To prepare for the increased senior population in 2006 and beyond; to understand the Baby Boomers' needs and to project trends of future needs by conducting or participating in a variety of needs identification activities.

RATIONALE:

This goal is consistent with the Area Agencies on Aging functions and the California Department of Aging's mandates. It is crucial that the A1AA be able to anticipate the impact Baby Boomers will have on the local service delivery system. Through this goal the A1AA will: (1) research the needs of Baby Boomers; (2) examine the projected increase in seniors as a result of the Aging Baby Boomers and the impact on local services; and (3) publish results and share information with other community planning bodies.

FY 2005-2006 OBJECTIVES:

- 22.1 A1AA Executive Director, Planner, and staff will, by January 2006, collaborate with senior service providers to produce a community forum addressing the service needs of Baby Boomers. Objective status: New (C)
- 22.2 A1AA Executive Director, Planner, and staff will, by June 2006, coordinate with senior and disabled adult providers to better understand the impact aging Baby Boomers will have on local services and community and inform the public through press releases. Objective status: New (C)

FY 2006-2007 OBJECTIVES:

- 22.3 In an effort to increase community awareness of Baby Boomers impact on services, A1AA Executive Director, Planner, and staff will, by June 2007, collaborate with senior service providers to produce a community forum addressing the service needs of Baby Boomers. Objective status: Continued (C)
- 22.4 A1AA Executive Director, Planner, and staff will, by June 2007, coordinate with senior and disabled adult providers to better understand the impact aging Baby Boomers will have on local services and community and inform the public through two press releases. Objective status: Continued (C)

FY 2007-2008 OBJECTIVES

- 22.5 To encourage healthy aging, A1AA Executive Director, Planner, and staff will, by June 2008, coordinate with senior and disabled adult providers to better understand preventive activities Baby Boomers can engage in and inform the public through two press releases. New Coordination

- 22.6 In order for organizations to prepare for a new wave of volunteers, A1AA Volunteer Services Manager and staff will provide technical assistance and trainings covering topics related to emerging trends in volunteer management. A minimum of two (2) trainings to non-profit organizations' volunteer managers will occur by June 2008. New

FY 2008-2009 OBJECTIVES

- 22.7 A1AA Executive Director, Planner, and staff will, by June 2009, coordinate with senior and disabled adult providers to better understand the effect Baby Boomers are having on services and develop recommendations and best practices for preparing for the new seniors. Continued Coordination
- 22.8 A1AA Volunteer Services Manager and staff will provide Volunteer Management trainings covering topics specific to managing the Baby Boomers' unique volunteer habits and needs. A minimum of two (2) trainings to non-profit organizations' volunteer managers will occur by June 2009. Continued

ADMINISTRATIVE EMPHASIS

GOAL #23

To coordinate government and private resources that support and enhance the coordination of all services for older adults.

RATIONALE:

This goal is consistent with the A1AA Mission Statements and reflects the Agency's emphasis to coordinate government and private resources to improve services for seniors. Through this goal A1AA will: (1) support service integration and coordination, and (2) develop performance standards for internal and external use that measure program outcomes beyond quantitative data.

FY 2005-2006 OBJECTIVES:

- 23.1 A1AA Executive Director, Contracts Director and staff will, through June 2006, serve on and/or provide input to each County's In Home Supportive Services (IHSS) Advisory Board to provide ongoing recommendations to improve the quality of services to recipients of IHSS. Objective status: New (C)

FY 2006-2007 OBJECTIVES:

- 23.2 A1AA Executive Director, Caregiver Services Manager and staff will, through June 2007, serve on and/or provide input to each County's In Home Supportive Services (IHSS) Advisory Board to provide ongoing recommendations to improve the quality of services to recipients of IHSS. Objective status: Continued (C)

FY 2007-2008 OBJECTIVES:

- | | | | |
|------|--|-----|--------------|
| 23.3 | A1AA Executive Director, Caregiver Services Manager and staff, through June 2008, will co-locate with Humboldt County Adult Services branch to support and coordinate services for older adults. Caregiver Services Manager and staff work with the In Home Supportive Services Advisory Board to facilitate coordination of services. | New | |
| 23.4 | A1AA Executive Director, Agency Services Director and staff will coordinate with California Center for Rural Policy at Humboldt State University and the HumPAL organization to conduct one community training by June 2008 on how to develop and utilize Health Impact Assessment as a tool in planning. | New | Coordination |
| 23.5 | In fiscal year 2007-2008, the A1AA Contracts Manager and Planner will develop a survey for home delivered meal recipients to determine the need for a pet food program. Based on the response, staff will investigate the feasibility of developing a partnership with private and non-profit organizations for delivery of service. | New | |

FY 2008-2009 OBJECTIVES

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|------|--|-----------|--------------|
| 23.6 | A1AA Executive Director, Agency Services Director and staff will, through June 2009, serve on and/or provide input to each County's In Home Supportive Services (IHSS) Advisory Board to provide ongoing recommendations to improve the quality of services to recipients of IHSS. | Continued | Coordination |
|------|--|-----------|--------------|

ADMINISTRATIVE EMPHASIS

GOAL #24

To facilitate, encourage and solicit input from the community on policies and issues that impact local older adults and develop appropriate legislative responses.

RATIONALE:

This goal is consistent with the Older Americans Act and the A1AA Mission Statements to serve as an advocate on behalf of older adults. Through this goal A1AA will coordinate local legislative and advocacy responses.

FY 2005-2006 OBJECTIVES:

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| 24.1 | A1AA Planner and staff will, through June 2006, assist the two local California Senior Legislative (CSL) members with bill proposal development and with publicizing CSL activities. Objective status: New | | |
|------|--|--|--|

- 24.2 If funding is available, the A1AA Planner and staff will, by May 30, 2006, sponsor and conduct the local bi-county election for representatives to the California Senior Legislature. Objective status: New
- 24.3 A1AA Executive Director, Planner, and staff will, through June 2006, participate in local and statewide efforts with and on behalf of senior citizens around legislative issues, State funds for services, Older Americans Act funding, caregiver support, changes in Social Security, and proposed legislation regarding Medi-Cal and Medicare reform. Objective status: New

FY 2006-2007 OBJECTIVES:

- 24.4 A1AA Planner and staff will, through June 2007, assist the two local California Senior Legislative (CSL) members with bill proposal development and with publicizing CSL activities. Objective status: Continued
- 24.5 A1AA Executive Director, Planner, and staff will, through June 2007, participate in local and statewide efforts with and on behalf of senior citizens around legislative issues, State funds for services, Older Americans Act funding, caregiver support, changes in Social Security, and proposed legislation regarding Medi-Cal and Medicare reform. Objective status: Continued

FY 2007-2008 OBJECTIVES

- 24.6 A1AA Planner, Advisory Council Members and staff will, through June 2008, assist the two local California Senior Legislative (CSL) members with bill proposal development and with publicizing CSL activities and actively work to educate them about the needs of the PSA by involving CSL representatives in Advisory Council activities. Continued
- 24.7 A1AA Executive Director, Planner, Advisory Council and staff will, through June 2008, participate in local and statewide efforts with and on behalf of senior citizens around legislative issues affecting seniors by: Continued
 - A. Regular updates from community leaders, legislative representatives, California Commission on Aging representatives, and service providers about timely issues facing seniors and caregivers;
 - B. Advisory Council outreach activities to the senior community (minimum of 5 outreach activities); and
 - C. Advisory Council Legislative Committee review of proposed legislation; advocate as recommended.

FY 2008-2009 OBJECTIVES

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| 24.8 | A1AA Planner and staff will, through June 2009, assist the local California Senior Legislative (CSL) members, as appropriate, with bill proposal development and with publicizing CSL activities. | Continued |
| 24.9 | A1AA Executive Director, Planner, and staff will, through June 2009, participate in local and statewide efforts with and on behalf of senior citizens around legislative issues, affecting seniors by: | Continued |
| a. | Regular updates from community leaders, legislative representatives, CCoA and service providers about timely issues facing seniors and caregivers | |
| b. | Advisory Council participation in activities with the senior community (five outreach activities). | |
| c. | Advisory Council Legislative Committee review of proposed legislation; advocate as recommended. | |

ADMINISTRATIVE EMPHASIS**GOAL #25**

To participate in activities that will contribute to the Agency's long term solvency and sustainability.

RATIONALE:

This goal is consistent with the A1AA Board of Director's approved Agency Strategic Plan and demonstrates the Board's responsibility to ensure that quality senior and volunteer services are available in the community. Through this goal the A1AA will implement its strategic plan objectives.

FY 2005-2006 OBJECTIVES:

- 25.1 A1AA Executive Director and staff will, by June 2006, finalize a recommendation regarding potential facility construction or remodel. Objective status: New
- 25.2 A1AA Executive Director and staff will, through June 2006, continue to build positive relationships with corporate sponsors, foundations, and other funders with the intended result of leveraging dollars into the community. Objective status: New (C)

FY 2006-2007 OBJECTIVES:

- 25.3 A1AA Executive Director and staff will, through June 2007, continue to build positive relationships with corporate sponsors, foundations, and other funders with the intended result of leveraging dollars into the community. Objective status: Continued (C)

FY 2007-2008 OBJECTIVES

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|------|---|-----------|--------------|
| 25.4 | A1AA Executive Director, Agency Services Director and staff will, through June 2008, identify opportunities to develop positive relationships with corporate sponsors, foundations, community partners and other funders in order to leverage dollars into the community to support and enhance services. | Continued | Coordination |
|------|---|-----------|--------------|

FY 2006-2007 OBJECTIVES:

- 31.2 A1AA, through its Caregiver Services Program, in its effort to provide information about available services to caregivers will coordinate the dissemination of information relevant to caregivers through June 2007. Methods will include:
- A. Conducting a minimum of thirty (30) group presentations about available caregiver support programs by June 2007.
 - B. Supplying the InfoVan with informative and relevant caregiver materials.
 - C. Making available copies of the 2005/06 Senior Information Directory to family caregivers as requested.
 - D. Utilizing local media to advertise the Del Norte Caregiver Registry and Humboldt County Caregiver Services Program.
 - E. Partnering with County of Humboldt and KEET-TV Public Television to produce and air a series of informational programs relevant to caregivers about related local services.
- Objective status: Continued

FY 2007-2008 OBJECTIVES

- 31.3 In its effort to provide information about available services to caregivers, the Agency Services programs will coordinate the dissemination of information relevant to caregivers through June 2008. Methods will include: Continued
- A. Conducting a minimum of thirty (30) hours of group presentations about available caregiver support programs.
 - B. Supplying the InfoVan with informative and relevant caregiver materials.
 - C. Making available copies of the 2008 Information Directory for Senior, Caregiver and Disability Services to caregivers as requested.
 - D. Utilizing local media to promote the Del Norte Caregiver Registry and Humboldt County Caregiver Services Program.
 - E. Partnering with County of Humboldt and KEET-TV Public Television to continue to produce and air a series of informational programs relevant to caregivers about related local services. Distribution to other media will be explored.
 - F. Promoting, through a variety of media, the use of the Caregiver Resource library containing books, videos, and other resources.

FY 2008-2009 OBJECTIVES

- 31.4 A1AA, through its Agency Services programs, in its effort to provide information about available services to caregivers will coordinate the dissemination of information relevant to caregivers through June 2009. Methods will include: Continued
- A. Conducting a minimum of thirty (30) group presentations about available caregiver support programs by June 2009.
 - B. Supplying the InfoVan with informative and relevant caregiver materials.
 - C. Making available copies of the 2009 Information Directory for Senior, Caregiver and Disability Services to caregivers as requested.
 - D. Utilizing local media to promote the Del Norte Caregiver Registry and Humboldt County Caregiver Services Program.
 - E. Promoting, through a variety of media, the use of the Caregiver Resource Library containing books, videos and other resources.

FAMILY CAREGIVER SUPPORT PROGRAM EMPHASIS: GOAL #32
To assist caregivers in gaining access to available caregiver support services.

RATIONALE:

This goal is consistent with the A1AA Mission Statements and Older Americans Act mandates. Through this goal the A1AA will provide an enhanced information and assistance program to family and other caregivers.

FY 2005-2006 OBJECTIVES:

- 32.1 A1AA will, through its Caregiver Services Program and Del Norte InfoCenter, provide information and assistance to a minimum of 240 caregivers in Humboldt and Del Norte Counties through June 2006. Information and Assistance components will include conducting intakes; providing current information on opportunities and services; providing information relating to assistive technologies; linking and referring the caregivers to available resources; and follow-up and advocacy for caregivers. Objective status: New
- 32.2 A1AA will, through its Caregiver Services Program and Del Norte InfoCenter provide a minimum of 125 hours of comprehensive assessment to caregivers in Humboldt and Del Norte Counties through June 2006. These assessments can occur in an office or home setting. Objective status: New

FY 2006-2007 OBJECTIVES:

- 32.3 In an effort to assist caregivers in gaining access to available caregiver support services the A1AA will, through its Caregiver Services Program and Del Norte InfoCenter, provide information and assistance to a minimum of 1,400 caregivers in Humboldt and Del Norte Counties through June 2007. Information and Assistance components will

include conducting intakes; providing current information on opportunities and services; providing information relating to assistive technologies; linking and referring the caregivers to available resources; and follow-up and advocacy for caregivers. Objective status: Continued

- 32.4 A1AA will, through its Caregiver Services Program and Del Norte InfoCenter provide a minimum of 180 hours of comprehensive assessment to caregivers in Humboldt and Del Norte Counties through June 2007. These assessments can occur in an office or home setting. Objective status: Continued

FY 2007-2008 OBJECTIVES

- 32.5 A1AA, through its Agency Services programs, will provide information and assistance to a minimum of 1,400 caregivers in Humboldt and Del Norte Counties through June 2008. Information and Assistance components will include conducting intakes; providing current information on opportunities and services; providing information related to assistive technologies; linking and referring the caregivers to available resources. Continued

- 32.6 A1AA, through its Agency Services programs, will provide a minimum of 120 hours of comprehensive assessment to caregivers in Humboldt and Del Norte Counties through June 2007. These complex assessments can occur in an office or by phone, and may include follow-up and advocacy services. Continued

FY 2008-2009 OBJECTIVES

The objectives for this goal are indicated in the Service Unit Plan.

FAMILY CAREGIVER SUPPORT PROGRAM EMPHASIS: GOAL #33
To assist caregivers with available supportive services for caregivers.

RATIONALE:

This goal is consistent with the A1AA Mission Statements and Older Americans Act mandates. Through this goal the A1AA will coordinate and/or fund caregiver training and caregiver supportive services.

FY 2005-2006 OBJECTIVES:

- 33.1 A1AA, through its Caregiver Services Program, will coordinate a minimum of four (4) caregiver training sessions in Humboldt County for family and professional caregivers by June 2006. Objective status: New

- 33.2 A1AA will, through its Caregiver Services Program, provide a free informational newsletter to a minimum of 1000 caregivers at least four (4) times a year, through June 2006. Objective status: New
- 33.3 A1AA will, through its Caregiver Services Program assist in the coordination of a minimum of one of the following caregiver support activities: training, respite, other supportive services targeted to Native Americans, by June 2006. Objective status: New
- 33.4 A1AA through an agreement with College of the Redwoods – Del Norte, will provide at a minimum a 25 hour course for informal caregivers that will teach them how to assist frail older adults and adults with disabilities needing in-home care with non-medical personal care by June 2006. This training will be provided to 10 caregivers. Objective status: New
- 33.5 A1AA, through its Caregiver Services Program, will coordinate a minimum of four (4) caregiver training sessions in Humboldt County for a minimum of 20 family and professional caregivers by June 2007. Objective status: Continued
- 33.6 A1AA will, through its Caregiver Services Program, provide a free informational newsletter to a minimum of 1000 caregivers at least four (4) times a year, through June 2007. Objective status: Continued
- 33.7 A1AA will, through its Caregiver Services Program assist in the coordination of a minimum of one of the following caregiver support activities: training, respite, other supportive services targeted to Native Americans, by June 2007. Objective status: Continued

FY 2007-2008 OBJECTIVES

- 33.8 A1AA, through its Caregiver Services Program, will coordinate a minimum of four (4) caregiver training sessions in Humboldt County for a minimum of 60 caregivers by June 2008. Objective status: Continued
- 33.9 A1AA, through its Caregiver Services Program, will provide a free informational newsletter to a minimum of 1000 caregivers at least four (4) times a year, through June 2008. Continued
- 33.10 A1AA, through its Agency Services programs, will assist in the coordination of the delivery of supportive minor home modification services to informal caregivers by June 2008. Continued
- 33.11 Area Agency on Aging will contract with College of the Redwoods to provide a caregiver training program in Del Norte County by June 2008. This comprehensive training will benefit at least 18 informal caregivers. New

FY 2008-2009 OBJECTIVES

33.12 A1AA, through its Caregiver Services Program, will coordinate a minimum of four (4) caregiver training sessions in Humboldt County for a minimum of 60 caregivers by June 2009. Continued

33.13 A1AA, through its Caregiver Services Program, will provide a free informational newsletter to a minimum of 1000 caregivers at least four (4) times a year, through June 2009. Continued

FAMILY CAREGIVER SUPPORT PROGRAM EMPHASIS: GOAL #34
To coordinate respite services to ensure relief for family caregivers.

RATIONALE:

This goal is consistent with the A1AA Mission Statements and Older Americans Act mandates. Through this goal the A1AA will promote additional respite options in both counties.

FY 2005-2006 OBJECTIVES:

34.1 A1AA will, through its Caregiver Services Program, coordinate respite services for one Native American Tribal entity to ensure relief for family caregivers by June 2006.
Objective status: New

FY 2006-2007 OBJECTIVES:

No objective identified for FY 2006-2007.

FY 2007-2008 OBJECTIVES

No objective identified.

FY 2008-2009 OBJECTIVES

34.2 A1AA will, through its Caregiver Services Program, coordinate respite services (by June 2009) during a (1) Caregiving Training event to ensure relief for family caregivers in Southern Humboldt. New

FAMILY CAREGIVER SUPPORT PROGRAM EMPHASIS: GOAL #35
To ensure access to supplemental service to complement the care provided to caregivers.

RATIONALE:

This goal is consistent with the A1AA Mission Statements and Older Americans Act mandates. Through this goal the A1AA will use discretion to fund priority supplemental service needs in both counties.

FY 2005-2006 OBJECTIVES:

- 35.1 A1AA will, through its Caregiver Services Program, assist a minimum of twelve (12) Humboldt County households in minor modifications of their homes, by June 2006. The modifications must be necessary to facilitate the ability of caregivers to remain at home. Objective status: New
- 35.2 A1AA will, through its Del Norte InfoCenter, provide a minimum of 250 hours of “chore” assistance to Del Norte County caregivers, by June 2006. “Chore” consists of providing assistance to caregivers having difficulty with heavy house work, yard work or sidewalk maintenance. Objective status: New
- 35.3 A1AA will, by June 2006, through its Senior and Caregiver Services assess the need and then purchase and install safety equipment for ten (10) caregivers who need assistance in keeping care receivers in the home. Objective status: New

FY 2006-2007 OBJECTIVES:

- 35.4 A1AA will, through its Caregiver Services Program, assist a minimum of twelve (12) Humboldt County households in minor modifications of their homes, by June 2007. The modifications must be necessary to facilitate the ability of caregivers to remain at home. Objective status: Continued
- 35.5 A1AA will, through its Del Norte InfoCenter, provide a minimum of 250 hours of “chore” assistance to Del Norte County caregivers, by June 2007. “Chore” consists of providing assistance to caregivers having difficulty with heavy house work, yard work or sidewalk maintenance. Objective status: Continued
- 35.6 A1AA will, by June 2007, through its Senior and Caregiver Services assess the need and then purchase and install safety equipment for ten (10) caregivers who need assistance in keeping care receivers in the home. Objective status: Continued

FY 2007-2008 OBJECTIVES

- 35.7 Depending on funding, A1AA will, through its Agency Services programs, assist a minimum of twelve (12) Humboldt County households in minor modifications of their homes, by June 2008. The modifications must be necessary to facilitate the ability of caregivers to provide services for care receiver. Continued

FY 2008-2009 OBJECTIVES

Objectives for this goal are indicated in the Service Unit Plan.

CBSP EMPHASIS: Alzheimer's Day Care Resource Center (ADCRC)

GOAL #41

To assist in the development of services which enable older persons to enjoy the highest level of dignity and independence possible and to strengthen families and communities.

RATIONALE:

This goal is consistent with the A1AA Mission Statements and Older Californians Act mandates. Through this goal A1AA resources will be used to (1) provide direct services to persons with Alzheimer's and related dementia and (2) offer support and education to those individuals who provide care to older persons with Alzheimer's and related dementia.

FY 2005-2006 OBJECTIVES:

- 41.1 A1AA will through June 2006 contract with Humboldt Senior Resource Center to provide an Alzheimer's Day Care Resource Center. The Contractor will provide, at minimum:
- A. Access to a specialized Alzheimer's day care resource center which operates a minimum of five hours a day, three days a week and which promotes productive and fulfilling activities for persons with Alzheimer's disease and related dementia while promoting dignity and respect for its participants;
 - B. Support groups for caregivers and families, or other supportive activities, no less than twelve times a year; and
 - C. Provide ongoing outreach, training and education to the general community with training provided to professionals at least four times a year. Contractor will coordinate efforts to bring in outside experts to provide training to professionals and site staff. Outreach efforts will include;
 - 1. Quarterly newsletter
 - 2. Bi-monthly Caregiver Support Series Video Presentations with social workers available for questions and counseling
 - 3. Monthly caregiver training sessions
 - 4. Attendance at local health fairs and related events
 - 5. Providing resource videos for in-services at other agencies as well as providing in-services to other agencies. Objective status: New

FY 2006-2007 OBJECTIVES:

- 41.2 A1AA will through June 2007 contract with Humboldt Senior Resource Center to provide an Alzheimer's Day Care Resource Center. The Contractor will provide, at minimum:
- A. Access to a specialized Alzheimer's day care resource center which operates a minimum of five hours a day, three days a week and which promotes productive and fulfilling activities for persons with Alzheimer's disease and related dementia while promoting dignity and respect for its participants;
 - B. Provide a minimum of 3,360 participant days during the fiscal year;
 - C. Support groups for caregivers and families, or other supportive activities, no less than twelve times a year;

- D. Provide counseling for caregivers and families in the amount of at least 400 hours during the fiscal year;
- E. Utilize 30 volunteers who will provide a minimum of 160 hours during the fiscal year; and
- F. Provide ongoing outreach, training and education to the general community with training provided to professionals at least four times a year. Contractor will coordinate efforts to bring in outside experts to provide training to professionals and site staff. Outreach efforts will include;
 - 1. Quarterly newsletter
 - 2. Bi-monthly Caregiver Support Series Video Presentations with social workers available for questions and counseling
 - 3. Monthly caregiver training sessions
 - 4. Attendance at local health fairs and related events
 - 5. Providing resource videos for in-services at other agencies as well as providing in-services to other agencies. Objective status: Continued

FY 2007-2008 OBJECTIVES

- 41.3 A1AA, through June 2008, will contract with Humboldt Senior Resource Center to provide an Alzheimer's Day Care Resource Center; which will provide day care services, support groups, counseling and education. Continued

FY 2008-2009 OBJECTIVES

Objectives for this goal are indicated in the Service Unit Plan.

CBSP EMPHASIS: Brown Bag

GOAL #42

To assure that elders on low, fixed incomes have access to a variety of foods, which supplement both their nutritional budget and the nutritional value of the meals they prepare, thereby assisting them in maintaining their health and independence in the community.

RATIONALE:

This goal is consistent with the A1AA Mission Statements and Older Californians Act mandates. Through this goal A1AA will support activities that enhance the overall nutritional well-being of low-income elders.

FY 2005-2006 OBJECTIVES:

- 42.1 Contingent on funding, A1AA will maintain through June 2006 a contractual relationship with Food for People for provision of the Brown Bag Program, which will provide, at a minimum, 375 clients with regular bags of food, which has been gleaned or collected from the community at no or minimal charge. Objective status: New

FY 2006-2007 OBJECTIVES:

- 42.2 Contingent on funding, A1AA will maintain through June 2007 a contractual relationship with Food for People for provision of the Brown Bag Program, which will distribute 45,000 pounds of food to a minimum, 375 individual clients with regular bags of food, which has been gleaned or collected from the community at no or minimal charge. Food will be distributed at 15 sites with the assistance of 45 volunteers providing 1,200 hours of volunteer assistance. Objective status: Continued

FY 2007-2008 OBJECTIVES

- 42.3 Contingent on funding through June 2008, the A1AA will maintain a contractual relationship with Food for People for provision of the Brown Bag Program. Food will be distributed at 16 sites with the assistance of volunteers. Continued

FY 2008-2009 OBJECTIVES

Objectives for this goal are indicated in the Service Unit Plan.

CBSP EMPHASIS: Respite Purchase of Service (RPOS)

GOAL #43

To ensure that caregivers who have the primary responsibility to provide caregiving services to a frail elderly or functionally impaired adult may receive information and a period of respite care.

RATIONALE:

This goal is consistent with the A1AA Mission Statements and Older Californians Act mandates. Through this goal A1AA will promote the development of an array of services to assist and support family and formal caregivers.

FY 2005-2006 OBJECTIVES:

- 43.1 A1AA will, by June 2006, formalize a contractual relationship with Humboldt Senior Resource Center, to provide the Respite Purchase of Service Program in Humboldt County. The HSRC will provide, at minimum, trained staff that can provide services and resources required to administer Respite Purchase of Service dollars to a minimum of 40 unduplicated families per year and a minimum of 2,000 hours of respite. Objective status: New

FY 2006-2007 OBJECTIVES:

- 43.2 In an effort to ensure that caregivers receive a period of respite care, A1AA will, by June 2007, formalize a contractual relationship with Humboldt Senior Resource Center, to provide the Respite Purchase of Service Program in Humboldt County. The HSRC will provide, at minimum, trained staff that can provide services and resources required to administer Respite Purchase of Service dollars to a minimum of 40 individual families per year. Objective status: Continued

FY 2007-2008 OBJECTIVES

- 43.3 In an effort to ensure that caregivers receive a period of respite, A1AA, Continued
by June 2008, will formalize a contractual relationship with Humboldt
Senior Resource Center to provide the Respite Purchase of Service
Program in Humboldt County.

FY 2008-2009 OBJECTIVES

Objectives for this goal are indicated in the Service Unit Plan.

CBSP EMPHASIS: Linkages

GOAL #44

To ensure frail elders and adults with disabilities the assistance they need in accessing necessary links to services, which enable them to maintain their independence in the community.

RATIONALE:

This goal is consistent with the A1AA Mission Statements and Older Californians Act mandates. Through this goal A1AA resources will be used to (1) coordinate services for at-risk frail individuals, and (2) distribute information on the community long term care services.

FY 2005-2006 OBJECTIVES:

- 44.1 A1AA will, through June 2006, contract with Humboldt Senior Resource Center (HSRC) to provide a Linkages Program in Humboldt County. The HSRC will provide, at minimum, trained and qualified staff providing case management services to a caseload determined by using a ratio of \$2,000 per client, this will include 125 unduplicated clients. Additionally the HSRC will agree to provide information and assistance services regarding long term care community resources and assist clients as needed to transition from an institutional setting to a less restrictive environment.
Objective status: New

FY 2006-2007 OBJECTIVES:

- 44.2 A1AA will, through June 2007, contract with Humboldt Senior Resource Center (HSRC) to provide a Linkages Program in Humboldt County. The HSRC will provide, at minimum, trained and qualified staff providing case management services to an active monthly caseload of 100 clients, this will include 125 individual clients served during the fiscal year. Additionally the HSRC will agree to provide information and assistance services regarding long term care community resources and assist clients as needed to transition from an institutional setting to a less restrictive environment. Objective status: Continued

FY 2007-2008 OBJECTIVES

- 44.3 A1AA, through June 2008, will contract with Humboldt Senior Resource Center (HSRC) to provide a Linkages Program in Humboldt County. Additionally, the HSRC contract will provide for information and assistance services regarding long term care community resources and assist clients as needed to transition from an institutional setting to a less restrictive environment. Continued

FY 2008-2009 OBJECTIVES

Objectives for this goal are indicated in the Service Unit Plan.

CBSP EMPHASIS: HICAP**GOAL #45**

To ensure current and potential Medicare beneficiaries with health insurance counseling and advocacy as regards Medicare, private health insurance and related health care coverage plans so as to maintain a maximum level of dignity and independence.

RATIONALE:

This goal reflects the Agency's emphasis on outreach. Through this goal the A1AA will (1) provide information to Medicare eligible individuals, (2) coordinate outreach efforts, and (3) recruit and train volunteers.

FY 2005-2006 OBJECTIVES:

- 45.1 A1AA will provide, through June 2006, ongoing regular HICAP intake services at the Humboldt Senior Resource Center and the Del Norte InfoCenter to 650 clients. Pre-scheduled intakes will also take place at locations convenient to clients throughout the bi-county area, including home visits when necessary. HICAP will participate in 8 community events and conduct 36 community education presentations in Humboldt and Del Norte Counties on a variety of health care related topics by June 2006 to 1,400 attendees. Objective status: New
- 45.2 A1AA will provide HICAP staff with ongoing training in the area of volunteer recruitment and retention methods. The HICAP program will train, support and maintain a minimum of 3 HICAP volunteers by June 2006. Objective status: New
- 45.3 A1AA will, by June 2006, conduct HICAP outreach/intake to 10 individual caregivers in Del Norte County. Objective status: New

FY 2006-2007 OBJECTIVES:

- 45.4 A1AA will provide, through June 2007, ongoing regular HICAP intake services at the Humboldt Senior Resource Center and the Del Norte InfoCenter. Pre-scheduled intakes will also take place at locations convenient to clients throughout the bi-county area, including home visits when necessary. HICAP will participate in 8 community events in Humboldt and Del Norte Counties on a variety of health care related topics by June 2007. Objective status: Continued

- 45.5 A1AA will, by June 2007, conduct HICAP outreach/intake to 10 individual caregivers in Del Norte County to help them understand their care recipient's health insurance needs.
Objective status: Continued

FY 2007-2008 OBJECTIVES

- 45.6 A1AA will provide ongoing HICAP intake services at the Humboldt Senior Resource Center and the Del Norte InfoCenter from July 2007 through June 2008. Pre-scheduled intakes will also take place at locations convenient to clients throughout the bi-county area, including home visits when necessary. Continued
- 45.7 In efforts to help seniors and caregivers understand their own and their care recipient's health insurance needs, the A1AA's Agency Services Director and staff will increase awareness of HICAP services for seniors and caregivers in Humboldt and Del Norte Counties through eight (8) community events in 2007/2008. Continued

FY 2008-2009 OBJECTIVES

- 45.8 A1AA will provide through June 2009, ongoing regular HICAP intake services in Humboldt and Del Norte Counties. Pre-scheduled intakes will take place at locations convenient to clients throughout the bi-county area, including home visits when necessary. Continued
- 45.9 In efforts to help seniors and caregivers understand their own and their care recipient's health insurance needs, the A1AA's Agency Services Director and Staff will increase awareness of HICAP services for seniors and caregivers in Humboldt and Del Norte Counties through 8 community events in 2008-2009. Continued
- 45.10 A1AA's HICAP program will, through June 2009, conduct outreach to eligible dual beneficiaries with mental health issues and counsel them regarding availability of pharmaceutical and other health plan benefits. New