

Advisory Council for Aging & Independence Services November 9, 2020 | 12:00 p.m.

Virtual Meeting
Call in: 1 (669) 900-9128
Meeting ID (access code): 992 5390 3588

Passcode: 251412

Click here to Join Zoom Meeting

Members of the public who wish to speak to an agenda item may call 858-495-5566 before the meeting and provide the last four digits of their phone number and the agenda item they wish to speak to.

AGENDA * (attachment)

- 1. Call to Order: John Osborne, Chair
 - a. Welcome & Pledge of Allegiance
 - b. Guest/Member Introductions
 - c. Confirmation of Quorum (quorum = 14)

2. Standard Business

- a. Public Comment/Announcements: Members or non-members
- b. Approval of October 12, 2020 Meeting Minutes (Action)*

3. Guest Speaker Presentation

- a. Health & Community Engagement Team, Kristen Smith, Chief of Agency Operations
- 4. AIS Director's Items (Possible action)
 - a. Board Letters: None
 - b. AIS Director's Update
 - c. Legislative Update

5. Executive & Membership Subcommittee Report/Other Business

- a. Chair's Report: John Osborne, Chair (Action)
 - i. Membership Age Updates
 - ii. Subcommittee Discussion
 - iii. Adopt Annual Subcommittees
 - iv. Adopt Annual Report*
 - v. Adopt Annual Goals*
 - vi. Adopt Annual Calendar*
- b. Membership Report: Stephen Huber, Secretary
 - i. Adopt corrections (for the record) to 10/12/20 action on agenda item 8.b.ii. (Action)
 - a) Appoint Paul Ling (reviewed by Subcommittee 8/24/20) Seat #28, effective 9/28/20, full term to expire 9/28/24



- b) Appoint Paula Saracen Seat #12, effective 10/9/20, to expire 10/8/24
- c. Board of Supervisors Annual Visits (Dates posted as confirmed):

i.	District #1: Cox	[Garbanzos/Monge]	11/21/19 @ 1:30 p.m.
ii.	District #2: Jacob	[Arcadi/Kagan]	2/27/20 @ 2:30 p.m.
iii.	District #3: Gaspar	[Bahmani/Osborne]	3/30/20 @ 9:30 a.m.
iv.	District #4: Fletcher	[Flynn/Tran]	TBD @ 12:00 p.m.
٧.	District #5: Desmond	[Simon/Weber]	12/5/19 @ 10:00 a.m.

- 6. Ancillary Subcommittee Oral Reports (Possible action)
 - a. LTC Ombudsman/Facilities (met 8/20/20): Jack Miller, Chair
 - b. Adult Services Connection (met 2/10/20): TBA, Chair
 - c. Healthy Aging (met 8/31/20): Wanda Smith, Chair
 - d. Housing (met 2/10/20): TBA, Chair
 - e. Nutrition (met 2/10/20): TBA, Chair
 - f. Transportation: TBA, Chair
- 7. Ad Hoc Subcommittee Oral Reports
 - a. Area Plan: Rosemarie Bahmani, Chair
 - i. 2020-2024 Area Plan Addendum (Action)*
- 8. Auxiliary Liaison Written Report (Possible action)*
- 9. Other Announcements
 - a. CSL Caucus Report: Susan Mallett, Local Caucus Chair*
- 10. Adjournment & Next Meetings:

When in-person, meetings are held at 5560 Overland Ave. Ste. 310, San Diego, 92123 Virtual meeting details are included on agendas at www.aging.sandiegocounty.gov/AISAdvisoryCouncil

Council Meeting: December 14, 2020, 12 noon

Future Subcommittee Meetings:

	LTC Ombudsman/Facilities:	11/19/20	10:30 a.m.	[3 rd Thursdays]	Virtual
\triangleright	Executive & Membership:	11/30/20	10:30 a.m.	[4 th Mondays]	Virtual
\triangleright	Adult Services Connection:	TBD			Virtual
\triangleright	Healthy Aging	TBD			Virtual
	Housing:	TBD			Virtual
\triangleright	Nutrition:	TBD			Virtual
	Transportation:	TBD			Virtual

This meeting is public, and the location is ADA accessible. If you are planning to attend and need special accommodations, please call (858) 495-5885 at least three days in advance of the meeting.

Supporting documentation and attachments for items listed on this agenda may be viewed at Aging & Independence Services, 5560 Overland Avenue, Suite 310, San Diego, CA 92123, or received by calling (858) 495-5885.

TEL: 858-495-5566 SD-CO-PUBLIC Wi-Fi EMAIL: Jana.Jordan@sdcounty.ca.gov

Aging & Independence Services Advisory Council

Monday, October 12, 2020 | 12:00am - 2:00pm Virtual Meeting Call in: 1 (669) 900-6833

Conference ID (access code): 856 5429 0184# Passcode: 251412

MINUTES - DRAFT

		Memi	bers	Absent Members	Guests		
Att	endance	Ellen Arcadi Rosemarie Bahmani Judi Bonilla Patricia De Leo Faye Detsky-Weil La Rue Fields Joe Garbanzos Stephen Huber Ted Kagan Paul Ling Chris Maeoka Susan Mallett	Jack Miller Paul Monarrez Luis Monge John Osborne Linda Prager Paula Saracen Jacqueline Simon Wanda Smith Lorelei Taylor Susan Valoff Darlene Weber	Morgan Cadmus Monica Flynn Bijou Lulla Kim Tran	Jaime Chen Minou Sadeghi		
		Distinguished N	lerit Recipients		Staff		
		None		Blanca Castillo Naomi Chavez Wendy Contreras Kim Gallo Samantha Hasler	Jana Jordan Renée Sherrill Jennifer Sovay Brynn Viale		
	Item			Outcome			
1.	Call to Order	a. Welcome & Pledg b. Guest/Member Int c. Confirmation of Qu	e of Allegiance	his time			
2.	Election of Council Year 2020-21 Officers	recommended sla	 a. Presentation of Nominees: L. Taylor 19-20 Chair, presented the Nomination Subcommittee recommended slate of officers for the 2020-2021 Council year. Chair – John Osborne 1st Vice Chair – Chris Maeoka 2nd Vice Chair – LaRue Fields Secretary – Stephen Huber Nominations from the floor: There were no nominations from the floor. 				
3.	Swearing in of 2020-21 Officers			e Services conducted the oa	ath of office and thanked and		
4.	Standard Business	 recognized the outgoing slate of officers. a. Public Comments/Announcements: Members or non-members L. Fields expressed her frustration on having more "black people" on the Council. Asked AlS to reach out to Serving Seniors, Paul Downey and other partners for potential members. J. Osborne followed up supporting L. Fields on a more diverse Council. J. Garbanzos requested from J. Osborne a plan for moving forward. S. Valoff announced that The San Diego Union Tribune is having an online Healthy Aging Expo beginning at the end of October and will run through the month of November. She will send the link over to R. Sherrill to share with the Council. R. Sherrill announced her retirement at the end of October. b. Approval of August 10, 2020 meeting minutes (Action): [M/S - L. Fields/ J. Simon: Unanimous] (no response to roll call vote: C. Morgan, M. Flynn, T. Kagan, B. Lulla, S. Mallett, K. Tran) 					
5.	Guest Speaker Presentation	a. Michael Vu, Regis Highlights to include • The Pandem			cil: October 12, 2020, Page 1		

	 Election Goals (Voter Safer San Diego) Coronavirus (COVID-19) Impacts Poll Worker Impact (March 2020 Age Demographics) Polling Place Impact (March 2020 Public vs Private Facility Make Up) 100% Voters Receive Mail Ballot What In-Person Voting May Look Like Conceptual Modeling Voter Education & Outreach US Postal Box Be Voter Ready Track Your Ballot Call to Action
6. Director's Items (possible action)	 a. Board Letter: None (Action) There were no board letters to review this month. b. AIS Director's Update K. Gallo reported on the following: AIS still supporting COVID-19 efforts as well as to provide support to clients who may be impacted by fires or power outages. AIS programs remain flexible and adapt as COVID-19 directives change. Senior Nutrition providers have continued to meet a substantial increase in demand. 380,000 home delivered or to-go meals were served in the month of September, which is more than three times what was served in September 2019. AIS has continued to support the increase in demand through increased funding and flexibility in service delivery. The CDA has allowed some flexibility for services that are temporarily suspended due to health and safety concerns. For example, AIS contracted Adult Day Care provider has implemented new programs to reduce social isolation and assist homebound seniors including telephone reassurance services, outdoor yoga or tai chi classes, and grocery shopping and transportation services By following Public Health guidance and using safety protocols, many of AIS contracted partners have resumed essential in-person services for our most vulnerable clients. Other contractors have developed creative solutions to provide no-contact services through virtual meetings. In support of today's agenda item regarding Council strategy a document was provided to the Council that was prepared last year that provides ideas regarding how the Council might impact Roadmap goal. c. Legislative Update: B. Viale reported no update.
7. Special Business	 a. Revote of July 13, 2020 Meeting Agenda Item 5.a.i.a. (Action) Faye Detsky-Weil noted after the meeting her need to recuse herself from this vote due to a personal conflict of interest. July 13, 2020, Agenda Item 5. Executive & Membership Subcommittee Report/Other Business (Possible action) a. Chair's Report: Lorelei Taylor, Chair i. Actions on behalf of the Council during COVID-19 stay at home orders presented for Council ratification per By-laws Article 5, Sec. C. (1)(a)(iii) (Action) a) April 14, 2020 Meeting: Recommendation for approval of Board Letter –FY 2020-21 AIS Revenue This action is a revote of the July 13, 2020 FY 20-21- AIS Revenue Board letter, which the Council voted to recommend. Today's action is for the record only. F. Detsky-Weil stated the nature of the conflict for the record, recused herself and then turned off her camera and microphone to virtually leave the room. [M/S – L. Fields/ J. Simon: Unanimous] (no response to roll call vote: C. Morgan, M. Flynn, P. Ling, B. Lulla, S. Mallett, L. Monge, K. Tran) b. Youth Engagement on County Boards and Commissions Feedback Form (Draft) – Adopt Responses (Action) J. Osborne, Chair reported that the County is surveying County boards on the level and interest of youth participation. The Exec & Membership Subcommittee has drafted a response for the Councils which was included in the agenda packet.

	[M/S – L. Fields/ J. Simon: Unanimous] (no response to roll call vote: J Bonilla, C. Morgan, M. Flynn, B. Lulla, S. Mallett, K. Tran)
8. Executive & Membership Subcommittee (met 8/24/20) Report/Other Business (possible action)	a. Chair's Report: John Osborne, Chair i. Strategic Discussion • A meeting displayed onscreen for the Exec & Membership Subcommittee has been updated to reflect when the Subcommittee last met on 9/28/20. Please make a note on your agenda. • Options discussed at the meeting included: • For subcommittees without a chair, during COVID-19 consider placing on hold or converting to ad hoc with focus on a single task, such as a position paper, for a limited timeframe. • For subcommittees with a chair, consider structure, leadership, and functionality. • Review/continue last year's goals ii. Subcommittee Actions (Action) • Healthy Aging – Appoint Eugenia Welch as non-voting community member • Nutrition – Accept resignation of Chris Maeoka as Subcommittee Chair In the interest of time, these two actions were included in the vote below. b. Membership Report, Stephen Huber, Secretary i. Accept resignation of Christina Selder ii. For Council Ratification: September 28, 2020 Actions of Executive & Membership Subcommittee on behalf of the Council: a) Appoint Susan Mallett (reviewed by Subcommittee 8/24/20) — Seat #24, effective immediately, partial term to expire 5/14/22 b) Appoint Paul Ling (reviewed by Subcommittee 8/24/20) — Seat #28, effective immediately, partial term to expire 5/14/22 b) Appoint Paul Ling (reviewed by Subcommittee 8/24/20) — Seat #12, effective immediately, full term to expire 9/13/24 NOTE: Upon approval of items 8.b.i – 8.b.ii. above, Paula Saracen becomes a seated member of the Council per Council action on 2/20/20 (5.b.i.) c) Appoint Paul Baracen — Seat #11, effective 9/14/20, to expire 9/13/24 [IM/S – L. Fields/ J. Simon: Unanimous] (recused; P. Ling, S. Mallett, P. Monarrez, P. Saracen) (no response to roll call vote; C. Morgan, M. Flynn, J. Garbanzos, T. Kagan, B. Lulla, S. Mallett, K. Tran, D. Weber) c. Board of Supervisors Annual Visits (Dates posted as confirmed): No update. i. District #3 Gaspar [Bahmani/Osborne] 03/30/20 @ 9:30 a.m. iii. District #3 Gaspar [Bahmani/Osb
9. Ancillary Subcommittee Oral Reports – Updates on Meeting Status (possible action)	 a. LTC Ombudsman/Facilities (met 8/20/20): Jack Miller, Chair J. Miller reported that they met in August virtually. L. Prager also added that staff from AIS Ombudsman gave the subcommittee a report and updated on the status of active volunteers and on-site visits. P. Saracen also updated the subcommittee on the tracing she has been doing for the County. b. Adult Services Connection (2/10/20): TBD, Chair No update c. Healthy Aging (8/31/20): Wanda Smith, Chair W. Smith reported that the subcommittee met and had a discussion on their position paper to incorporate COVID-19 and how to deal with the pandemic. d. Housing (2/10/20): LaRue Fields, Chair No update a. Area Plan (on hold pending State feedback): Rosemarie Bahmani, Chair. J. Osborne reported
Subcommittee Oral Reports 11. Auxiliary	that the Council has not received feedback from the State on the Area Plan. No further update. The Auxiliary Subcommittee report was included in the agenda packet.
Subcommittees –	

Written Report (possible action)				
12. Other Announcements	No further a	announcements.		
13. Adjournment & Next Meetings Meeting adjourned: 2:11 p.m. Council Meeting: November 9, 2020, 12 noon When in-person, meetings are held at 5560 Overland Ave., San Diego, 92123. Virtual meeting details will be included in agendas posted online 72 hours before meetings at www.aging.sandiegocounty.gov/AISAdvisoryCouncil.				
SUBCOMMITTEE MEET			, -	
			San Diego, 92123; Location TBD	
Adult Services C	onnection:	TBD	Virtual-Details TBD	
Healthy Aging:		TBD	Virtual-Details TBD	
Housing:		TBD	Virtual-Details TBD	
Nutrition:		TBD	Virtual-Details TBD	
ADDITIONAL SUBCOM	MITTEE MEE	TINGS:		
When in person, meeting	s are held at	5560 Overland Ave.,	Ste. 310, John Gaffaney Memorial Conf. Rm.,	,
San Diego, 92123. Virtua	I meeting det	tails will be included i	n agendas posted online 72 hours before mee	tings
LTC Ombudsma	n/Facilities:	10/15/20	10:30 a.m. [3rd Thursday each month]	Virtual-Details TBD
> Executive & Men	•	10/26/20	10:30 a.m. [4 th Monday each month]	Virtual-Details TBD

Executive & Membership: Minutes respectfully submitted by Blanca E. Castillo

County of San Diego HEALTH AND HUMAN SERVICES AGENCY

Aging & Independence Services Advisory Council 2020 Annual Report

John Osborne, Council Chair November XX, 2020





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San Diego County Board of Supervisors



Greg Cox District 1



Dianne Jacob
District 2



Kristin Gaspar District 3



Nathan Fletcher District 4



Jim Desmond District 5



Helen Robbins-Meyer Chief Administrative Officer County of San Diego



Nick Macchione Agency Director Health and Human Services Agency



Kimberly Gallo
Director
Aging and Adult Services

A Message from the Director

[PLACEHOLDER]







The Aging & Independence Services Advisory Council

The Council's Role

The Advisory Council (Council) for the County of San Diego (County) Health and Human Services Agency, Aging & Independence Services operates in accordance with the duties and responsibilities defined in the provisions of Title III of the Older Americans Act of 1965, the Mello-Granlund Older Californians Act Section 9402, and the San Diego County Code of Administrative Ordinances Article IIIa. The Council's primary responsibility is to:

"advise continuously the area agency on aging on all matters relating to the development of the area plan, the administration of the plan and operations conducted under the plan;"

The Council's Operational Activities

The Council holds regular public meetings on the second Monday of each month from 12 p.m. to 2 p.m. at the County Operations Center. The Council has 30 seats, ten of which are appointed by members of the San Diego County Board of Supervisors. As of the Annual Meeting on November 9, 2020, 27 seats were filled, with 3 applications pending.

In Fiscal Year 2019-20, members reviewed and evaluated the needs to ensure a strong and vital aging system. Monthly Council meetings featured 12 experts from the aging network, San Diego County Public Health Officer Dr. Wilma Wooten, and a Senior Deputy County Counsel. The committees heard from an additional 13 speakers, including representatives from several local organizations and AIS programs, who provided insight into issues impacting the region as well as programs and services available to older adults. On March 9, 2020, the Council held its annual offsite meeting at Edgemoor Hospital, a 24-hour long-term skilled nursing facility for individuals with complex medical needs. The Nutrition Committee coordinated a tour of the Encinitas Senior Center, a purpose-built multi-generational facility that provides opportunities to socialize and participate in clubs, drop-in programs and to receive many valuable free and fee-based services. These speakers and tours helped Council members remain informed of current needs, resources, and trends as they provided guidance on two items related to the local aging system prior to these items going before the San Diego County Board of Supervisors.

The Aging Roadmap was introduced and approved by the Board on September 24, 2019. It was created to provide a comprehensive regional plan that incorporates AIS programs and Age Well San Diego efforts, and broadens focus to include five new focus areas.

With Age Well San Diego, the ten focus areas collectively represent the County's comprehensive approach to aging services, including person-centered care and community-wide efforts. Council members provided strong support to the Age Well San Diego initiative with representation on all five theme teams. Members also participated on eleven community committees and the California Senior Legislature.

In December 2019, a novel coronavirus (COVID-19) was detected in a small province in China. The virus spread rapidly across the globe and on February 14, 2020, the San Diego County Public Health Officer issued a Declaration of Local Health Emergency. In San Diego County, as in the rest of the world, regular activities ceased while the impact of COVID-19 remained unknown. In an effort to protect the health and safety of its members, the Council put its meetings and work toward its identified priorities on hold.

Fiscal Year 2019-20 Accomplishments

In Fiscal Year 2019-20, efforts continued toward strengthening the aging network in our region. The Council conducts a considerable amount of work through committees and despite considerable challenges presented due to the COVID-19 pandemic, committees remained engaged and impactful in supporting the work of the Council.

Standing Committee

Executive & Membership

The Executive & Membership Committee continued to perform internal organizational functions including recruiting and recommending new members and reviewing and maintaining Council records. The committee also set Council meeting agendas, strengthened the focus on strategic planning and goals, encouraged committee development of position papers, and secured speakers for Council meetings to support Council goals.

Ancillary Committees

Adult Services Connection

The Adult Services Connection Committee continued to focus on the delivery and performance of AIS programs and services that connect older adults to services that enhance their quality of life on the continuum of long-term care.

Healthy Aging

The Healthy Aging Committee focused on expanding current programs and developing new, evidence-based communitywide programs to reduce the impact of disease and chronic disabilities, and to encourage the promotion of preventative measures to eliminate or reduce the occurrence of new disease and disabilities.

Housing and Transportation

The Housing and Transportation Committees continued to research and monitor issues and trends related to the adaptability and accessibility aspects of aging in place within age-friendly communities. Select members participated on the Age Well San Diego Housing and Transportation Theme Teams.

Long Term Care Ombudsman & Facilities

The Long-Term Care Ombudsman & Facilities Committee continued to monitor legislation proposals and changes related to skilled nursing facilities and residential care facilities for the elderly, and proposed AIS program improvements.

Nutrition

The Nutrition Committee ensured that the Council was informed in delivery of AIS nutrition services contracts, site responsiveness to AIS performance standards and community participation.

Ad Hoc Committees

Area Plan

The ad hoc Area Plan Committee advised on the update of the Fiscal Year 2020-24 Area Plan.

Budget

The ad hoc Budget Committee reviewed the Fiscal Year 2020-21 proposed budget and made recommendations to staff regarding content and format, and provided input into the presentation of the proposed budget to the Council.

By-laws

The ad hoc By-laws Committee proposed updates to the by-laws to reflect changes to Council operations including changing some Council member attendance policy requirements.

Legislative

The ad hoc Legislative Committee advised on the County's 2021 Legislative Program as it relates to older adults.

Nominating

The ad hoc Nominating Committee recommended a slate of officers for the Fiscal Year 2020-21 officer elections.

The Year Ahead:

Fiscal Year 2020-21 Council Priorities

The Council resumed regular meetings on a virtual platform in July 2020, and on November 9, 2020, the Council voted to maintain the previously established Fiscal Year 2019-20 priorities for the upcoming Fiscal Year. These priorities include:

- Abuse
- Caregiver Support
- Continuum of Care
- Data & Technology
- Dementia
- Financial Security
- Healthcare

- Healthy Lifestyle
- Housing
- Legislation
- Program Effectiveness
- Social Engagement
- Transportation

The Council and Committees also rolled-over all annual goals from Fiscal Year 2019-20 and the Council adopted all committee goals at its regular meeting on November 9, 2020. The complete list of goals is included in Attachment A – AIS Advisory Council Goals 2019-2022.

Moving forward, the Council will continue its work in advancing services and supports for local older adults. In alignment with the Aging Roadmap, the 2020-21 year will present new challenges and exciting opportunities to support the needs and celebrate the contributions of older adults in the region.

For questions about the Aging & Independence Services Advisory Council, please contact Jana Jordan at jana.jordan@sdcounty.ca.gov or call 858-495-5858.

All meetings are open to the public, and interested parties are encouraged to attend and participate in the public comment period. Past meeting materials and other information may be found at www.sandiegocounty.gov/AISAdvisoryCouncil.

AGING ROADMAP AGING & INDEPENDENCE SERVICES (AIS)





The Future of Aging in San Diego County

Over the next twenty years, San Diego County's demographics will continue to change in many ways. One significant change is that older adults will comprise a larger share of the total population. By 2030, the percentage of San Diego County residents who are over the age of 65 (18.8%) will nearly match the percentage under the age of 18 (20%). Also, we are living longer: the number of people aged 85 years and older will double from 2010 to 2030.

As the population of older adults continues to increase, our region needs to work collaboratively to adapt our communities so everyone can thrive. The demand for care and support for older adults will continue to grow, and the supply will need to keep pace. Our region's affordability and livability are especially challenging for those on a fixed income. As we continue to become more culturally and ethnically diverse, our systems of care need to be flexible to meet a wider range of needs. Improvements in these areas will impact everyone's quality of life. In addition, the older adults in our community bring a wealth of expertise and experience from which the entire region can learn and benefit.

What is the Aging Roadmap?

The Aging Roadmap is San Diego County's regional plan. Developed by a wide range of community partners that serve older adults, the Roadmap is supportive of the County of San Diego's *Live Well San Diego* vision and is guided by the County of San Diego Health and Human Services Agency, Aging & Independence Services (AIS). AIS convenes partners and provides services to older adults, people with disabilities, and their family members to help keep clients safely in their homes, promote healthy and vital living, and celebrate positive contributions made by older adults and persons with disabilities.

The Aging Roadmap vision and implementation is organized by ten focus areas that collectively represent our county's comprehensive system of care, including person-centered and community-wide efforts. The Roadmap builds on successful collaboration and encompasses Age Well San Diego, the Older Americans Act, and the regional Area Plan. Community teams have created a variety of resources to accomplish the goals set forth in the Roadmap. To learn more, visit www.livewellsd.org/agingroadmap.







Safety



Preparedness



Silver Economy



Medical & Social Services



Social Participation



Dementia-Friendly



Health & Community Support



Housing



Transportation

The County and community partners will continue the Aging Roadmap journey by building on current collaborations to coordinate service delivery, measure progress, and connect our efforts to statewide and national initiatives. Ultimately, strengthening San Diego County's comprehensive system of care will improve the lives of older adults and their families, and quality of life for everyone.





1. CAREGIVER SUPPORT

Caregivers have access to the supports and resources necessary to provide responsive and manageable care to older adults, while also tending to their own wellbeing



6. SOCIAL PARTICIPATION

A range of social and community engagement opportunities for older adults promote active living and enriching experiences across all age groups and generations



2 SAFFTY

Older adults and persons with disabilities are safe in their homes and community



7. **DEMENTIA-FRIENDI Y**

live as independently as possible and are encouraged and welcomed by everyone to participate in community life



3. PREPAREDNESS & RESPONSE

Older adults and their caregivers are prepared to be safe during disasters

8. HEALTH & COMMUNITY

challenges in health occur,

families know how to find

and care planning in their

relevant resources, support.

When changes and

older adults and their



SUPPORT

community

Individuals with dementia



4. SILVER ECONOMY

A skilled and diverse workforce with supporting technologies and products support healthy aging in our community. Older adults have opportunities to work and volunteer



AUISING

Older adults live in safe and affordable housing that is located near goods, services, and activities, all of which allows them to age in their community



5. MEDICAL & SOCIAL **SERVICES SYSTEM**

Care coordination among medical and social services provides proactive, seamless, prevention-focused, and responsive support



10. TRANSPORTATION

Older adults have access to safe and affordable transportation options that are accessible for all ages and abilities

ADVISORY COUNCIL FOR AGING & INDEPENDENCE SERVICES

Goals 2019 – 2022

Updated October 2020

COUNCIL FOCUS: Use or gain expertise to identify, project, and anticipate needs and trends, and advise on legislative and AIS operational actions to address the needs of older adults and persons with disabilities.

			-11
#	Goal	Timeline	Alignment:
			Live Well San Diego Area of Influence
			Aging Roadmap Focus Area
AREA	PLAN FOR PSA 23		
А3	Advise on updates of the FY 2021-2022 and FY 2022-2023 Area Plan updates.	Mar – May annually	N/A - all encompassing
HEALT	HCARE & BEHAVIORAL HEALTH		
HB1	Research and prepare a position paper ¹ for two priority areas of healthcare.	May 31, 2021	Health
			Medical & Social Services
HB2	Participate on the Age Well San Diego Health & Community Support Committee.	Ongoing	Health
			Health & Community Support
HB3	Research where the older adult population meets and its relationship to communities, nutrition,	July 2021	Social
	socialization, and geography, and prepare report on findings and recommendations.		Social Participation
HB4	Develop recommendations to increase the number of older adults attending the dining sites	July 2021	Social (includes food insecurity)
	focusing on older adults who have the greatest economic or social need.		Medical & Social Needs
HB5	Develop recommendations to decrease hunger and food insecurity and adverse health conditions	July 2021	Social (includes food insecurity)
	resulting from poor nutritional health.		Medical & Social Needs
HB6	Develop recommendations to enhance nutritional quality through increasing fruit and vegetable	July 2021	Health
	consumption.		Medical & Social Services
НВ7	Monitor and advise on AIS programs:	Ongoing	N/A - all encompassing
НВ7а	Congregate Meals (Title III C1)	Ongoing	Social (includes food insecurity)
			Medical & Social Needs
HB7b	Home-Delivered Meals (Title III C2)	Ongoing	Health
			Medical & Social Services
НВ7с	SNAP-Ed	Ongoing	Social (includes food insecurity)
			Medical & Social Needs
HB7d	Transportation to Dining Sites (Title III B)	Ongoing	Social (includes food insecurity)
			Medical & Social Needs

¹ Position papers should include legislative recommendations for County support and application to AIS programs, if advisable.

#	Goal	Timeline	Alignment: <u>Live Well San Diego</u> Area of Influence <u>Aging Roadmap</u> Focus Area
НВ7е	Senior Fitness (Feeling Fit, Fall Prevention, etc.)	July 2021	Health Medical & Social Needs
HOUSI	NG & TRANSPORTATION		
H1	Study housing for older Americans and prepare a position paper ¹ . Consider options such as home sharing and other models.	May 31, 2021	Standard of Living Housing
H2	Participate on the Age Well San Diego Housing and Transportation Committees.	Ongoing	Standard of Living; Community Housing; Transportation
Н3	Identify the connections between transit, smart housing placement, and aging in place, and develop an action plan and policy recommendations for AIS approval.	September 30, 2021	Standard of Living; Community Housing; Transportation; Medical & Social Services
H4	Monitor and advise on AIS programs:	Ongoing	N/A - all encompassing
Н4а	AIS Housing & Transportation committee review access to services at AIS dining sites and within SOAR.	September 30, 2021	Standard of Living; Community Housing
H4b	AIS interface with County housing and homelessness initiatives.	Ongoing	Standard of Living Housing
Н5	component of the <i>Live Well San Diego</i> vision, particularly related to: a. Support availability and affordability of housing for all community members. b. Create more accessible housing for seniors and people with disabilities to live independently.	Ongoing	Standard of Living Housing
Н6	Support goals to make our roads, highways and streets safer and friendlier for bicyclists, walkers, including older adults & people with disabilities, and public transit riders.	Ongoing	Community Transportation
LEGISL L1		May 31 annually	N/A - all encompassing
LONG	TERM CARE/RESPITE/IN-HOME CARE		
LT1	LTC Ombudsman Committee: Monitor Choose Well and make recommendations for enhancements or changes.	Ongoing	Health & Community Support
LT2	ASC Committee: Study and promote expansion of respite/adult day care programs, in-home services, and affordable facility care as alternatives to nursing home care.	May 2022	Health Health & Community Support
LT3	ASC Committee: For each core focus area listed below, identify key areas of concern and the network relationship between them, seek input from stakeholders or program managers with	May 2022	Health

¹ Position papers should include legislative recommendations for County support and application to AIS programs, if advisable.

#	Goal	Timeline	Alignment: <u>Live Well San Diego</u> Area of Influence <u>Aging Roadmap</u> Focus Area
	subject matter expertise, provide input on action plans, and participate in recommendation of policy for AIS Council consideration.		Medical & Social Services
LT3a	AIS Call Center	May 2022	Health
			Medical & Social Services
LT3b	Care Coordination programs	May 2022	Health
			Medical & Social Services
LT3c	AIS Case Management programs	May 2022	Health
			Medical & Social Services
LT3d	Person-centered care management	May 2022	Health
			Medical & Social Services
LT3e	ADRC designation status	May 2022	Health
			Medical & Social Services
LT4	LTC Ombudsman Committee: Monitor legislation proposals and changes related to SNFs and RCFEs	Ongoing	Community
	and advise AIS.		Safety
LT5	LTC Ombudsman Committee: Monitor Ombudsman program standard of operations, goals, and	Ongoing	Community
	performance and advise AIS.		Safety
LT6	LTC Ombudsman Committee: Explore ways the subcommittee can influence the quality of care	2020-2021	Community
	delivered in San Diego County's Long Term Care Facilities.		Safety
LT7	ASC Committee: Evaluation of AIS programs and AIS-funded programs:	May 2021	N/A - all encompassing
LT7a	Measure effectiveness of current AIS programs in offering alternatives to nursing home	May 2021	Health
	placement.		Medical & Social Services
LT7b	Identify gaps in services and ideas for programs that would benefit more San Diego older adults and family caregivers	May 2021	N/A - all encompassing
LT7c	Produce a position paper ¹ for presentation to AIS leadership	May 2021	N/A - all encompassing
TECHN	IOLOGY		
T1	Each committee identify ways that advanced technology can assist older adults and recommend: 1) application of the technology to one or more AIS programs, and/or 2) a media campaign to educate older adults.	See below	N/A - all encompassing
T1a	Adult Services Connection	May 2022	N/A - all encompassing
T1b	Area Plan	January 2021	N/A - all encompassing

¹ Position papers should include legislative recommendations for County support and application to AIS programs, if advisable.

#	Goal	Timeline	Alignment: <u>Live Well San Diego</u> Area of Influence <u>Aging Roadmap</u> Focus Area
T1c	Health & Nutrition	December 2021	N/A - all encompassing
T1d	Housing & Transportation	September 2021	N/A - all encompassing
T1e	Long Term Care Facilities & Ombudsman Subcommittee will explore and report on the use of voice recognition technology ("Alexa") in the RCFE setting. Topics to focus on: Benefits t residents, challenges, cost, and privacy concerns.		N/A - all encompassing

¹ Position papers should include legislative recommendations for County support and application to AIS programs, if advisable.

AIS Advisory Council (DRAFT)

	ANNUAL CA	ALENDAR - COU	INCIL FY 2020-21	
MONTH	GUESTS/ACTIVITIES*	AIS TOPICS*	COUNCIL BUSINESS	
IVIOIVITI	GUESTS/ACTIVITIES	AIS TOPICS	Date Sensitive	Authority ⁺
SEPTEMBER (9/14/20) Fall Prevention World Alzheimer's			No meeting	
OCTOBER (10/12/20)	REGISTRAR C Michae		❖ ELECT AND SWEAR-IN OFFICERS	IIIa 82.5(b) BL 4(A)(3)
			=> SUBCOMMITTEE GOALS 20-21: Discuss/develop in subcommittee mtgs	A-74(E)(4)
			=> EXEC/MEMBERSHIP SUBCOMM.	BL 5(C)(1)(a)
			Officer Transition & Brown Act Training	N/A
			Draft Annual Calendar	BL 5(C)(1)(a)(v)
			Draft Annual Report	IIIa 82.16 BL1(B)(6)
			Draft Annual Goals	A-74(E)(4)
			Propose Subcommittees	BL 5(C)(2)(a)
NOVEMBER (11/9/20) National Family Caregiver		HEALTH & COMMUNITY ENGAGEMENT TEAM	=> PRESENT & ADOPT ANNUAL GOALS	A-74(E)(4)
ANNUAL MEETING			=> ADOPT ANNUAL CALENDAR	BL 5(C)(1)(a)(v)
BL 6(E)(4)			=> ADOPT ANNUAL REPORT	IIIa 82.16
			=> ADOPT ANNUAL SUBCOMMITTEES	BL 5(C)(2)(a)
			CSL CAUCUS REPORT	WIC 9302
			=> SUBCOMMITTEE CHAIR ANNUAL TRAINING	BL 5(C)(2)(a)
DECEMBER (12/14/20)	LIVE WELL SAN DIEGO ANNUAL RPT/INDICATORS ⇒ Make Supervisor appts.	OMBUDSMAN ANNUAL RPT		CDA PM 13-04, III (C)
JANUARY (1/11/21)	⇒ Make Supervisor appts.✓ Supervisor visits	BROWN ACT TRAINING CA Gov Code 54953-54963	> APPOINT AREA PLAN SUBCOMM.	BL 5(C)(3)
FEBRUARY (2/8/21)	⇒ Make Supervisor appts. ✓ Supervisor visits	IN-HOME SUPPORTIVE SERVICES	✓ APPOINT BUDGET SUBCOMM.	
MARCH (3/8/21)	OFF-SITE MEETING ✓ Supervisor visits	N/A - Replaced by tour	> AREA PLAN: ADOPT ANNUAL UPDATE	IIIa 82.1(a) A-74(C)(8) BL 5(C)(3)
APRIL (4/12/21)		AGE WELL SAN DIEGO ANNUAL REPORT	 ❖ APPOINT NOMINATING SUBCOMM ➤ AREA PLAN PUBLIC HEARING (2020-2024 four-year plan) 	BL4(A)(2) OAA Title III, Sec. 306 (a)(6)(D); IIIa 82.1(b); BL 1(B)(4)
MAY (5/10/21) Older Americans	HHSA BUDGET PRESENTATION	MSSP & CALL CENTER	APPOINT LEGISLATIVE SUBCOMMITTEE	A-74(C)(12) BL 5(C)(3)
	per A-74(c)(8)		CSL VACANCY ELECTION North CSL Fault Target Floation 2022	WIC 9302
JUNE (6/14/21)	None - reserved for Council stro	ategic planning	Next CSL Full Term Election: 2022 ❖ DECLARE OFFICER NOMINATIONS	BL 4(A)(2)(b)
World Elder Abuse	,	3 , 3	=> COUNCIL GOALS: Report status	A-74(E)(4)
Awareness			=> COUNCIL STRATEGIC PLANNING	N/A
Alzheimer's & Brain Awareness			Last submittal for mileage	IIIa 82.12 BL 3(C)(2)
JULY (7/12/21)		APS, SENIOR TEAM, & SPECIALIZED CASE MGT	COUNCIL: Leg. Policy Guidelines—	BL 5(C)(3)
July 1st County FY begins		Si Edintileed di Se inici	conclude review, forward proposals ELECT OFFICERS	IIIa 82.5(a) BL 4(A)(3)
			=> EXEC/MEMBERSHIP SUBCOMM.	BL 5(C)(1)(a)
			Officer Transition	N/A
			Draft Annual Calendar	BL 5(C)(1)(a)(v)
			Draft Annual Report	IIIa 82.16 BL1(B)(6)
			Draft Annual Goals	A-74(E)(4)
			Propose Subcommittees	BL 5(C)(2)(a)



Advisory Council Aging & Independence Services

5560 Overland Avenue, Suite 310, San Diego, CA 92123

<u>Agenda Item</u> Area Plan 2020-24 Addendum

AIS is proposing an addendum to the *Area Plan 2020-24*, which was approved by the Executive & Membership Subcommittee at a special meeting conducted on June 22, 2020 to meet the CDA's deadline and ratified by the Council at its regular meeting on July 13, 2020. Upon approval by the AIS Advisory Council, changes will be submitted to the CDA. The CDA allows for addendums during the course of the year for accuracy or to identify in writing the activities and performance intents towards meeting its goals. Updated pages reflecting the adjustments below are attached.

SECTION 3 – DESCRIPTION OF THE AREA AGENCY ON AGING (AAA)

HICAP: Added a description of the Health Insurance Counseling and Advocacy Program (HICAP) that includes the AAA's HICAP Service Area (Planning and Service Area 23 & 24). This change will be included on **page 20**.

SECTION 9 – AREA PLAN NARRATIVE GOALS AND OBJECTIVES

1.02.a

Added language to reflect that caregiver supplemental services are being offered and correspond the to the service unit plan in Section 10:

Contractor will provide a minimum of 2,000 occurrences of supplemental services to family caregivers through home adaptations and assistive devices to facilitate and fulfill caregiving responsibilities.

This change will be included on page 46.

3.01

Added language to objective 3.01 to clarify AIS' Emergency Preparedness efforts:

AIS staff will participate in disaster planning to develop and support long-term emergency plans including OES' community Access and Functional Needs (AFN) planning committee, shelter committee, workgroup to update the Disaster Rapid Assessment Team (DRAT) plan, and related

exercises to assist OES to meet the needs of people with access and functional needs in an emergency or disaster.

This change will be included on page 52.

3.05

Revised objective 3.05 to specify the supply of disaster preparedness materials:

AIS will, with OES, will begin to develop public service announcements and disaster preparedness resources, including printed flyers, for older adults and persons with disabilities to prepare for power outages.

This change will be included on page 53.

8.02

Updated language for the number of callers per year to link to its corresponding SUP in Section 10:

Provide Information and Assistance (I&A) through the Aging & Independence Services (AIS) Call Center 800 number to an average of 1,250 callers per month (15,000 per year).

This change will be included on page 63.

SECTION 10 – SERVICE UNIT PLAN OBJECTIVES

Accuracy of Service Unit Plan (SUP) Objectives allows for proper data reporting throughout the year.

Title IIIB Information & Assistance:

The proposed units of service have been updated to reflect the annual amount of 15,000 contacts. This change will be included on **page 72**.

Title IIIB & VIIA LONG-TERM CARE (LTC) OMBUDSMAN PROGRAM OUTCOMES:

Updated service unit projections to accurately represent FY 20-21. These changes will be included on pages 77-78, 80-81.

SECTION 14 – NOTICE OF INTENT TO PROVIDE DIRECT SERVICES

Title IIIE FCSP Access Assistance:

Indicated that Access Assistance services are provided indirectly through a contractor. This change will be included on **page 95**.

Title IIIE FCSP Support Services:

Indicated that Support Services are provided indirectly through a contractor. This change will be included on **page 95**.

SECTION 20 – FAMILY CAREGIVER SUPPORT PROGRAM

Title IIIE Support and Supplemental Services – Grandparents:

Updated to include information on why services are not provided directly by AIS and clarified that the whole Planning and Service Area (PSA) is being served:

Based on community feedback from the needs assessment survey and public feedback forums, AIS (PSA#23) does not use Title IIIE funds for Grandparent Support Services nor Supplemental Services due to insufficient funding. Instead, the County AIS collaborates with other County departments and community programs and contributes its own funds to the YMCA Youth & Family Services, 3708 Ruffin Road, San Diego, CA 92123, to provides services in throughout the area-PSA.

This change will be included on page 114.

Area Plan 2020-2024, Section 3 - Description of AAA Aging & Independence Services: PSA #23 County of San Diego

Community-Based Service Programs (CBSP) — Formerly administered by California Department of Aging and Long Term Care, and then transferred to the Area Agencies on Aging in the state for program management and delivery, the CBSPs, were in fact fully integrated into the AIS service array in years prior. Continuing this current fiscal year, CBSPs have not been funded but remain in the CA Welfare & Institutions Code. The forecast for resumption of program funding is not known, therefore, and program reintroduction to the community is uncertain. The one exception to this funding situation is the Linkages case management program. The CBSP funding is no longer available, but the format and service outcomes of this program remain open due to other internal funding arrangements through San Diego's Health and Human Services Agency that make it possible.

Health Insurance Counseling and Advocacy Program (HICAP) – HICAP is defined in State Law, Welfare and Institutions Code (W&I), Section 9541 and its statutory provisions are implemented pursuant to W&I Code, Section 9541(c)(3), the HICAP Program Manual as issued by the California Department on Aging (CDA), and any other subsequent CDA Program Memos (PMs), provider bulletins or similar instructions issued. Counseling and advocacy for the allowable population is provided in accordance with W&I Code, Section 9541(a)(c)(2). Community education to the community at large is provided according to W&I Code, Section 9541(c)(1)(4)(5)(6). County of San Diego, Aging & Independence Services (AIS) is the locally designated Area Agency on Aging that administers the contracting of these services in San Diego County (PSA 23) and Imperial County (PSA 24).

HICAP counseling, informal advocacy, outreach, education, and legal representation are provided throughout San Diego and Imperial Counties. A well-planned community educational campaign is provided, designed to inform older Californians and the community at large about Medicare, Medicare supplement and long-term care insurance options, Medicare Advantage plans, related health care plans, and insurance topics. Per W&I Code Section 9541 (c)(1)(4)(5)(6), recruitment, training, coordination, and registration of health insurance counselors are conducted, including a large contingent of volunteer counselors, Long-Term Care Counselors, Long-Term Care Community Education, designed to expand services as broadly as possible. Coordinated outreach activities are conducted to reach HICAP's underserved populations, ethnic minorities and other hard to reach populations, in addition to a broad spectrum of the population. Direct HICAP legal services and representation are provided with a formal system of coordination and referral from counseling services to legal services, and in accordance with applicable law, regulations, and standards. New counselors are recruited, trained, and registered in compliance with state law and the HICAP Program Manuel. Additionally, all HICAP memos are adhered to located at: http://www.aging.ca.gov/PM/.

Goal # 1 CAREGIVER SUPPORT

Goal: Caregivers have access to the supports and resources necessary to provide responsive and manageable care to older adults, while also tending to their own wellbeing.

Rationale: Family caregivers play a crucial role in providing care for those who are elderly, facing serious illness, or living with dementia. Some of these caregivers may be in the "sandwich generation," or raising children while also caring for older relatives. These unsung heroes help loved ones to live at home for as long as possible, increasing their quality of life. Another important group of caregivers includes kinship caregivers, such as grandparents raising grandchildren. AlS strategies include expanding supports and resources across the spectrum of caregivers and elevating the business community's involvement in supporting employees who are family caregivers.

#	OBJECTIVES	Projected Start and End Dates	Title IIIB Funded PD or C ⁴	Update Status⁵
1.01	Participate/present in 4 community outreach events targeting facilities, caregivers, family and the community for the purpose of increasing public understanding of issues that are related to ombudsman practices and the needs of long- term care residents. The outcome is measured through the reporting functions within the Ombudsman computer application, Ombudsman Data Integration Network (ODIN).	July 1, 2020 to June 30, 2021		
1.02.a	Through the Family Caregiver Support Program (FCSP), contractor will provide a minimum of 12,000 units of respite service (one hour equals one service unit). Contractor will provide a minimum of 2,000 occurrences of supplemental services to family caregivers through home adaptations and assistive devices to facilitate and fulfill caregiving responsibilities. In addition, the following support services will also be provided for family caregivers: assessment, counseling, support groups, and case management, reaching 800 number of individuals annually. Contractor will conduct outreach to a minimum of 12,000 individuals annually with information on caregiver support services. Services will be conducted by persons trained and experienced in the skills required to provide the service. FCSP staff will track the number of hours of support provided and the evaluation of services. Of those clients completing evaluation surveys, an overall satisfaction level of at least 70% will be reported for the combined services offered of assessment, counseling, support groups and case management services.	July 1, 2020 to June 30, 2021		

Goal # 3 PREPAREDNESS

Goal: Older adults and their caregivers are prepared to be safe during disasters.

Rationale: We live in a region that is impacted by wildfires. Other disasters such as earthquakes are also a threat. In addition to disasters, there are everyday emergencies in individual households where first responders are called to assist an older adult in need. Many of the persons served by AIS programs and services will require special assistance during an emergency or large-scale disaster because of their access or functional limitations. AIS will continue partnering with the County's Office of Emergency Services (OES) to address these needs.

#	OBJECTIVES	Projected Start and End Dates	Title IIIB Funded PD or C ⁴	Update Status⁵
3.01	AIS staff will participate in disaster planning to develop and support long-term emergency plans including OES' community Access and Functional Needs (AFN) planning committee, shelter committee, workgroup to update the Disaster Rapid Assessment Team (DRAT) plan, and related exercises to assist OES to meet the needs of people with access and functional needs in an emergency or disaster. AIS will also staff the AFN Technical Advisory seat in the Operational Area's Emergency Operations Center (EOC) during emergencies or disasters.	July 1, 2020 to June 30, 2021		
3.02	AIS will update Adult Protective Services' Vulnerable Adult Shelter Assessment Team (VASAT) plan to align with the updates to OES' DRAT plan. The VASAT plan provides protocols for APS staff to visit emergency shelters during a disaster to identify the needs of older adults and persons with disabilities and forward those needs to the EOC for resolution.	July 1, 2020 to June 30, 2021		
3.03	AIS will support OES' new Neighborhood Evacuation Teams (NET), a preparedness campaign in which Community Emergency Response Team members may help vulnerable residents create an evacuation plan.	July 1, 2020 to June 30, 2021		
3.04	AIS will, with OES, develop a simple resource guide for older adults to prepare for emergencies.	July 1, 2020 to June 30, 2021		

Area Plan 2020-2024, Section 9 – Area Plan Narrative Goals and Objectives Aging & Independence Services: PSA #23 County of San Diego

3.05	AIS will, with OES, begin to develop public service announcements and disaster preparedness resources, including printed flyers, for older adults and persons with disabilities to prepare for power outages.	July 1, 2020 to	
3.06	AIS will, with OES, begin to develop training for first responders on how to meet the needs of older adults during emergencies. and how to recognize and understand related conditions, caregiving issues, warning signs of dementia, and poor physical health.	July 1, 2020 to June 30, 2021	

Goal #8 HEALTH & COMMUNITY SUPPORT

Goal: When changes and challenges in health occur, older adults and their families know how to find relevant resources, support, and care planning in their community.

Rationale: AlS' Health and Community Support team envisions communities where older adults have access to health care and community support, even as their needs change through the life course. Strategies to achieve this goal include: increasing awareness of existing resources, increasing access to, and use of, technology to support aging in place, and promoting village-like communities, where neighbors support each other.

#	OBJECTIVES	Projected Start and End Dates	Title IIIB Funded PD or C ⁴	Update Status⁵
8.01	Manage the Veteran Directed Care Program at full census (30) for Veterans who are at risk of nursing home placement. Veterans enrolled in San Diego Veterans Independence Services at Any Age (SD-VISA) receive self-directed caregiving services and ongoing options counseling. The goal of SD-VISA is to allow Veterans to age in place with services which are coordinated between the VA Medical Center	July 1, 2020 to June 30, 2021		
8.02	and other community-based services. Provide Information and Assistance (I&A) through the Aging & Independence Services (AIS) Call Center 800 number to an average of 1,250 callers per month (15,000 per year). The outcome will be measured by the AIS Call Center call management system.	July 1, 2020 to June 30, 2021		
8.03	Conduct an annual conference (called Vital Aging in odd years and Aging Summit in even years) to educate community organizations and the public on important issues. A subject theme is developed for each event. Outcomes will be measured by attendance at the event.	July 1, 2020 to June 30, 2021		
8.04	Continue to advance LGBT sensitivity efforts, in addition to other diversity awareness practices, through activities such as ensuring inclusive language on forms or hosting staff training activities.	July 1, 2020 to June 30, 2021		
8.05	Participate in the County's legislative process by annually identifying and submitting proposals to advocate for legislation that is consistent with Board of Supervisors policy positions which support the goals of AIS	July 1, 2020 to June 30, 2021		

Area Plan 2020-2024, Section 10 - Service Unit Plan (SUP) Objectives

Aging & Independence Services: PSA #23

County of San Diego

12. Nutrition Education

Unit of Service = 1 session per participant

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	10,500	8	
2021-2022			
2022-2023			
2023-2024			

13. Information and Assistance (Access)

Unit of Service = 1 contact

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)		
2020-2021	15,000	8	8.02		
2021-2022					
2022-2023					
2023-2024					

14. Outreach (Access)

Unit of Service = 1 contact

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers (if applicable)
2020-2021	0		Not a current program output
2021-2022			
2022-2023			
2023-2024			

Area Plan 2020-2024, Section 10 – Service Unit Plan (SUP) Objectives Aging & Independence Services: PSA #23 County of San Diego

3. FY 2020 - 2021 Baseline Resolution Rate: Number of complaints partially or fully resolveddivided by the total number of complaints received = Baseline Resolution Rate% FY 2022-2023 Target Resolution Rate_% 4. FY 2021-2022 Baseline Resolution Rate: Number of complaints partially or fully resolved divided by the total number of complaints received = Baseline Resolution Rate% FY 2023-2024 Target Resolution Rate
Program Goals and Objective Numbers:
,
B. Work with Resident Councils (NORS Elements S-64 and S-65)
FY 2018-2019 Baseline: Number of Resident Council meetings attended <u>333</u> FY 2020-2021 Target: <u>160</u>
FY 2019-2020 Baseline: Number of Resident Council meetings attended FY 2021-2022 Target: Output Description:
FY 2021-2022 Target: 3. FY 2020-2021 Baseline: Number of Resident Council meetings attended FY 2022-2023 Target:
4. FY 2021-2023 Parget: 4. FY 2021-2022 Baseline: Number of Resident Council meetings attended FY 2023-2024 Target:
Program Goals and ObjectiveNumbers:
C. Work with Family Councils (NORS Elements S-66 and S-67)
FY 2018-2019 Baseline: Number of Family Council meetings attended 24 FY 2020-2021 Target: 10
FY 2019-2020 Baseline: Number of Family Council meetings attended FY 2021-2022 Target: Output Description: The property of the property o
3. FY 2020-2021 Baseline: Number of Family Council meetings attended FY 2022-2023 Target:
FY 2021-2022 Baseline: Number of Family Council meetings attended FY 2023-2024 Target: Output Description:
Program Goals and ObjectiveNumbers:
D. Information and Assistance to Facility Staff (NORS Elements S-53 and S-54) Count of instances of Ombudsman representatives' interactions with facility staff for the purpose of providing general information and assistance unrelated to a complaint. Information and Assistance may be accomplished by telephone, letter, email, fax, or in-person.
1. FY 2018-2019 Baseline: Number of Instances <u>2,098</u> FY 2020-2021 Target: <u>1,000</u>
2. FY 2019-2020 Baseline: Number of Instances FY 2021-2022 Target:

County of San Diego 3. FY 2020-2021 Baseline: Number of Instances_____ FY 2022-2023 Target: _____

4. FY 2021-2022 Baseline: Number of Instances______ FY 2023-2024 Target: _____ Program Goals and Objective Numbers: _____ E. Information and Assistance to Individuals (NORS Element S-55) Count of instances of Ombudsman representatives' interactions with residents, family members, friends, and others in the community for the purpose of providing general information and assistance unrelated to a complaint. Information and Assistance may be accomplished by: telephone, letter, email, fax, or in person. 1. FY 2018-2019 Baseline: Number of Instances 15,778 FY 2020-2021 Target: 7,500 2. FY 2019-2020 Baseline: Number of Instances FY 2021-2022 Target: _____

3. FY 2020-2021 Baseline: Number of Instances_____ FY 2022-2023 Target: ______

4. FY 2021-2022 Baseline: Number of Instances_____ FY 2023-2024 Target: _____ Program Goals and Objective Numbers: _____ F. Community Education (NORS Element S-68) LTC Ombudsman Program participation in public events planned to provide information or instruction to community members about the LTC Ombudsman Program or LTC issues. The number of sessions refers to the number of events, not the number of participants. This cannot include sessions that are counted as Public Education Sessions under the Elder Abuse Prevention Program. 1. FY 2018-2019 Baseline: Number of Sessions 25 FY 2020-2021 Target: 5 2. FY 2019-2020 Baseline: Number of Sessions FY 2021-2022 Target: _____

3. FY 2020-2021 Baseline: Number of Sessions _____ FY 2022-2023 Target: _____ 4. FY 2021-2022 Baseline: Number of Sessions _____ FY 2023-2024 Target: _____ Program Goals and Objective Numbers: _____

Area Plan 2020-2024, Section 10 – Service Unit Plan (SUP) Objectives

Aging & Independence Services: PSA #23

G. Systems Advocacy (NORS Elements S-07, S-07.1)

One or more new systems advocacy efforts must be provided for each fiscal year Area Plan Update. In the relevant box below for the current Area Plan year, in narrative format, please provide at least one new priority systems advocacy effort the local LTC Ombudsman Program will engage in during the fiscal year. The systems advocacy effort may be a multi-year initiative, but for each year, describe the results of the efforts made during the previous year and what

Outcome 2. Residents have regular access to an Ombudsman. [(Older Americans Act Reauthorization Act of 2016), Section 712(a)(3)(D), (5)(B)(ii)]

Measures and Targets:

A. Routine Access: Nursing Facilities (NORS Element S-58) Percentage of nursing facilities within the PSA that were visited by an Ombudsman representative at least once each quarter **not** in response to a complaint. The percentage is determined by dividing the number of nursing facilities in the PSA that were visited at least once each quarter not in response to a complaint by the total number of nursing facilities in the PSA. NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this measure, no nursing facility can be counted more than once.

1. FY 2018-2019 Baseline: Number of Nursing Facilities visited atleast once a quarter not in response to a complaint 87 divided by the total number of Nursing Facilities 87 = Baseline 100 % FY 2020-2021 Target: 75 %
2. FY 2019-2020 Baseline: Number of Nursing Facilities visited at least once a quarter notin response to a complaint <u>d</u> ivided by the total number of Nursing Facilities = Baseline <u>%</u> FY 2021-2022 Target: %
3. FY 2020-2021 Baseline: Number of Nursing Facilities visited atleast once a quarter not in response to a complaintdivided by the total number of Nursing Facilities = Baseline% FY 2022-2023 Target: %
4. FY 2021-2022 Baseline: Number of Nursing Facilities visited atleast once a quarter not in response to a complaintdivided by the total number of Nursing Facilities = Baseline% FY 2023-2024 Target: %
Program Goals and Objective Numbers:

B. Routine access: Residential Care Communities (NORS Element S-61) Percentage of RCFEs within the PSA that were visited by an Ombudsman representative at least onceeach quarter during the fiscal year **not** in response to a complaint. The percentage is determined by dividing the number of RCFEs in the PSA that were visited at least once each quarter not in response to a complaint by the total number of RCFEs in the PSA. NOTE: This is not a count of *visits* but a count of *facilities*. In determining the number of facilities visited for this measure, no RCFE can be counted more than once.

1. FY 2018-2019 Baseline: Number of RCFEs visited at least once a quarter not in
response to a complaint <u>541</u> divided by the total number of RCFEs <u>591</u> = Baseline
<u>91.5</u> %
FY 2020-2021 Target: <u>70</u> %

Area Plan 2020-2024, Section 10 – Service Unit Plan (SUP) Objectives Aging & Independence Services: PSA #23 County of San Diego

2. FY 2019-2020 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaintdivided by the total number of RCFEs= Baseline%
FY 2021-2022 Target: %
3. FY 2020-2021 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaintdivided by the total number of RCFEs= Baseline %
FY 2022-2023 Target: %
4. FY 2021-2022 Baseline: Number of RCFEs visited at least once a quarter not in response to a complaintdivided by the total number of RCFEs = Baseline%
FY 2023-2024 Target: %
Program Goals and Objective Numbers:
C. Number of Full-Time Equivalent (FTE) Staff (NORS Element S-23) This number may only include staff time legitimately charged to the LTC Ombudsman Program. Time spent working for or in other programs may not be included in this number. For example, in a local LTC Ombudsman Program that considers full-time employment to be 40 hour per week, the FTE for a staff member who works in the Ombudsman Program 20 hours a week should be 0.5, even if the staff member works an additional 20 hours in another program.
1. FY 2018-2019 Baseline: 11.25 FTEs FY 2020-2021 Target: 11.25 FTEs
2. FY 2019-2020 Baseline:FTEs FY 2021-2022 Target:FTEs
3. FY 2020-2021 Baseline:FTEs FY 2022-2023 Target:FTEs
4. FY 2021-2022 Baseline:FTEs FY 2023-2024 Target:FTEs
Program Goals and ObjectiveNumbers:
D. Number of Certified LTC Ombudsman Volunteers (NORS Element S-24)
FY 2018-2019 Baseline: Number of certified LTC Ombudsman volunteers <u>94</u> FY 2020-2021 Projected Number of certified LTC Ombudsman volunteers <u>65</u>
FY 2019-2020 Baseline: Number of certified LTC Ombudsman volunteers FY 2021-2022 Projected Number of certified LTC Ombudsman volunteers FY 2021-2022 Projected Number of certified LTC Ombudsman volunteers
FY 2020-2021 Baseline: Number of certified LTC Ombudsman volunteers FY 2022-2023 Projected Number of certified LTC Ombudsman volunteers
FY 2021-2022 Baseline: Number of certified LTC Ombudsman volunteers FY 2023-2024 Projected Number of certified LTC Ombudsman volunteers

Aging & Independence Services: PSA #23

County of San Diego

Section Fourteen Notice of Intent to Provide Direct Services

CCR Article 3, Section 7320 (a)(b) and 42 USC Section 3027(a)(8)(C)

If a AAA plans to directly provide any of the following services, it is required to provide a description of the methods that will be used to assure that target populations throughout the PSA will be served.

☐ Check if not providing any of the below listed direct services.

Check applicable direct services Title IIIB	<u>Check</u> ea	ach applica 21-22	ble Fiscal ` 22-23	Year 23-24
⊠ Information and Assistance	ZU-Z I	Z 1-ZZ \times	ZZ-ZJ 	Z3-Z4 X
 ☑ Case Management 	\boxtimes	\boxtimes	\boxtimes	\boxtimes
□ Outreach				
□ Program Development				
□ Coordination				
⊠ Long Term Care Ombudsman	\boxtimes	\boxtimes	\boxtimes	\boxtimes
Title IID	20-21	21-22	22-23	23-24
oximes Disease Prevention and Health Promo.	\boxtimes	\boxtimes	\boxtimes	\boxtimes
Title IIIE ⁹	20-21	21-22	22-23	23-24
	\boxtimes	\boxtimes	\boxtimes	\boxtimes
☐ Access Assistance				
☐ Support Services				
Title VIIA	20-21	21-22	22-23	23-24
⊠ Long Term Care Ombudsman	\boxtimes		\boxtimes	\boxtimes
Title VII	20-21	21-22	22-23	23-24
□ Prevention of Elder Abuse, Neglect, and Exploitation.		\boxtimes		

Describe methods to be used to ensure target populations will be served throughout the PSA.

METHODS TO ASSURE THAT TARGET POPULATIONS WILL BE SERVED THROUGHOUT THE PSA

- Hiring of older, minority and bilingual staff and volunteers;
- Adequately representing targeted groups in the Advisory Council;
- Locating senior centers and congregate nutrition sites in areas of minority and low-income concentration;

Area Plan 2020-2024, Section 20 – Family Caregiver Support Program Aging & Independence Services: PSA #23 County of San Diego

Grandparent Services

Category	2020-2	021	2021-2	022	2022-2	023	2023-2	024
Grandparent	Yes	□No	Yes	□No	Yes	□No	Yes	□No
Information Services	□Direct	⊠Contract	□Direct	⊠Contract	□Direct	⊠Contract	□Direct	⊠Contract
Grandparent	Yes	□No	Yes	□No	Yes	□No	Yes	□No
Access Assistance	Direct	⊠Contract	Direct	⊠Contract	Direct	⊠Contract	Direct	⊠Contract
Grandparent	☐Yes	⊠No	Yes	⊠No	☐Yes	⊠No	☐Yes	⊠No
Support Services	□Direct	Contract	Direct	Contract	□Direct	Contract	□Direct	☐ Contract
Grandparent	Yes	□No	Yes	□No	Yes	□No	Yes	□No
Respite Care	Direct	⊠Contract	Direct	⊠Contract	Direct	⊠Contract	Direct	⊠Contract
Grandparent	☐Yes	⊠No	☐Yes	⊠No	☐Yes	⊠No	☐Yes	⊠No
Supplemental Services	□Direct	☐ Contract	Direct	Contract	□Direct	Contract	□Direct	☐ Contract

Justification: For <u>each</u> service category checked "no", explain how it is being addressed within the PSA. The justification must include the following:

- Provider name and address of agency
- Description of the service
- Where the service will be provided (entire PSA, certain counties, etc.)
- Information that influenced the decision not to provide the service (research, feedback from needs assessment, survey of senior population in PSA, etc.)
- How the AAA ensures the service continues to be provided in the PSA without the use of Title IIIE funds

Based on community feedback from the needs assessment survey and public feedback forums, AIS (PSA#23) does not use Title IIIE funds for Grandparent Support Services nor Supplemental Services. Instead, AIS collaborates with other County departments and community programs and contributes its own funds to the YMCA Youth & Family Services, 3708 Ruffin Road, San Diego, CA 92123, to provide services throughout the PSA.

Support Services provided: (a) Kinship Navigation, and short-term case management services to navigate complex systems including Child Welfare, Public Benefit, school, Mental Health, etc.; (b) In-home services to help kinship families, including grandparents raising grandchildren; (c) Information and Referral to resources in the area; (d) Support Groups (eight weekly county-wide) in English and Spanish for Kinship Caregivers to receive emotional support and education from other Kinship peers; (e) Family Events, four annual family events to provide family fun & bonding.

^{*}Refer to PM 11-11 for definitions for the above Title III E categories.

AIS Advisory Council (November 9, 2020)

Auxiliary Liaison Written Reports

CAREGIVER COALITION										
COUNCIL CONTACT	Susan Valoff	TIME PERIOD								
FALL PREVENTION (FP)										
COUNCIL CONTACT		TIME PERIOD	October 2020							
Fall Prevention Awareness Week 2020 Debrief: 20 workshops were facilitated; recordings are now available at										
www.SanDiegoFallPrevention.org. There were 177 unduplicated attendees across all workshops. The next meeting will be held on December 3, 2020.										
HEALTH PROMOTION (HP)										
COUNCIL CONTACT	TBD	TIME PERIOD								
	IHSS Advisory Committee									
COUNCIL CONTACT		TIME PERIOD								
	perless timesheets through the Ele he reporting of service hours. The									
meeting will be held on Noven		goal was to complete the co	Tiversion by 10/01/2020. The next							
	SVA/I	RSVP								
COUNCIL CONTACT	TBD	Time Period								
	EC A									
COUNCIL CONTACT	Lorelei Taylor	TIME PERIOD								
	N . (7 4 87								
Corpress Corps on	NorC									
COUNCIL CONTACT	Linda Prager	Time Period								
	SANDI	-CAN								
COUNCIL CONTACT	Monica Flynn	TIME PERIOD								
COUNCIL CONTINCT	11101110011111111	TIME TERROD								
	SoC	AN								
COUNCIL CONTACT	Luis Monge	TIME PERIOD								
	F 0 100									
Corpress Corps on	EAST COUNTY IG CO									
COUNCIL CONTACT	TBD	Time Period								
NORTH COUNTY IG COMMUNITY COUNCIL										
COUNCIL CONTACT	TBD	Time Period								
AGE WELL SAN DIEGO – DEMENTIA FRIENDLY										
COUNCIL CONTACT	TBD	TIME PERIOD								

AGE WELL SAN DIEGO – HEALTH & COMMUNITY SUPPORT								
COUNCIL CONTACT	Joe Garbanzos	Time Period						
AGE WELL SAN DIEGO – HOUSING								
COUNCIL CONTACT	Lorelei Taylor	TIME PERIOD						
AGE WELL SAN DIEGO – SOCIAL PARTICIPATION								
COUNCIL CONTACT	Rosemarie Bahmani	Time Period						
AGE WELL SAN DIEGO – TRANSPORTATION								
COUNCIL CONTACT	TBD	Time Period						
ALZHEIMER'S CARE ROUNDTABLE								
COUNCIL CONTACT	Ellen Arcadi	Time Period						
CALIFORNIA SENIOR LEGISLATURE								
COUNCIL CONTACT	Susan Mallett, Chair-PSA23	TIME PERIOD	October 2020					
An abbreviated CSL Annual Session was held via Zoom on October 27 and 28. The focus was the Chair's annual report and the selection of new members for the Joint Rules and Legislative Committees. A total of 12 legislative proposals will be advanced in								
2021, including the ten proposals from 2020 that were withdrawn due to COVID-19 restrictions and a shortened Legislative Session in Sacramento.								



STATE OF CALIFORNIA CALIFORNIA SENIOR LEGISLATURE

1020 N Street, Room 513, Sacramento, CA 95814 Phone (916) 552-8056 Fax (916) 552-8013 www.4csl.org

FOR IMMEDIATE RELEASE October 6, 2020

The California Senior Legislature Announces Top Legislative Priorities for 2021

(Sacramento, CA) The California Senior Legislature (CSL) announced the top State Legislative Proposals and Federal proposal. Members will advocate diligently during the 2021 legislative session to have state lawmakers support these priorities.

The following are the top State Legislative proposals:

1. AP-1: Senior Citizen Housing Developments: Cohabitants (SA Horne)

This measure would memorialize the Legislature and the Governor to enact legislation that would prohibit any rule or regulation that would prohibit a qualifying resident in a senior citizen housing development from sharing their home with an appropriate roommate, cohabitant, or co-occupant for companionship, caregiving, or increased income.

2. AP-2: San Onofre Nuclear Waste (SA Levy)

This measure would memorialize the Legislature and the Governor to enact legislation that would form an Oversight Committee to determine the actions the State should take to ensure that the operations of the San Onofre Nuclear Generating Station do not threaten public health or safety.

3. AP-3: Affordable Housing for Seniors: Sharing Housing (SA Rolfe)

This measure would memorialize the Legislature and the Governor to enact legislation that would allocate funds for a competitive grant for up to five counties in the amount of \$200,000 each to create shared housing programs that benefit at-risk seniors, defined as people at or over 50 years of age who are homeless, at risk of homelessness, or are homeowners at risk of losing their homes due to lack of funds.

4. AP-4: Travel Safety (SA Taylor)

This measure would memorialize the Legislature and the Governor to enact legislation that would require all hotels, motels, inns, and bed and breakfasts to install grab bars in the tub and shower areas and a nonskid surface on shower floors in all rooms available for public accommodation by January 1, 2025.

5. AP-5: Nursing Facilities: Informed Consent: Antipsychotic Meds (SA Levy)

This measure would memorialize the Legislature and the Governor to enact legislation requiring disclosure of all material information concerning any antipsychotic medication to all nursing facility and intermediate care facility residents, or their representatives, to enable residents to provide informed consent and prevent the inappropriate administration of antipsychotic medication to residents. The measure would further memorialize the Legislature and the Governor to enact legislation that requires the State Department of Public Health to evaluate compliance with these provisions during periodic state licensing inspections.

6. SP-1: Residential Care Facilities for the Elderly: Emergency Disaster Plans (SS Baginski)

This measure would memorialize the Legislature and the Governor to enact legislation that would require the State Department of Social Services, the Office of Emergency Services, and the Department of Technology, in partnership with the private sector, to develop and implement a secure online Emergency Management Database with an emergency disaster technology tool, to be maintained by the State Department of Social Services and accessible by emergency response personnel, and would require all licensed RCFEs to upload their emergency and disaster plans to the database by July 1, 2022.

7. SP-2 Health Care: Medical Goods (SS Baginski)

This measure would allocate \$800,000 for a 3-year pilot program to establish a comprehensive reuse and recycle program for home-based medical equipment and home health supplies for the counties of Napa, Solano, and Sonoma.

8. SP-3: Medi Cal: Long Term Care: Personal Needs Allowance (SS Wilder)

This measure would memorialize the Legislature and the Governor to enact legislation that would increase the personal needs allowance from \$35 to \$80 per month and annually adjust the personal needs allowance by the same percentage as the Consumer Price Index.

9. SP-4: Property Taxes: Monthly Installments (SS Fortunati)

This measure would memorialize the Legislature and the Governor to enact legislation that would encourage the Board of Supervisors for each county in the State and County Tax Collectors to establish payment systems allowing homeowners to pay their real property taxes in monthly installments with an Automated Clearinghouse Payment System.

10. SP-5: Health & Care Facilities: Reporting: Communicable Diseases (SS Baginski)

This measure would memorialize the Legislature and the Governor to enact legislation that, among other things, would include skilled nursing facilities, assisted living facilities, board and care homes, and independent congregate living facilities under the definition of health care providers for purposes of the reporting provisions described above; that communicable diseases of one or more that are reported to the local Public Health Offices be made available to the public within 24 hours of receiving the report; and that the collection and recording of older adult congregate living facility information be made consistent in all 58 California Counties.

11. SP-6: Senior Malnutrition Awareness Day (SS Pointer)

This measure would memorialize the Legislature and the Governor to enact legislation that would designate May 4, 2021, as Senior Malnutrition Awareness Day.

12. SP-7: Filipino Veterans of World War II (SS Kagan)

This measure would memorialize the Legislature and the Governor to enact legislation that would proclaim the month of December as "Filipino-American Veterans Month" to honor the contributions of Filipino Veterans of World War II.

The following is the Top Federal Legislative proposals:

1. SFP-1: Filipino Veterans of World War II (SS Kagan)

This measure would memorialize the Congress and the President of the United States to enact legislation that would proclaim the month of December as "Filipino-American Veterans Month" to honor the contributions of Filipino Veterans of World War II.

-END-

MORE INFORMATION CONTACT:

For more information contact Janice Bailey, Executive Director, at (916) 767-4382 or ibailey@seniorleg.ca.gov.