



Strategic Plan Update for Fiscal Year 2018-2019

The purpose of this document is to provide an annual update to the Strategic Plan for FY 2016-2020, which was approved by the Ventura County Board of Supervisors in May 2016; and was later approved by the California Department of Aging. The delivery of programs and services in FY 2018-2019 is contingent upon the availability of funds from all sources (federal, State and County). As of February 2018, when this document was readied for review and approval, the California Department of Aging had not yet released funding estimates for FY 2018-2019. These estimates specify the funding source and dollar amount of federal and state funds to be available next fiscal year. Hence, the projected programs and service units contained in this plan are subject to revision.

WHO ARE WE?

The Ventura County Area Agency on Aging is the principal agency that addresses issues that relate to older adults, adults with disabilities, and their caregivers. In addition to providing a number of direct programs, we also develop, enhance and maintain community-based systems of care that provide services, which support independence and protects the quality of life of older persons and persons with functional impairments. We also promote citizen involvement in the planning and delivery of services for Ventura County's older population, adults with disabilities, and their caregivers. We accomplish these objectives through a network of education, advocacy, problem-solving, program planning and by utilizing a variety of sources of funding.

Our governing body is the Ventura County Board of Supervisors. They set the policy, determine funding and approve the strategic plan and its submission to the California Department of Aging. We also have a 37-member Advisory Council that determines programming, funding priorities, advocacy efforts and makes recommendations to the Board of Supervisors. The Advisory Council is made up of representatives from each city, Board of Supervisors representatives, service provider representatives, focused population representatives and members of the California Senior Legislature.

WHOM DO WE SERVE?

We provide services to:

- Older adults age 60 years of age and older
- Persons with disabilities
- Unpaid caregivers

Services provided are dependent upon the funding requirements as well as program eligibility.

Our goal is to target our services to those in need and to make sure that our program participants mirror the composition of the community we serve. According to Ventura County Public Healthⁱ, the current total population of Ventura County is 860,013, an increase of 3,558 people from FY 2017-2018. An estimated 38.5% of the population speak a language other than English at home.

People over the age of 65 make up 14.48% of the population in the county versus 13.69% of the state population. The poverty rate remains around 8% of the total population versus 12% statewide.

OUR GOALS ARE SIMPLE

1. Provide resources and services
2. Increase awareness of programs and services

We plan to accomplish these measurable goals in FY 2018-2019 through providing direct services as well as contracting with other community-based organizations. Our goals contain strategies to include opportunities for collaboration and capacity building as well as to identify and address emerging needs and issues of the population we serve. The projected start date for all activities is July 1, 2018 through June 30, 2019. No services being provided are funded by Title IIIB program development and coordination dollars.

OUR PRIORITIES

During a strategic planning session held by the Advisory Council in January 2018, the following programs and efforts have been identified as priority objectives that:

1. Help older adults maintain their independence and ability to live at home.
2. Protect older adults living in long-term care facilities.
3. Provide home-delivered meals.
4. Provide health insurance information and system navigation through unbiased counseling.
5. Provide evidence-based classes that help prevent falls.
6. Provide congregate meals.
7. Prevent abuse and protect the rights of older adults to include case management for those that have been abused.
8. Provide transportation.
9. Provide family caregiver with information and assistance about available resources.
10. Provide emergency food.
11. Communicate to the public who we are, the services we provide, and the resources available.

This means that although all the objectives listed below are important, as are the additional strategies and activities to be undertaken to meet these goals, additional efforts that may include staff time and resources will be focused on these priorities.

Goal 1 Provide resources and services to older adults, adults with disabilities, and their unpaid caregivers that promote optimal well-being with an emphasis on wellness, safety and community livability.					
#	Category and narrative for Objective	# of service units	#of people served	Source of Funding	Update Status – New, Same, Decrease or Increase
1	Transportation – provide transportation to ensure older adults and persons with disabilities have access through accessible transportation to fully participate in the community.				
	For persons aged 60 and older, provide one-way trips to/from congregate meal sites	7,500	60	Title IIIB	Same
	Provide one-way trips for non-emergency medical appointments, shopping, etc.	28,500	800	Title IIIB VCTC	increase
2	Food and Nutrition – provide meals, supplemental food, nutrition counseling and education to ensure that older adults have access to nutritional meals, fresh fruits, and vegetables; as well as information to make healthy choices.				
	Congregate meals	72,000	2,950	Title IIIC1	increase
	Home delivered meals	137,700	1,090	Title IIIC2	increase
	Distribute farmers’ market coupons at local Certified Farmers’ Markets to eligible low-income participants	80% redemption rate	N/A	USDA	New
	Provide emergency food to older adults experiencing a food emergency	1,800	1,800	Title IIIB Donations	Same
	Supplement the meal program by planting and harvesting fresh produce in VCAAA’s Senior Nutrition Garden.	3,000 lbs. produce	250	County	New
	Nutrition Counseling (sessions)	67	67	Title IIIC	Same
	Nutrition Education (sessions)	20,000	3,450	Title IIIC	Same
3	Health, Fitness and Fall Prevention – provide evidence-based physical fitness classes to promote health and prevent falls. Additional help will be made available to older adults who have already experienced a fall.				
	Short-term case management for individuals that have fallen. Referrals come from emergency response and emergency department staff for people 65+ in Ojai, Ventura, Oxnard, Port Hueneme and Camarillo	N/A	300	County, Gold Coast Health Plan	Increase
	Provide Evidence-Based Classes (Classes include: Tai Chi: Moving for Better Balance, Stepping On, A Matter of Balance and Walk with Ease (Arthritis Foundation))	3,200	400	Title IIID City of Oxnard RSVP	Same

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4	Family Caregiver Services – provide programs and services to assist unpaid, informal caregivers, including older adults (such as grandparents) aged 55 and older raising children aged 18 and younger (such as grandchildren).					
	Caring for older adults:					
	Access: information and assistance and caregiver outreach (contacts)	4,620	196	Title III E	Same	
	Info services: public information activities and community education (events)	44	956,000	Title III E	Same	
	Support services: caregiver assessment, case management, support groups, training, and counseling (hours)	490	319	Title III E	Same	
	Respite services: in-home supervision and out-of-home day care (hours)	2,578	57	Title III E	Same	
	Supplemental services: caregiver adaptations and assistive devices (occurrences)	115	100	Title III E	Same	
	Caring for the children (grandparents raising grandchildren)					
	Access: information and assistance and caregiver outreach (contacts)	150	73	Title III E	Same	
	Info services: public information activities and community education (events)	16	351,000	Title III E	Same	
	Support services: caregiver assessment, case management, support groups and training (hours)	160	15	Title III E	Same	
	5	Maintaining Independence – Providing access to programs and services that foster independence and help older adults remain at home				
		Case management for older adults (hours)	1,600	220	Title III B	Same
Long-term case management for low-income people 65+ who meet level of care criteria		N/A	160	Medi-Cal	Same	
Short-term case management for residents of public housing in city of Ventura		N/A	65	Vta Housing Authority	Same	
Personal care (hours)		709	22	Title III B	Same	
Homemaker services (hours)		500	25	Title III B	Same	
Chore services (hours)		150	22	Title III B	Same	
Residential repairs/modifications		80	80	Title III B	Increase	
Personal/home safety		20	20	Title III B	Same	
Material aid		2,600	2,600	Title III B	Increase	
Subsidized employment training through the Senior Community Services Employment Program (SCSEP)	N/A	4	Title V	Decrease		
6	Socialization/Prevention of loneliness and isolation – providing services to reduce isolation and provide a human connection for older adults with few or no connections in the community, to alleviate depression and health concerns of those living alone and to provide a check in on older adults at-risk of losing their independence.					
	Peer counseling (hours)	616	300	Title III B	Same	
	Telephone reassurance (contacts)	2,236	1,816	Title III B	Same	

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7	Prevention of Abuse and Protection of Rights of Older Adults – provide programs and services that protect the rights and property of older adults and protect them from abuse.				
	Legal assistance regarding public benefits, landlord-tenant disputes, housing rights, elder abuse, powers of attorney, consumer finance, and creditor harassment, and consumer fraud and warranties	1,400	1,190	Title IIIB	Same
	Community education events on rights and benefits	8	208	Title IIIB	Same
	Elder Abuse Case Management	100	25	DA/VOCA	Increase
	Financial Abuse Specialist Team (FAST) to provide training to professionals	8	N/A	Title VIIB	Same
	Provide Legal Information for Elders (“LIFE”) workshops for seniors.	8	300	Title VIIB	Same
	Ombudsman Program ⁱⁱ will work to ensure the rights and well-being of individuals residing in long-term care facilities (skilled nursing facilities and board and care facilities) in Ventura County. Complaint resolution rate.	95%	N/A	Omb Title IIIB	Same
8.	Housing – connect people in need of housing with those willing to share their housing.				
	Referrals to other organizations for services	300	N/A		Same
	Matching home seekers with home providers	40	80		Same
	Match introduction – refer home seekers to home providers	180	N/A		New
Strategies to support the goal and objectives under this category:					
<ol style="list-style-type: none"> 1. Advocate for affordable housing for older adults and connecting housing and transportation in developing long-range planning around housing. 2. Maintain VCAAA webpage related to transportation options 3. Continue attendance on the Citizens Transportation Advisory Committee to advocate for the transportation needs of older adults and persons with disabilities. 4. Explore the use of alternate transportation modes such as driverless cars, and Uber advance at senior centers 5. Advocate for the development of strategies and collaborations that will ensure services and safe living options for homeless seniors in Ventura County, including veterans, and adults with disabilities. 6. Advocate for and develop strategies to address housing and transportation issues that impact older adults and persons with disabilities and examine other factors that contribute creating livable communities. 7. Encourage the creation of a multi-generational housing incorporating universal design. 8. Continue to advocate for the employment, training and job placement needs of older adults through participation on the Workforce Development Board. 9. Collaborate with public agencies and other stakeholders on a strategy for disaster planning and health emergencies 10. Continue leadership of Dementia Friendly Ventura County which includes developing strategies to generate awareness, identify and engage key stakeholders, and develop a long-range action plan to identify and address issues relevant to Ventura County residents. 11. Continue participation on the Fall Prevention Coalition 12. Collaborate with community-based organizations, including the Ventura County Hospital to Home Alliance, to advocate for mental health and substance abuse programs that serve older adults (aged 60+); and for staff training in geriatrics. 					

Goal 2 Increase awareness of programs and needs that support Ventura County’s older adults, adults with disabilities, and their unpaid caregivers to include providing tools, classes and assistance with enrollment.					
#	Category and Narrative for Objective	# of service units	#of people served	Source of Funding	Update Status – New, Same, Decrease or Increase
1	Information and Resources – provide easy, uniform and streamlined access to a broad array of services, supports and advocacy for older adults, adults with disabilities and their family caregivers.				
	Provide Information, assistance and referrals to include following up.	10,000	3,000	Title IIIB	Increase
	Provide outreach – one on one contact to connect to services at 30 events	5,000	N/A	Title IIIIB	Increase
	Provide Medicare enrollment assistance including assistance with Medicare Part D comparisons through the Health Insurance Counseling and Advocacy Program	4,037	2,399	HICAP	Decrease
	Provide benefit enrollment assistance in public programs	2,000	450	HICAP NCOA ADRC	Same
Strategies to support the goal and objectives under this category:					
<ol style="list-style-type: none"> 1. Continue to monitor the growth of the non-English speaking communities and develop resource materials to serve those individuals as needed. This includes working with community-based organizations to revise and update an inventory of service providers who speak and provide services in languages other than English in FY 2018-2019. 2. Continue participation on the LGBT Aging Coalition and work with older adults who identify as being Lesbian Gay Bisexual Transgender (LGBT) to increase awareness of the unique needs of LGBT seniors, including but not limited to residents in long-term care facilities. 3. Continue to manage the Senior Network, which consists of community-based service providers who represent the interests of older adults and persons with disabilities in Ventura County. This includes working with Senior Network members to identify service gaps, community awareness of the needs, coordination and integration of services, create opportunities for collaborations and problem sharing. 4. Promote optimal aging by adding a link to optimal aging information, continuing the optimal aging awards and pursuing funding for other projects such as photo and story contests. 					

2018 PUBLIC HEARING

This section documents the AAA’s public hearings, which gives older adults, adults with disabilities, and their caregivers the opportunity to comment on the development and content of the Area Plan. The purpose of the public hearing is to solicit comments from the community on the Area Plan and present the AAA’s methods for developing the Area Plan. The AAA must

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

Fiscal Year	Date	Location	Number of Attendees	Presented in Languages Other Than English?	Held at Long-Term Care Facility?
2016-2017	March 9, 2016	646 County Square Drive, Ventura, CA	54	Offered	No
2017-2018	March 8, 2017	646 County Square Drive, Ventura, CA	45	Offered	No
2018-2019	March 14, 2018	646 County Square Drive, Ventura, CA	50	No	No

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

1. Summarize the outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and disabled older individuals.
 Notice of the public hearing published in the Ventura Star, the newspaper with the largest circulation in Ventura County, on the VCAAA website and through targeted emails. The legal notice and emails included instructions on how to submit written testimony (as well as how to testify at the public hearing).
2. Were proposed expenditures for Program Development (PD) and Coordination (C) discussed?
 - Yes. Go to question #3
 - Not applicable, PD and C funds will not be used. Go to question #4
3. Summarize the comments received concerning proposed expenditures for PD and C.
 Not applicable.
4. Attendees were provided the opportunity to testify regarding setting of minimum percentages of Title III-B program funds to meet the adequate proportion funding for Priority Services.
 - Yes. Go to question #5
 - No, Explain:
5. Summarize the comments received concerning minimum percentages of Title III B funds to meet the adequate proportion funding for priority services.
 No comments received regarding the Title III B minimum percentages.
6. List any other issues discussed or raised at the public hearing.
 No issues were discussed and raised at the public hearing.

7. Note any changes to the Area Plan which were a result of input by attendees.
 No changes were made.

**SERVICE UNIT PLAN OBJECTIVES
 TITLES IIIB, III C AND III D FOR NAPIS CATEGORIES 1 THROUGH 16**

1. Personal Care (In-Home) Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	709	1	1.5
2017-2018	709	1	1.5
2018-2019	709	1	5
2019-2020		1	5

2. Homemaker Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	500	1	1.5
2017-2018	500	1	1.5
2018-2019	500	1	5
2019-2020		1	5

3. Chore Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	150	1	1.5
2017-2018	150	1	1.5
2018-2019	150	1	5
2019-2020		1	5

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	121,662	1	1.2
2017-2018	134,016	1	1.2
2018-2019	137,700	1	2
2019-2020		1	2

5. Adult Day Care/Adult Day Health Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	NONE	NA	NA
2017-2018	0	NA	NA
2018-2019	0	NA	NA
2019-2020	0	NA	NA

6. Case Management **Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	1,587	1	1.5
2017-2018	1,640	1	1.5
2018-2019	1,640	1	5
2019-2020		1	5

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	NONE	NA	NA
2017-2018	0	NA	NA
2018-2019	0	NA	NA
2019-2020	0	NA	NA

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	67,295	1	1.2
2017-2018	71,020	1	1.2
2018-2019	72,000	1	2
2019-2020		1	2

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	67	1	1.1
2017-2018	67	1	1.1
2018-2019	70	1	2
2019-2020		1	2

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	21,863	1	1.1
2017-2018	31,179	1	1.1
2018-2019	36,000	1	1
2019-2020		1	1

11. Legal Assistance (Title III-B and VII-B) **Unit of Service = 1 hour**

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	1,400	1	1.7
2017-2018	1,400	1	1.7
2018-2019	1,400	1	7
2019-2020		1	7

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

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	20,000	1	1.2
2017-2018	20,000	1	1.2
2018-2019	20,000	1	1
2019-2020		1	1

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13. Information and Assistance

Unit of Service = 1 contact

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	3,264	2	2.1
2017-2018	3,264	2	2.1
2018-2019	10,000	2	1
2019-2020		2	1

14. Outreach

Unit of Service = 1 contact

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	2,296	2	2.1
2017-2018	2,296	2	2.1
2018-2019	5,000	2	1
2019-2020		2	1

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

Service Category: Cash/Material Aid

Unit of Service = 1 assistance

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	100	1	1.2
2017-2018	100	1	1.2
2018-2019	2,600	1	2
2019-2020		1	2

Service Category: Peer Counseling

Unit of Service = 1 hour

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	616	1	1.6
2017-2018	616	1	1.6
2018-2019	616	1	6
2019-2020		1	6

Service Category: Personal/Home Security

Unit of Service = 1

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	20	1	1.5
2017-2018	20	1	1.5
2018-2019	20	1	5
2019-2020		1	5

Service Category: Residential Repairs/Modifications

Unit of Service = 1

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	76	1	1.6
2017-2018	76	1	1.6
2018-2019	80	1	5
2019-2020		1	5

Service Category: Telephone Reassurance

Unit of Service = 1 contact

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	2,236	1	1.6
2017-2018	2,236	1	1.6
2018-2019	2,236	1	6
2019-2020		1	6

16. Title III D Health Promotion

Service Category: Evidence-Based Health Promotion

Unit of Service = 1 contact

Fiscal Year	Proposed Units of Service	Goal Numbers	Objective Numbers
2016-2017	3,200	1	1.3
2017-2018	3,200	1	1.3
2018-2019	3,200	1	3
2019-2020		1	3

Required Title III D Health Promotion Objective / Activities:

VCAAA will provide evidence-based physical fitness classes for persons aged 60+ at sites throughout the county designed to promote health and prevent falls. Additional help will be made available to older adults who have already experienced a fall. These classes will be for older adults throughout the county:

- *Tai Chi: Moving for Better Balance™ (TCMBB)*
- *Stepping On*
- *A Matter of Balance*
- *Walk with Ease (Arthritis Foundation)*

2018-2019 – PROGRAM OUTCOMES FOR LONG-TERM CARE (LTC) OMBUDSMAN, TITLE IIIB AND TITLE VIIA

2016–2020 Four-Year Planning Cycle. As mandated by the Older Americans Act, the mission of the LTC Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of LTC facilities with the goal of enhancing the quality of life and care of residents. Each year during the four-year cycle, analysts from the Office of the State Long-Term Care Ombudsman (OSLTCO) will forward baseline numbers to the AAA from the prior fiscal year National Ombudsman Reporting System (NORS) data as entered into the Statewide Ombudsman Program database by the local LTC Ombudsman Program and reported by the OSTLCO in the State Annual Report to the Administration on Aging (AoA). The AAA will establish targets each year in consultation with the local LTC Ombudsman Program Coordinator. Use the yearly baseline data as the benchmark for determining yearly targets. Refer to your local LTC Ombudsman Program’s last three years of AoA data for historical trends. Targets should be reasonable and attainable based on current program resources. Complete all Measures and Targets for Outcomes 1-3.

Outcome 1. The problems and concerns of long-term care residents are solved through complaint resolution and other services of the Ombudsman Program. [OAA Section 712(a)(3),(5)]

MEASURES AND TARGETS

A. Complaint Resolution Rate (AoA Report, Part I.E, Actions on Complaints)

The average California complaint resolution rate for FY 2013-2014 was 73%.

1. FY 2014-2015 Baseline Resolution Rate: Number of complaints resolved 749 + Number of partially resolved complaints 56 divided by the Total Number of Complaints Received 877 = Baseline Resolution Rate 92% % FY 2016-17 Target Resolution Rate 89%
2. FY 2015-2016 Baseline Resolution Rate: Number of complaints resolved 563 + Number of partially resolved complaints 15 divided by the Total Number of Complaints Received 626 = Baseline Resolution Rate 92% FY 2017-18 Target Resolution Rate 92%
3. FY 2016-2017 Baseline Resolution Rate: Number of complaints resolved 580 + Number of partially resolved complaints 37 divided by the Total Number of Complaints Received 619 = Baseline Resolution Rate 99.7% FY 2018–19 Target Resolution Rate 95.5%
4. FY 2017-2018 Baseline Resolution Rate: Number of complaints resolved + Number of partially resolved complaints divided by the Total Number of Complaints Received = Baseline Resolution Rate % FY 2019-20 Target Resolution Rate %
Program Goals and Objective Numbers: 1.8

B. Work with Resident Councils (AoA Report, Part III.D.8)

1. FY 2014-2015 Baseline: number of Resident Council meetings attended 343 FY 2016-2017 Target: 314
2. FY 2015-2016 Baseline: number of Resident Council meetings attended 346 FY 2017-2018 Target: 334
3. FY 2016-2017 Baseline: number of Resident Council meetings attended 349 FY 2018-2019 Target: 334
4. FY 2017-2018 Baseline: number of Resident Council meetings attended FY 2019-2020 Target:
Program Goals and Objective Numbers: 1.8

C. Work with Family Councils (AoA Report, Part III.D.9)

1. FY 2014-2015 Baseline number of Family Council meetings attended 29 FY 2016-2017 Target: 23
2. FY 2015-2016 Baseline number of Family Council meetings attended: 4 FY 2017-2018 Target: 0 – Due to lack of interest.
3. FY 2016-2017 Baseline number of Family Council meetings attended 0 FY 2018-2019 Target: 1 – Corresponds with systems advocacy effort
4. FY 2017-2018 Baseline number of Family Council meetings attended FY 2019-2020 Target:
Program Goals and Objective Numbers: 1

D. Consultation to Facilities (AoA Report, Part III.D.4)

Count of instances of ombudsman representatives’ interactions with facility staff for the purpose of providing general information and assistance unrelated to a complaint. Consultation may be accomplished by telephone, letter, email, fax, or in person.

1. FY 2014-2015 Baseline: number of consultations 1303 FY 2016-2017 Target: 1500
2. FY 2015-2016 Baseline: number of consultations 2826 FY 2017-2018 Target: 2065
3. FY 2016-2017 Baseline: number of consultations 2776 FY 2018-2019 Target: 1,776
4. FY 2017-2018 Baseline: number of consultations FY 2019-2020 Target:
Program Goals and Objective Numbers: 1

E. Information and Consultation to Individuals (AoA Report, Part III.D.5)

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. Consultation may be accomplished by telephone, letter, email, fax, or in person.

1. FY 2014-2015 Baseline: number of consultations 5027 FY 2016-2017 Target: 4059
2. FY 2015-2016 Baseline: number of consultations 5131 FY 2017-2018 Target: 5079
3. FY 2016-2017 Baseline: number of consultations 5627 FY 2018-2019 Target: 5,627
4. FY 2017-2018 Baseline: number of consultations FY 2019-2020 Target:
Program Goals and Objective Numbers: 1

F. Community Education (AoA Report, Part III.D.10)

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.

1. FY 2014-2015 Baseline: number of sessions 82 FY 2016-2017 Target: 68
2. FY 2015-2016 Baseline: number of sessions 79 FY 2017-2018 Target: 81
3. FY 2016-2017 Baseline: number of sessions 87 FY 2018-2019 Target: 82
FY 2017-2018 Baseline: number of sessions FY 2019-2020 Target:
Program Goals and Objective Numbers: 1

G. Systems Advocacy

The local LTC Ombudsman Program will engage in the following priority systemic advocacy effort during Fiscal Year 2018-2019.

Systemic Advocacy Effort(s) for FY 2018-2019

Long Term Care Services of Ventura County (Ombudsman) will work with families of residents to encourage them to work together in forming Family Councils. By law, facilities must provide a place for Family Councils to meet and must advertise the council. Long Term Care Services will create marketing materials for families and facilities to aid them in forming the councils and will provide technical support in their formation. Families are not required to form a council, but our plan is to help create a best practices council that can be used as a model for other facilities. Long Term Care Services will provide training to staff and volunteers in the creation and formation of effective councils.

Outcome 2. Residents have regular access to an Ombudsman. [(OAA Section 712(a)(3)(D), (5)(B)(ii)]

MEASURES AND TARGETS:

A. Facility Coverage other than in response to a complaint (AoA Report, Part III.D.6)

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 2014-2015 Baseline: Number of Nursing Facilities visited at least once a quarter, not in response to a complaint 20 divided by the total number of Nursing Facilities 20 = Baseline 100 % FY 2016-2017 Target: 100 %
2. FY 2015-2016 Baseline: Number of Nursing Facilities visited at least once a quarter, not in response to a complaint 19 divided by the total number of Nursing Facilities 19 = Baseline 100% FY 2017-2018 Target: 100%
3. FY 2016-2017 Baseline: Number of Nursing Facilities visited at least once a quarter, not in response to a complaint 19 divided by the total number of Nursing Facilities 19 = Baseline 100% FY 2018-2019 Target: 100%
4. FY 2017-2018 Baseline: Number of Nursing Facilities visited at least once a quarter, not in response to a complaint divided by the total number of Nursing Facilities = Baseline % FY 2019-2020 Target: %
Program Goals and Objective Numbers: 1.8

B. Facility Coverage other than in response to a complaint (AoA Report, Part III.D.6)

Percentage of RCFEs within the PSA that were visited by an ombudsman representative at least once each 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 2014-2015 Baseline: Number of RCFEs visited at least once a quarter, not in response to a complaint 204 divided by the total number of RCFEs 209 = Baseline 98 % FY 2016-2017 Target: 98 %
2. FY 2015-2016 Baseline: Number of RCFEs visited at least once a quarter, not in response to a complaint 201 divided by the total number of RCFEs 210 = Baseline 98% FY 2017-2018 Target: 98%
3. FY 2016-2017 Baseline: Number of RCFEs visited at least once a quarter, not in response to a complaint 207 divided by the total number of RCFEs 214 = Baseline 97% FY 2018-2019 Target: 97%
4. FY 2017-2018 Baseline: Number of RCFEs visited at least once a quarter, not in response to a complaint divided by the total number of RCFEs = Baseline % FY 2019-2020 Target: %
Program Goals and Objective Numbers: 1.8

C. Number of Full-Time Equivalent (FTE) Staff (AoA Report Part III. B.2. – Staff and Volunteers)

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 hours 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 2014-2015 Baseline: 4.45 FTEs FY 2016-2017 Target: 4.0 FTEs
2. FY 2015-2016 Baseline: 4.45 FTEs FY 2017-2018 Target: 4.45 FTEs
3. FY 2016-2017 Baseline: 5.0 FTEs FY 2018-2019 Target: 5.0 FTEs
4. FY 2017-2018 Baseline: FTEs FY 2019-2020 Target: FTEs
Program Goals and Objective Numbers: 1.8

D. Number of Certified LTC Ombudsman Volunteers (AoA Report Part III. B.2. Staff & Volunteers)

1. FY 2014-2015 Baseline: Number of certified LTC Ombudsman volunteers 58 FY 2016-2017 Projected Number of certified LTC Ombudsman volunteers 62
2. FY 2015-2016 Baseline: Number of certified LTC Ombudsman volunteers 53 FY 2017-2018 Projected Number of certified LTC Ombudsman volunteers 53
3. FY 2016-2017 Baseline: Number of certified LTC Ombudsman volunteers 53 FY 2018-2019 Projected Number of certified LTC Ombudsman volunteers 55
4. FY 2017-2018 Baseline: Number of certified LTC Ombudsman volunteers FY 2019-2020 Projected Number of certified LTC Ombudsman volunteers
Program Goals and Objective Numbers: 1.8

Outcome 3. Ombudsman representatives accurately and consistently report data about their complaints and other program activities in a timely manner. [OAA Section 712(c)]

MEASURES AND TARGETS:

In the box below, in narrative format, describe one or more specific efforts your program will undertake in the upcoming year to increase the accuracy, consistency, and timeliness of your National Ombudsman Resource System (NORS) data reporting. Some examples could include:

- Having Ombudsman Program staff and volunteers regularly attend NORS Consistency Training provided by the OSLTCO
- Hiring additional staff to enter data
- Updating computer equipment to make data entry easier
- Initiating a case review process to ensure case entry is completed in a timely manner

Ombudsman program staff and volunteers will attend, as needed, appropriate training on accuracy, consistency, and timeliness of the reporting of data pertinent to the Ombudsman program.

2018-2019 SERVICE UNIT PLAN (SUP) OBJECTIVES – TITLE VIIB ELDER ABUSE PREVENTION

Fiscal Year	Total # of Public Education Sessions	Fiscal Year	Total # of Training Sessions for Professionals
2016-2017	8	2016-2017	8
2017-2018	8	2017-2018	8
2018-2019	8	2018-2019	8
2019-2020		2019-2020	
Fiscal Year	Total # of Training Sessions for Caregivers served by Title III E	Fiscal Year	Total # of Hours Spent Developing a Coordinated System
2016-2017	0	2016-2017	200
2017-2018	0	2017-2018	200
2018-2019	0	2018-2019	0
2019-2020		2019-2020	
Fiscal Year	Total # of Copies of Educational Materials to be Distributed	Description of Educational Materials	
2016-2017	300	300 Legal Information for Elders (LIFE) guides will be printed	
2017-2018	300	300 Legal Information for Elders (LIFE) guides will be printed	
2018-2019	300	300 Legal Information for Elders (LIFE) guides will be printed	
2019-2020			
Fiscal Year	Total Number of Individuals Served	Agencies receiving Title VIIA Elder Abuse Prevention funding	
2016-2017	300	<ul style="list-style-type: none"> • Ventura County Area Agency on Aging • Grey Law of Ventura County (provider of legal services) 	
2017-2018	300		
2018-2019	300		
2019-2020			

TITLE VIIA ELDER ABUSE PREVENTION – OBJECTIVE 1.7 (required):

VCAAA staff VCAAA staff will assist with the distribution of educational materials regarding the prevention, detection, assessment, treatment and intervention and investigation of elder abuse, neglect, and exploitation, including financial exploitation. This will include the publishing and distribution of 300 *Legal information or Elders* (“LIFE”). The VCAAA will work with the managing

attorney of the legal services provider (Grey Law of Ventura County, Inc.) to provide workshops for seniors on the contents of the LIFE book. Workshops will be presented based on requests from local community groups. Typically, the classes will be offered at senior centers and other locations where older adults convene.

2018-2019 TITLE III E FAMILY CAREGIVER – SERVICE UNIT PLAN OBJECTIVES FOR DIRECT AND/OR CONTRACTED SERVICES

CARING FOR ELDERLY

CATEGORIES	1	2	3
Caring for Elderly	Proposed Units of Service	Required Goal #(s)	Optional Objective #(s)
Information Services	# of activities and Total est. audience for above		
2016-2017	# of activities: 80 Total est. audience for above: 131,200	2	4
2017-2018	# of activities: 44 Total est. audience for above: 330,000	2	4
2018-2019	# of activities: 44 Total est. audience for above: 700,550	2	4
2019-2020	# of activities: Total est. audience for above:	2	4
Access Assistance	Total contacts		
2016-2017	1,800	2	4
2017-2018	1,800	2	4
2018-2019	1,800	2	4
2019-2020		2	4
Support Services	Total hours		
2016-2017	970	1	4
2017-2018	240	1	4
2018-2019	490 (Caregiver assessment, 120; Caregiver case management, 150; Caregiver support groups, 35; Caregiver training, 35; Caregiver pre-placement counseling, 150)	1	4
2019-2020		1	4
Respite Care	Total hours		
2016-2017	2,000	1	4
2017-2018	2,578	1	4

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2018-2019	2,464 (due to increase cost)	1	4
2019-2020		1	4
Supplemental Services	Total occurrences		
2016-2017	88	1	4
2017-2018	115	1	4
2018-2019	125	1	4
2019-2020		1	4

GRANDPARENT SERVICES CARING FOR CHILD

CATEGORIES	1	2	3
Caring for Child	Proposed Units of Service	Required Goal #(s)	Optional Objective #(s)
Information Services	# of activities and Total est. audience for above		
2016-2017	# of activities: 13 Total est. audience for above: 3,060	1	4
2017-2018	# of activities: 16 Total est. audience for above: 3,060	1	4
2018-2019	# of activities: 44 – now done in conjunction with Caring for Elderly Total est. audience for above: 700,550	1	4
2019-2020	# of activities: Total est. audience for above:	1	4
Access Assistance	Total contacts		
2016-2017	150	1	4
2017-2018	150	1	4
2018-2019	150	1	4
2019-2020		1	4
Support Services	Total hours		
2016-2017	225	1	4
2017-2018	160	1	4
2018-2019	160	1	4
2019-2020		1	4
Respite Care	Total hours		
2016-2017	0	N/A	N/A
2017-2018	0	N/A	N/A
2018-2019	0	N/A	N/A
2019-2020	0	N/A	N/A
Supplemental Services	Total occurrences		

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2016-2017	0	N/A	N/A
2017-2018	0	N/A	N/A
2018-2019	0	N/A	N/A
2019-2020	0	N/A	N/A

**UPDATE OF SECTION 10E – 2017-2018
TITLE V SENIOR COMMUNITY SERVICES EMPLOYMENT PROGRAM OBJECTIVES**

Subcontractor Name	SER-Jobs for Progress, Inc.
Location	Ventura County Job and Career Center – West Oxnard
Street Address	2901 Ventura Rd., 3rd Floor, Oxnard, CA 93036
Name and title of all paid SCSEP staff members	One paid staff person (part-time): Maria Lopez, Site Coordinator, employed by the subcontractor, SER Jobs for Progress
How many participants are served at this site?	4 Modified Positions (7 authorized) – reduction due to funding as well as redistribution of participant slots
Goal/Objective Number	Goal 1, Objective 5

**UPDATE OF SECTION 10F – 2017-2018 – HEALTH INSURANCE COUNSELING
AND ADVOCACY PROGRAM (HICAP) SERVICE UNIT PLAN**

STATE & FEDERAL PERFORMANCE TARGETS: The Administration for Community Living (ACL) establishes targets for the State Health Insurance Assistance Program (SHIP)/HICAP performance measures (PMs). ACL introduced revisions to the SHIP PMs in late 2016 in conjunction with the original funding announcement (ref HHS-2017-ACL-CIP-SAPG-0184) for implementation with the release of the Notice of Award (Grant No. 90SAPG0052-01-01 issued July 2017). The new five federal PMs generally reflect the former seven PMs (PM 2.1 through PM 2.7), except for PM 2.7, (Total Counseling Hours), which was removed because it is already being captured under the *SHIP Annual Resource Report*. As a part of these changes, ACL eliminated the performance-based funding scoring methodology and replaced it with a Likert scale comparison model for setting National Performance Measure Targets that define the proportional penetration rates needed for improvements.

Using ACL’s approach, CDA HICAP provides State and Federal Performance Measures with goal-oriented targets for each AAA’s Planning and Service Area (PSA). One change

to all PMs is the shift to county-level data. In general, the State and Federal Performance Measures include the following:

- PM 1.1 Clients Counseled ~ Number of finalized Intakes for clients/ beneficiaries that received HICAP services
- PM 1.2 Public and Media Events (PAM) ~ Number of completed PAM forms categorized as “interactive” events
- PM 2.1 Client Contacts ~ Percentage of one-on-one interactions with any Medicare beneficiaries
- PM 2.2 PAM Outreach Contacts ~ Percentage of persons reached through events categorized as “interactive”
- PM 2.3 Medicare Beneficiaries Under 65 ~ Percentage of one-on-one interactions with Medicare beneficiaries under the age of 65
- PM 2.4 Hard-to-Reach Contacts ~ Percentage of one-on-one interactions with “hard-to-reach” Medicare beneficiaries designated as:
 - PM 2.4a Low-income (LIS)
 - PM 2.4b Rural
 - PM 2.4c English Second Language (ESL)
 - PM 2.5 Enrollment Contacts ~ Percentage of contacts with one or more qualifying enrollment topics discussed

AAA’s should demonstrate progress toward meeting or improving on the Performance requirements established by CDA and ACL as is displayed annually on the *HICAP State and Federal Performance Measures* tool located online at: <https://www.aging.ca.gov/ProgramsProviders/AAA/Planning/>.

For current and future planning, CDA requires each AAA ensure that HICAP service units and related federal *Annual Resource Report* data are documented and verified complete/finalized in CDA’s Statewide HICAP Automated Reporting Program (SHARP) system per the existing contractual reporting requirements. HICAP Service Units do not need to be input in the Area Plan (with the exception of HICAP Paid Legal Services, where applicable).

HICAP Legal Services Units of Service

Fiscal Year	3.1 Estimated Number of Clients Represented Per FY (Unit of Service)	Goal No.
2016-2017	3	2
2017-2018	3	
2018-2019	3	
2019-2020		
Fiscal Year	3.2 Estimated Number of Legal Representation Hours Per Unit of Service	Goal No.
2016-2017	3	2
2017-2018	3	

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2018-2019	3	
2019-2020		
Fiscal Year	3.3 Estimated Number of Program Consultation Hours Per Unit of Service	Goal No.
2016-2017	5	2.2
2017-2018	5	
2018-2019	5	
2019-2020		

**UPDATE OF SECTION 17– 2017-2018 – VCAAA ADVISORY COUNCIL MEMBERSHIP
(AS OF MARCH 31, 2018)**

Total Council Membership including vacancies: 37
Total Council Membership excluding vacancies: 30
Number of Council Members Aged 60 or Older: 27 out of 30 or 90%

Current Officers:

Antoinette Olson, Chair
 Suz Montgomery, Vice Chair
 Jay Evans, Secretary

Representative of:	Name:	Term Expires:	New Term End:
Board of Supervisors, District 1	Rose Gossom	1/13/19	
Board of Supervisors, District 2	Dr. David Birenbaum	12/15/19	
Board of Supervisors, District 3	William Cunneen	3/7/19	
Board of Supervisors, District 4	Smita Dandekar	6/30/18	06/30/2020
Board of Supervisors, District 5	Joyce Pinkard	02/06/20	
Board of Supervisors, At-Large	Vacant		To be appointed in September
City of Camarillo	Robert Taylor	6/30/18	06/30/2020
City of Camarillo	Jay Evans	6/30/18	06/30/2020
City of Fillmore	Vacant		
City of Fillmore	Vacant		
City of Moorpark	Vicki Tripoli	6/30/18	Glen Rowe - 06/30/2020

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Representative of:	Name:	Term Expires:	New Term End:
City of Moorpark			06/30/2020
City of Moorpark	Sandra Fide	6/30/18	06/30/2020
City of Ojai	Bill Nugent	6/30/19	
City of Ojai	Deirdre Daly	6/30/18	06/30/2020
City of Oxnard	Alice Sweetland	6/30/18	
City of Oxnard	Clark Owens	1/23/19	
City of Port Hueneme	Vacant		
City of Port Hueneme	Vacant		
City of Santa Paula	Vacant		
City of Santa Paula	Martha Navarette	10/30/2019	
City of Simi Valley	Antoinette M. Olson	6/30/19	
City of Simi Valley	Neil Spector	6/30/18	06/30/2020
City of Thousand Oaks	Ronald Hage	6/30/18	06/30/2020
City of Thousand Oaks	Karen Gorback	6/30/18	New person to be appointed September 2018
City of Ventura	Lori Harasta	6/30/19	
City of Ventura	Suz Montgomery	6/30/19	
California Senior Legislature	Larry Hartmann, Senator	6/30/18	Karen Gorback – 06/30/2022
California Senior Legislature	June Glasmeier, Assembly Member	6/30/18	Tony Gitt – 06/30/2022
California Senior Legislature	William Witt, Assembly Member	6/30/18	To be elected September 2018
Immediate Past Chair	Nick Fotheringham (Thousand Oaks)	6/30/18	06/30/2019
Service Provider Representative	Martha Shapiro	6/30/19	
Service Provider Representative	Sylvia Taylor Stein	6/30/18	Mike Williams - 06/30/2020
Focused Populations:			
Veterans	Vacant		Sylvia Stein - 06/30/2020
Family Caregivers	Sue Tatangelo	6/30/19	
Persons with Disabilities	Danielle Anderson	6/30/19	
LGBT	Marcy Sherbok	6/30/19	
Behavioral Health	Cleo Anderson	6/30/19	

Race/Ethnic Composition:

Race/Ethnicity	Percent of PSAs Aged 60+ Population 2014 Estimates*	Percent of Aged 60+ Population on Advisory Council as of 3/31/2018
White Race Alone	46.5%	83.00%
Hispanic or Latino, Any Race	42.0%	7%
Black or African American	1.6%	7%
American Indian and Alaska Native	0.9%	0
Asian	7.1%	0
Native Hawaiian/Pacific Islander	0.2%	0
Other Race/Multiple Races	5.4%	3%

*Source: American Community Survey, US Census Bureau, 1-Year Estimate for 2014, #S0102

Indicate which member(s) represent each of the “Other Representation” categories listed below.

	Yes	No
Low-income Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Person with a disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Supportive Services Provider Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Health Care Provider Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Family Caregiver Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local Elected Officials	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Individuals with Leadership Experience in Private and Voluntary Sectors	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Explain any “No” answer(s): No elected officials applied to serve on the VCAAA Advisory Council. The VCAAA is a unit of local government and its governing board is comprised of elected officials, i.e., the Ventura County Board of Supervisors. Six of the seats represent elected officials.

Briefly describe the local governing board’s process to appoint Advisory Council members: *These methods are used to appoint individuals to the Advisory Council:*

Appointing Agency	# of Members
Two representatives are appointed from each of the ten (10) cities in the county via the local councils on aging (of which members are typically appointed by the respective City Councils).	20
Appointments by the Ventura County Board of Supervisors	6

VCAAA invites applications to fill the two service provider slots, and Advisory Council members vote for their choices. The two applicants with the highest number of votes are elected.	2
Three (3) local representatives of the California Senior Legislature represent Ventura County: 2 Assembly Members 1 Senator	3
Immediate past chair of the Advisory Council remains on the Council for the year following his/her term of office.	1
One representative from each of these five (5) focused populations: Family Caregiver Persons with Disabilities Mental Health Lesbian, Gay, Bisexual, Transgender (LGBT) Veterans	5
TOTAL:	37

UPDATE OF SECTION 18– 2018-2019 – LEGAL ASSISTANCE

1. Specific to Legal Services, what is your AAA’s Mission Statement or Purpose Statement?

The VCAAA’s Legal Services mission is: To ensure justice, dignity, health, security, maximum autonomy and independence to older Californians by protecting and enforcing the legal rights of individuals and by promoting social change through broad elder rights advocacy. The purpose of the Legal Services Program is to deliver quality, cost-effective services designed to address the unmet legal needs of vulnerable Ventura County seniors.

2. Based on your local needs assessment, what percentage of Title III B funding is allocated to Legal Services? At a minimum, 5% of Title IIIB funding.

3. Specific to legal services, has there been a change in your local needs in the past four years? The local needs have remained the same over the past four years. Funding for legal services is extremely limited. LSP would like to be able to setup a litigation fund for low-income seniors.

4. Specific to Legal Services, does the AAA’s contract/agreement with the Legal Services Provider(s) (LSPs) specify that the LSPs are expected to use the California Statewide Guidelines in the provision of OAA legal services? Yes. The contract between AAA and the LSP specifies that LSPs are expected to use the California Statewide Guidelines. Said guidelines are “Exhibit C” of the contract.

5. Does the AAA collaborate with the Legal Services Provider(s) to jointly establish specific priorities issues for legal services? If so what are the top four (4) priority legal

issues in your PSA? Yes, at a minimum, the LSP and AAA annually review together the LSP's service priorities with the LSP providing critical input. The top four priority legal issues in PSA 18 are:

- 1) Consumer: debt and collections, harassment by creditors and consumer fraud
- 2) Abuse/Neglect/Exploitation: elder abuse/exploitation cases, financial abuse
- 3) Planning/Personal Autonomy: advance directives, powers of attorney
- 4) Housing: reverse mortgage foreclosures, landlord disputes, predatory lending

6. Specific to Legal Services, what is the targeted senior population and mechanism for reaching targeted groups in your PSA? The populations targeted to receive legal services in PSA 18 are seniors aged 60 and older who:

- Are the most frail and vulnerable seniors (such as individuals aged 85 and over);
- Are in the greatest social and economic need;
- Are homebound, socially isolated, or living alone with no support;
- Are experiencing physical and financial abuse;
- Are experiencing chronic health problems, mental or physical disabilities (including deaf, hearing-impaired and blind seniors), and, caregivers of these populations; and
- Have limited regarding English skills.

Mechanisms for reaching these populations include, but are not limited to:

- Working with the AAA and its Aging and Disability Resource Center (ADRC) to keep abreast of needs, statistics and new and ongoing opportunities for outreach (such as to LGBT seniors);
- Participating in the development of the AAA's Master Strategic Plan (Area Plan) and annual updates;
- Distributing LSP's brochures in English and Spanish at senior centers, public speaking events, and outreach event;
- Utilizing public service announcements (PSAs);
- Encouraging word-of-mouth among seniors to advertise the program;
- Legal services are advertised in newsletters and press releases, including those published by local senior/community centers (focal points);
- LSPs website;
- Working/communicating with allied service providers including but not limited to the long-term care Ombudsman, the local Bar Association, Adult Protective Services, Superior Court's Self-Help Center, local senior centers and community centers, AAAs Senior Network, local law enforcement, the FBI, the three family caregiver centers that receive Title III-E funds from the AAA (including the newer center that targets monolingual-Spanish speakers), and the Independent Learning Resource Center.

7. Specific to Legal Services, what is the targeted senior population and mechanism for reaching targeted groups in your PSA? Please Note that this is a duplicate of

Question #6. For answers, please review to Question #6 above.

8. How many legal assistance service providers are in your PSA?

Fiscal Year	# of Legal Assistance Services Providers
2016-2017	1
2017-2018	1
2018-2019	1
2019-2020	

9. Does your PSA have a hotline for legal services? No.

10. What methods of outreach are Legal Services providers using? Outreach campaigns are conducted throughout the year via the news media (print and broadcast), regular presentations to nonprofit community-based organizations (e.g., hospice groups, etc.), community fairs, and regularly scheduled days each month at senior centers. This is continually being expanded to reach individuals isolated due to language or cultural barriers. Working with the AAA and its Aging and Disability Resource Center (ADRC) to keep abreast of needs, statistics and new and ongoing opportunities for outreach (such as to LGBT seniors). Distributing LSP’s brochures in English and Spanish at senior centers, public speaking events, and outreach event. Public service announcements. Encouraging word-of-mouth among seniors to advertise the program. Legal services are advertised in newsletters and press releases, including those published by local senior/community centers (focal points). LSPs website. Working/communicating with maintaining positive relationships with the long-term care Ombudsman, the local Bar Association, Adult Protective Services, Superior Court’s Self-Help Center, local senior centers and community centers, local law enforcement, the FBI, the three family caregiver centers that receive Title III-E funds from the AAA (including the newer center that targets monolingual-Spanish speakers), and the Independent Learning Resource Center and making sure availability of services is known among the entire aging services network in PSA 18.

11. What are geographic regions covered by each provider?

Fiscal Year	Name of Provider	Geographic Region
2016-2017	Grey Law of Ventura, Inc.	Entire County
2017-2018	Grey Law of Ventura, Inc.	Entire County

2018-2019	Grey Law of Ventura, Inc.	Entire County
2019-2020		

- 12. Discuss how older adults access Legal Services in your PSA:** Older adults access legal services by calling to schedule an appointment at the provider’s office or the local senior center. Seniors must be Ventura County residents aged 60 years and older.
- 13. Identify the major types of legal issues that are handled by the Title III-B legal provider(s) in your PSA.** Credit card debt has been and continues to be a major legal problem for many older adults. They can carry the debt when they are working and when they cannot work anymore (due to retirement or illness, etc.), they are unable to pay off their debt. Consumer debt has completely overtaken all other areas of legal services and represents over one-third of Grey Law’s annual senior consultations and volunteer hours. Other major issues and/or new trends include reverse mortgage issues, elder abuse, health care directives, decision-making choices, durable power of attorney, Social Security, Medicare, Medi-Cal, nursing homes, and consumer fraud.
- 14. In the past four years, has there been a change in the types of legal issues handled by the Title III-B legal provider(s) in your PSA?** The types of legal issues remain consistent.
- 15. What are the barriers to accessing legal assistance in your PSA? Include proposed strategies for overcoming such barriers.** Barriers to access include (1) people wanting more legal representation than what funding can provide; (2) language and cultural barriers, which can cause seniors not to seek services; and (3) lack of transportation to and from the sites where services are provided. This problem has improved over the past few years as more seniors learn about transportation resources. Strategies for overcoming these barriers include the need for increased funding from the Older Americans Act to provide legal services; continued recruitment and retention of more volunteers (who must be attorneys or law students); working with local churches to identify and reach non-mainstream seniors who could benefit from legal services, and volunteers who would be willing to provide transportation to/from appointments.
- 16. What other organizations or groups does your legal service provider coordinate services with? Discuss:** The LSP coordinates services with these organizations:
- Adult Protective Services (County of Ventura)
 - Alzheimer’s Association, Central Coast Chapter
 - California Rural Legal Assistance, Inc.
 - Community Action of Ventura County
 - Conejo Valley Senior Concerns
 - Financial Abuse Specialist Team (FAST)
 - Health Insurance Counseling and Advocacy Program (HICAP) (County of Ventura)

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- Jewish Family Services regarding family law
- Legal Access Clinic at the Courts
- Ombudsman (Long Term Care Services of Ventura County, Inc.)
- Senior Hotline (“211”)
- Ventura County Area Agency on Aging
- Veterans Services Office (County of Ventura)

ⁱ Ventura County Public Health, www.healthmattersinvc.org