

Best Practices

Supportive Services (Title IIIB)

Monitoring

Title III B Monitoring Tool (2006) – PSA 4

To comply with the OAA, the Area 4 Agency on Aging developed a tool to evaluate the effectiveness of funded Title III B supportive services. The tool can be edited to be applicable to various programs; however, the intent of the tool remains constant for all programs. The tool evaluates the following areas:

- Clientele;
- Client Records;
- Staffing;
- Behavioral Interventions;
- Training and Support for Families;
- Counseling;
- Facility Programming;
- Achievement/Challenges;
- Follow-up on Last Year's Recommendations; and
- Current Year's Recommendations.

Comprehensive Title III B Monitoring Tool (2007) – PSA 17

The Central Coast Commission for Senior Citizens uses an excellent tool titled, Monitoring Standards & Criteria Title III Projects, to monitor its Title III programs. The tool has 15 standards that contain a minimum of five questions each that are answered yes or no. A comments section accompanies each standard. The standards cover major program and administrative activities including such areas as data collection, use of volunteers, coordination efforts, and personnel practices. The tool is very clear and well organized and can be adapted for use by all AAAs.

Grantee Self Assessment Form (2008) – PSA 18

Ventura County AAA's service providers complete a Grantee Self Assessment Form prior to the AAA conducting an onsite assessment. The Grantee Self Assessment Form contains 48 questions and is quite inclusive, covering major programmatic and administrative areas, i.e., personnel policies and procedures, service delivery, budgeting, etc. It provides an excellent basis for onsite monitoring visits and can be a helpful addition to any AAA's monitoring procedures.

Client Satisfaction Survey

Client Satisfaction Survey (2006) – PSA 30

The Stanislaus County Department of Aging and Veteran's Services Client Satisfaction Survey for the Homemaker program is very clear and user friendly. The questions are easily understood and can be answered quickly.

Customer Satisfaction Survey Tool (2005) – PSA 21

The Riverside County Office on Aging exhibits a commitment to seek client feedback via customer satisfaction surveys, and its Postcard Customer Satisfaction Survey is a particularly useful tool.

Specific Programs

Case Management

Case Management Monitoring Tool (2006) – PSA 6

Although the San Francisco Department of Aging and Adult Services does not fund a Title III B Case Management Program, the tool used to monitor—Non-profit Contract Monitoring Standard Assessment Form: Program—is an excellent model and could be replicated by other case management programs in the State.

Allowing Staff to Assist in Reorganizing Case Management Program (2008) – PSA 23

The County of San Diego Aging and Independent Services Case Management Program has been restructured to emphasize delivery of services. The Program Manager and staff recognized the need to change the program to remove the Linkages procedural requirements that are not required for the Case Management Program and emphasize the needs of the clients for efficient service delivery. The Program Manager allowed staff to develop and name the program, which empowered them to take pride and ownership in their accomplishment. This practice highlights excellent management skills.

Education

Elder Abuse Education (2008) – PSA 14

The Fresno-Madera AAA contracts with the Fresno County Sheriff's Department to provide an officer to educate first responders and the community about Elder Abuse.

Information and Assistance (I&A)

Exemplary I&A Program (2005) – PSA 20

- The San Bernardino County Department of Aging and Adult Services has demonstrated a commitment to help I&A staff become certified specialists.
- The I&A program does frequent outreach to nutrition sites, resource fairs, and health fairs. Mr. Nelson was particularly impressed with outreach conducted at low-income senior apartments which typically house frail and vulnerable individuals.
- The I&A program has Customer Satisfaction Surveys available in both English and Spanish.
- The I&A program utilizes a comprehensive document titled, "Employee Conduct: Policies and Procedures." Sections on confidentiality and mandated reporting requirements are included. I&A program staff must acknowledge in writing they understand the contents of the document. The policies and procedures place an emphasis on professionalism and expectations required to be an effective I&A staff member.
- Resource Guides are multi-colored "Info-cards" divided by area and general service types to assist clients, I&A staff, and IHSS staff in contacting service providers.
- The I&A program is committed to providing multilingual services and services to those with impairments. A number of I&A program staff speak Spanish and all staff have access to translation services. Program staff make home visits to help visually impaired clients understand the literature describing available services as well as and complete documents necessary to participate in those services. The I&A unit has a TTY phone line for communicating with those who are hearing impaired.
- The I&A program has a comprehensive document as well as a PowerPoint presentation describing the importance of doing follow-ups and reasons why individuals are not successfully linked to services.
- The I&A program tracks and conducts referral follow-up on all referral calls.

I&A Management (2006) – PSA 30

The Stanislaus County Department of Aging and Veterans Services I&A Supervisor meets with line staff once a week to discuss the status of client cases, alternate ways of providing assistance, and approaches for further follow-up.

Job Descriptions for Program Managers and Coordinators (2006) – PSA 4

The Area 4 Agency on Aging has thorough job descriptions for Program Managers and Coordinators. The descriptions include definition, administration, program development and coordination, job characteristics, education and experience requirements, skills required, classification, employment standards and requirements, and range sections.

AIRS Certification of I&A Specialists (2006) – PSA 4

The Area 4 Agency on Aging actively promotes AIRS Certification of its I&A Specialists. A majority of specialists in the PSA are certified.

AIRS Certification of I&A Specialists (2005) – PSA 21

The Riverside County Office on Aging shows a commitment to train I&A staff and to support the efforts of I&A Specialists to become AIRS Certified. The program is appropriately investigating its ability to increase the pay scale for AIRS Certified I&A Specialists.

Tracking System for Achieving Performance Measures (2006) – PSA 4

Area 4 Agency on Aging developed a system to track I&A service providers' progress toward achieving performance measurements established in the contract scope of services. CDA staff encouraged them to add a performance measurement to track the percent of referred clients who were able to access services.

Written Emergency Plans for Service Providers (2006) – PSA 4

The Area 4 Agency on Aging requires its service providers and/or parent agencies to have a written emergency plan which includes coordination with their local emergency response system. The providers must identify disaster coordinators and their alternates and provide contact information to the AAA. They also have a good system for maintaining and periodically verifying the service provider contact information.

Special Needs Awareness Program (SNAP) (2006) – PSA 3

Area 3 Agency on Aging, in concert with Butte County Elder Services, distributes a Special Needs Awareness Program (SNAP) packet to seniors designed to assist seniors with disaster preparedness. The packet contains the following:

- Information on how to Shelter In Place for 72 Hours;
- Emergency Preparedness Checklist;
- Information on how to prepare a Family Disaster Supply Kit;
- A form for the senior to complete that includes name, address, telephone number, medical history, medications, Advanced Directives, Doctor's name and telephone number, whom to notify in case of an emergency, and other emergency information and instructions;
- A card that can be placed in the senior's window during a disaster to notify emergency responders that assistance is needed;
- A postcard seniors can send to notify local emergency officials of changes in address, telephone number, etc.; and
- A laminated card with local agency names, telephone numbers, and a description of services provided.

Disaster Emergency Contact List for Vulnerable and At-Risk Clients (2006) – PSA 8

The San Mateo County AAA maintains and updates a client disaster emergency contact list. In the event of a disaster or severe weather conditions, staff can identify and contact clients who are considered vulnerable and at-risk in order to assess their need for assistance. The following three categories of Disaster Preparedness Codes are used:

- **Degree of Contact Need** (Critical-Lives Alone, Critical-Lives With Others, Moderate, and Contact By Emergency Staff Not Needed),
- **Predominate Special Impairment** (Hearing, Visual, Confined to Bed, Wheelchair User, Mental Disability, or No Special Impairment), and
- **Predominant Life Support Supply Need** (Respirator, Oxygen, Insulin, Life Support, Dialysis, Bowel and Bladder, Nasal/Gastrointestinal Tubes, Suctioning, Other Medical Device/Equipment, or No Life Support Supply Required).

Emergency Information - Vial of Life (2007) – PSA 17

The Central Coast Commission for Senior Citizens, in partnership with first responders in the San Luis Obispo service area, developed a “Vial of Life” medical information depository case for magnetic attachment to the refrigerator in a senior’s home. The case contains vital data a response team needs to handle emergency situations in the home, and is updatable.

Disaster Response - “Disaster Wheels” (2008) – PSA 23

The County of San Diego Aging and Independent Services created and distributed “Disaster Wheels,” throughout their PSA. The Disaster Wheel can be rotated to different scenarios to suggest preparations or how to respond to an emergency or disaster. This is an innovative and effective way of informing seniors on how to prepare for, and respond during, a disaster.

Evacuation Checklist Magnet (2008) – PSA 23

The County of San Diego Aging and Independent Services distributes an Evacuation Checklist Magnet that identifies items seniors should take during an evacuation i.e., documents (Social Security Card, medical records, insurance information, etc.), clothing (a change for each family member), hygiene items (toothbrush, shampoo, Kleenex, etc.), baby items (diapers, formula, food, etc.), special needs (wheelchair, medication, canes, etc.), and pet care items (immunizations, carrier, leash, etc.). The magnet also lists the San Diego Office of Emergency Services website and suggests residents be prepared by having an Emergency Supply Kit to take along with the identified items. This is a simple, quick, and easily accessible evacuation checklist.

Emergency-Disaster Separate Remote Facilities for Continuity of Operations (2008) – PSA 23

The County of San Diego Aging and Independent Services maintains a separate facility in the South County area to ensure continuity of operations in the event of an emergency or disaster that leaves the main office inoperable. This will help assure that services will continue in the event of an emergency or disaster.

Emergency-Disaster Continuity-of-Operations Plan Brochure (2008) – PSA 23

The County of San Diego Aging and Independent Services staff receive Continuity of Operations instructions in a small brochure format, to assist them when they are away from the main facilities. The brochure details essential functions staff are required to perform by statute, executive order, or county policy. It also explains the roles and responsibilities of staff in the event of an emergency or disaster. A relocation plan and confidentiality requirements are also outlined in the brochure. AIS' Continuity of Operations Plan provides the framework to ensure that AIS' essential functions continue during and after a broad spectrum of emergencies.

Outreach - I&A Pamphlet (2007) – PSA 5

The Marin County Division of Aging I&A pamphlet is a simple and effective way to communicate each component of I&A services. One side of the pamphlet is printed in English and the other side is printed in Spanish. The top of the pamphlet includes the I&A number and has a tear off section that allows consumers to place it on a refrigerator or in a rolodex.

Informational Brochures (2008) – PSA 23

The County of San Diego Aging and Independent Services has over 35 informational brochures, detailing the vast services available throughout their PSA. Many of the brochures are available in Spanish and are a good resource for individuals seeking information on specific activities, programs, and services.

Outreach Campaign (2007) – PSA 17

The Central Coast Commission for Senior Citizens sponsored an outreach campaign to advertise the AAA and available services during the spring 2007 Outreach Campaign. The Campaign included public service announcements through all major media including, radio, local television, newspaper, and senior community interest publications. In addition, "Vial of Life" packets were advertised and distributed. The Campaign was extremely successful and resulted in an increased exposure to AAA programs and services to the targeted population.

Outreach - I&A Contact Information Magnet (2007) – PSA 22

The Orange County Office on Aging uses bright yellow, telephone shaped magnets to advertise I&A services. The magnets are printed with I&A contact information in English, Spanish, Vietnamese, Korean, and Chinese languages.

The magnets are widely distributed and provide easily accessible and vital information.

Multilingual Services (2005) – PSA 7

- The Contra Costa Aging and Adult Services Bureau's I&A program provides multilingual services to non-English speaking individuals and services to those with hearing impairments. Program staff speak several different languages, utilize the AT&T Language Line for translation services, and has a TTY phone line for communicating with those who are hearing impaired. The program also contracts with sign-language translators.
- The I&A Program has numerous brochures and literature published in various languages. The I&A Brochure and Mini Guides for West, Central, and East county are well written and formatted and provide an excellent source of information.

Effective Efficient Resource Update Process (2005) – PSA 7

The Contra Costa County Aging and Adult Services Bureau I&A Program has an efficient and prompt process for updating its various resource files. Staff identify a needed change, forwards the information to the I&A Supervisor who then updates the pertinent documents or contacts the Contra Costa Crisis Center to update the IRis Database. Information is re-indexed monthly and all staff are informed of any changes or additions as they occur.

Maintaining Current Resource Information (2006) – PSA 30

The Stanislaus County Department of Aging and Veterans Services I&A program has an agreement with the Community Services Agency that when the I&A resource guides are updated, the updates will be sent in a PDF format to the Community Services Agency to publish and distribute.

Coordination of Services in the Community (2007) – PSA 12

Area 12 Agency on Aging has developed a coordinated system of services which consists of various community agencies that make referrals to the AAA with the expectation that the AAA will in turn make referrals to the appropriate agency capable of meeting the individual's needs. The community agency receiving the initial phone call assesses the caller's needs, completes a form developed by the AAA, and submits the information to the AAA for referral and further assistance. For this coordination to be successful, the AAA reaches out to the community, provides training on the use of the referral system and the AAA form, and provides technical assistance.

Identification of Unmet Needs and Collaboration to Meet Community Needs (2006) – PSA 25

The City of Los Angeles Department of Aging (DOA) is succeeding in meeting an OAA goal that encourages AAAs to act as a catalyst for bringing together available resources in order to build a responsive system of services for its clients. The DOA excels in the area of identifying unmet needs and then

collaborating with other agencies and organizations to develop and implement strategies to address community needs. The DOA has developed a productive relationship with the City Department of Water and Power (DWP). This partnership has collaborated to distribute information about DOA services to 1.5 million DWP customers. This partnership also developed a program called Save our Seniors (SOS). DWP employees who encounter a person that seems to have dementia or may be suffering from some form of abuse or neglect can send a brief report to the DOA. The DOA reviews the report and will either refer the matter to the Multipurpose Senior Services Program (MSSP) or to the County Adult Protective Services (APS). SOS prescreens reports and assists APS with its number of pending cases.

Flow Chart for Processing and Routing Calls (2005) – PSA 21

The Riverside County Office on Aging's flow chart for processing and routing calls, "Adult Abuse Reporting Responsibilities" form, and "Statement of Ethics and Confidentiality" form are well conceived and well written.

I&A Customized Data System (2007) – PSA 22

The Orange County Office on Aging utilizes a customized database system to track I&A inquiries and follow-ups. The system is user friendly and tracks unmet needs. Data on unmet needs is collected and used to develop and expand programs.

Mental Health

Culturally Competent Latino Volunteers Assist Recipients to Enter the Workforce (2006) – PSA 8

One Title IIIB provider under the San Mateo County AAA provides services to persons with mental health issues through a Title III B funded program. This program targets the Latino population and is provided by Latino volunteers trained to assist recipients to prepare to enter the workforce, deal with various issues including housing and transportation, while respecting cultural traditions and beliefs. This successful, cost effective program is essential to the community because it provides services not currently available through existing mental health agencies. The AAA is working with the County Department of Mental Health to assume the provision of these services as a permanent mental health program.