

Annual Report 2010

Division of Aging & Adult Services



A Message from the Director

The tough economic times did not hinder our progress this past year. The availability of stimulus funds through the American Recovery and Reinvestment Act enabled us to serve more people in the group hot lunch program and allowed the expansion of home-delivered meal services to West Marin. In addition, funds from the Mental Health Services Act (Proposition 63) are now being used to provide depression screening and intervention to meals-on-wheels clients. Referrals to our Adult Protective Services (APS) program have experienced an incredible 60% increase in the last three years. Our In-Home Supportive Services is now reaching 1,600 participants receiving in-home care.

We continue to be innovative by providing hospital-to-home support, case management to low-income housing residents, and medical respite for homeless individuals. The newly developed Differential Response Team (DRT) provides case management to APS referrals that are more appropriate for nursing and mental health interventions.

The contribution of volunteers in DRT and other programs has never been more critical. Last year, the Financial Abuse Specialist Team, made up of more than 20 trained volunteers who are experts in the fields of accounting, banking, investments, real-estate, and the law, was initiated. The team will provide consultation to APS, the District Attorney, the Public Guardian, and law enforcement when investigating financial abuse cases.

The Division of Aging and Adult Services' partners deserve recognition. Working closely with the Commission on Aging, Marin Community Foundation, Marin Transit, and community-based agencies insures that the needs of older adults and family caregivers in the county are addressed.

I am especially grateful to the Division staff for their creativity, collaboration and dedication. Our exceptional staff have been able to meet the challenges of tight budget years and continue to provide excellent service to the community.

~ Nick Trunzo,
Director

Top 10 Accomplishments

- Completed the *Senior Mobility Action & Implementation Plan* to improve transportation options and pedestrian safety.
- Created a Financial Abuse Specialist Team in Marin County.
- Improved management of client cases through the development of MaxCess database system.
- Initiated the Differential Response Team to work with vulnerable populations.
- Obtained \$16.5 million in benefits on behalf of Marin County veterans.
- Recruited, trained, and placed over 60 volunteers in various programs.
- Saved approximately \$1.5 million in avoidable patient hospital days.
- Served approximately 10,000 clients in various Division of Aging & Adult Services programs.
- Provided more than \$1 million in funding to home and community-based agencies that serve older adults and family caregivers.
- Trained close to 300 older adults in disaster preparedness.



Marin residents age 60 or older are now close to 30% of the county's population (Association of Bay Area Governments, 2009). By 2035, this group is projected to comprise 48% of Marin's population. While the older adult population continues to grow, funds available to serve their needs are declining.

Fiscal Year 2009-2010 (July 1, 2009–June 30, 2010) will go down in history as one of the most challenging periods for health and human services agencies. As with other service providers, the Division of Aging and Adult Services (DAAS) experienced uncertainty in the future of its programs this past year. Demand for services increased amidst expanding regulatory requirements.

Funding for all community-based services programs, which includes the Alzheimer's Day Care Resource Center, Brown Bag, Respite Purchase of Service, and Senior Companion, were completely eliminated from the state budget. This was a loss of more than \$342,000 for Marin County. The In-Home Support Services program continues to be threatened.

Through creativity, commitment, and collaboration, new initiatives were introduced, programs were enhanced, and our focus on our clients' needs never wavered. This *Annual Report: Fiscal Year 2009-2010* highlights DAAS' most significant accomplishments this past year. We hope that this report provides you with an appreciation of the hard work and efforts of DAAS staff and its partners despite a very challenging year.

Collaborations and new initiatives

Through collaboration and active volunteer recruitment campaign, new initiatives were established and programs were enhanced in FY 2009-10. These efforts include the following activities:

- *Differential Response Team* shifted cases from Adult Protective Services for the more appropriate nursing and mental health intervention.
- *Elder Financial Protection Network* collaboration helped institute a redesigned Financial Abuse Specialist Team in Marin.
- *Financial Abuse Specialist Team* assisted law enforcement and the district attorney in examining cases of fraud and abuse of older persons. Team members are financial experts who serve on a voluntary basis.
- *Intergenerational Communications Program* addressed social isolation, promotes careers in geriatric care, and provides avenues for older persons and young adults to bridge communication through weekly visits. This is a partnership with Dominican University and its pre-med students.
- *Long-Term Care Ombudsman* recruited, trained, and assigned six new certified volunteers for a total of eleven volunteers now available.
- *Program Integrity Fraud Prevention* promotes accountability in the In-Home Support Services program by investigating errors and possible fraud that may lead to the recovery of funds.

“Your advice, help, support, and received hope gave courage, and above all, the practical assistance I so needed.” ~ Theodora

Focus on our clients

Meeting our clients' needs are central to the work of DAAS, as demonstrated by the following accomplishments:

- Found permanent housing for 20 homeless patients enrolled in the Transition to Wellness medical respite program. Primary physicians were obtained for all 40 clients served. They were also linked to Medical and other public assistance programs.
- Helped 92% of at-risk clients to remain independent through the Healthy Housing Program. Healthy Housing also introduced pets to reduce social isolation and promote relaxation of residents.
- Reviewed and assessed

medication regimen of 55 individuals, with 80% of them demonstrating better understanding of the medications they were taking.

“Project Independence worked closely with me to help me focus on and understand my medical condition and how to successfully manage it. Without the support of volunteers and nurses, I’m sure I would have died. I’m very lucky and grateful.” ~ A.C.

- Provided support to the Commission on Aging to advance advocacy initiatives, promote housing and

transportation issues, and raise public awareness.

- Served an additional 350 new clients in the congregate nutrition program through the availability of stimulus funds. Low-income older adults were especially reached.
- Sponsored and organized ten presentations on aging issues through the Commission on Aging’s committees.
- Trained 25 people who experience acute chronic diseases to successfully manage their illnesses through the evidence-based Chronic Disease Self-Management Program. Six new volunteers were recruited during the year to facilitate the trainings.

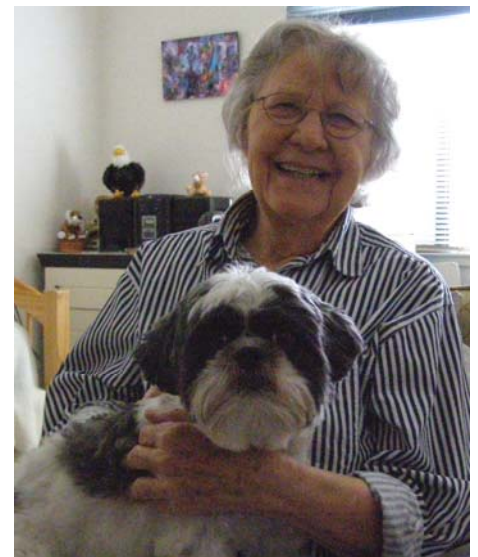
Service system improvements

Continuously improving the service system for older adults and persons with disabilities in Marin County is a major goal for DAAS. To this end, DAAS enhanced its programs this past year through the following efforts:

- Decreased hospital readmission within 30 days for Project Independence clients, saving hospitals \$1.5

million in avoidable hospital patient days.

- Enrolled 90% of In-Home Support Services (IHSS) providers to adhere to new state requirements.
- Prepared for CMIPS II to automate the IHSS payroll system.
- Secured funding for the Fragile Shelter Program for the homeless through March 2011.



Division of Aging & Adult Services

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The **Division of Aging & Adult Services (DAAS)** is one of five major divisions in the Marin County Department of Health & Human Services. DAAS administers the Area Agency on Aging in Marin and works closely with its advisory council, the Commission on Aging, to develop a comprehensive and well-coordinated aging services delivery system for the county. DAAS includes the Adult Protective Services, In-Home Support Services, Veterans Services, and chronic care programs.

~ For more information about this report, contact Ana Bagtas, MHA at 415-473-6947 or e-mail abagtas@co.marin.ca.us. Photos courtesy of Marianne Gontarz-York and Libby Pope ~

DAAS Programs Guiding Principles

DAAS delivers innovative approaches to keep older adults and people with disabilities or chronic conditions healthy and thriving. We serve those who are most at-risk such as homeless individuals, residents in long-term care facilities, and patients transitioning from hospitals. The triangle below represents DAAS' client-centered approach to intervention. Collaboration among staff, volunteers, and community resources along the spectrum of programs is critical in this effort. Starting from the bottom with Information and Assistance to Adult Protective Services at the top, DAAS programs are offered to clients ranging from those living independently in the community to people with increasing levels of acuity requiring more intensive personalized care higher up in the model.

