

Planning Process and Establishing Priorities



Planning Process and Establishing Priorities

Purpose

This section provides an overview of how the AAA conducts the planning process, establishes priorities, the factors influencing the AAA's priorities, the AAA's plans for managing varied resources, and how the AAA provides opportunities for public involvement in the planning process.

Planning Process and Resource Management

Department of Aging and Adult Services - Public Guardian, as a department within Human Services, is positioned to receive information from a variety of sources to address the needs and unmet needs of the county's older adults, disabled populations, conserved adults, and caregivers. All meetings of the Senior Affairs Commission (SAC) and the SAC Committees are open to the public and comply with Brown Act regulations. Community input is welcomed and encouraged and provides valuable input to DAAS - PG and SAC. The Regional Councils on Aging also provide a forum for public input.

Procurement of Services

The procurement process invokes a series of planning efforts. DAAS - PG procurements for OAA services are on one-year cycles to comply with state policies and procedures. To ensure timely procurement processing, a dedicated staff analyst specializing in contracts manages all contract timelines. They collaborate with program-focused staff analysts to ensure all contracts are submitted within the designated contract season (December – February). Each procurement service delivery will be evaluated to ensure the needs of the older adult community are met, and those with unmet needs are identified and offered appropriate support. Ultimately, the delivery of services is contingent not only upon the availability of funding but also upon the presence of suitable providers willing and able to execute the contracts.



Planning Process and Establishing Priorities

Senior Information and Assistance (SIA)

For the development of the 2024-2028 Area Plan, five public meetings, and one public hearing were held throughout the county. Notice of the public meetings were distributed to members of the Senior Affairs Commission during their five (5) subcommittee meetings and general session and were emailed to the Regional Council on Aging Chairs. Notice of the public hearings were also mailed to providers and interested parties located within the county. In addition, SIA staff posted and distributed flyers in senior centers. As required by the CDA area plan guideline and regulation, DAAS - PG advertised the notice of public hearing 30 days in advance of the date in the San Bernardino Sun newspaper.

Public Meetings and Public Hearings

The presence of SIA staff in the community provides another conduit for valuable information about concerns and issues to be directed to AAA administration. In the last fiscal year, 12 SIA staff made over 500 presentations and/or outreach visits to senior centers, senior housing, health and resource fairs, and special events. The steady presence of SIA staff in the community cultivates a level of trust that enhances service delivery to the older adult population.

Needs Assessment

DAAS - PG created a Community Needs Assessment for Older Adults and Family Caregivers. The Needs Assessment is a chance for community members to directly shape the future of services provided to their communities. DAAS - PG is utilizing the results of the Needs Assessment to add information to the Area Plan and share in Area Plan updates.

For the first yearly update of this four-year plan, Needs Assessment results were used (see Section 5 - Needs Assessment and Targeting). Constituents were able to submit a Needs Assessment using a QR Code (for an electronic submission), mail-in, drop off a hard copy at any of the DAAS - PG or SIA offices located throughout the county, or by emailing the Aging Division District Manager.



Planning Process and Establishing Priorities

Priorities

The Department of Aging and Adult Services - Public Guardian (DAAS - PG) is committed to serving older adults, disabled adults and caregivers in the community. DAAS - PG continues to seek out partnerships and collaborative efforts to leverage funding and identify new sources of support. A continual evaluation process is used to strengthen organizational capacity to meet changing needs and to improve the type and quality of the services being provided.

A key priority for the department is to enhance communication efforts, ensuring all constituents are informed about the diverse services available to older adults. DAAS - PG will expand upon a collaborative effort with our providers and community resources and focus on new outreach efforts. Senior Information and Assistance (SIA) staff will continue to visit senior centers throughout the county and distribute information and services available to older individuals and other targeted populations.

DAAS - PG aims to strengthen partnerships that support the development of services to address key community needs, including:

- Expanding access to information through modern technology.
- Assisting with home maintenance, such as yard work and repairs.
- Enhancing access to resources and services for caregivers.
- Collaborating with agencies that support caregivers.
- Developing solutions to combat chronic homelessness within the county.
- Improving access to behavioral and mental health wellness services.



Planning Process and Establishing Priorities

Priorities, Continued

The AAA works to ensure compliance with all Older Americans Act (OAA) mandates. A thorough discussion of targeting is outlined in Section 6 of the Area Plan.

Adequate Proportion

Adequate proportion involves the AAA determining a minimum percentage of Title IIIB funds that will be spent on three categories of priority services: Access, In-Home Assistance and Legal Assistance. A variety of factors are involved in establishing Adequate Proportion. These include:

- Analysis and findings of the Needs Assessment.
- Input received from the public at the advertised public meetings and public hearings held throughout the county.
- The availability of the service. This includes not only consideration of how many non-OAA resources exist to meet the need but also vendor responses to providing the service.
- The cost and benefit of the service, including how many people are served and the cost per person.
- Historical trends of need for the service, use of the service, and effectiveness of the service.

Based on these considerations, the minimum percentages are:



Minimum Percentages for Adequate Proportion

Access Services	40%
In-Home Services	5%
Legal Assistance	10%