



Aging and Adult Services
Public Guardian

Area Plan Narrative Goals and Objectives



Area Plan Narrative Goals and Objectives

Purpose

This section provides information regarding AAA services and activities developed from the Needs Assessment findings and identification of priorities. The goals of the AAA will focus on providing and/or creating services and activities to address those needs.

Goal #1

Focused outreach to disseminate information and educate older adults, adults with disabilities, and caregivers of available resources within PSA 20. Increased focus on targeting marginalized populations and those most at risk and in need.

Rationale: There is a need for information and outreach particularly in rural and geographically isolated areas. This marginalized population and those most at risk and need lack knowledge or awareness of available services and resources. Expanding and strengthening collaborations with other public entities and service providers will increase awareness of resources available to improve the quality of life for older adults, adults with disabilities, and caregivers.

- **Objective #1:** Participate and present information in quarterly meetings with the Senior Affairs Commission, Regional Councils on Aging, and service providers to increase awareness of Older Americans Act resources and Area Plan units on services provided to older adults, adults living with disabilities, and caregivers throughout San Bernardino County.
- **Objective #2:** In alignment with the California Department of Aging's (CDA) priority to promote equitable access to services, Senior Information and Assistance (SIA) staff will conduct targeted outreach to ensure that historically underserved populations receive the support they need. These efforts will focus on older adults (60+) who are minority, low-income, geographically isolated, or part of the LGBTQIA+ community, addressing barriers to access and connecting individuals with essential services.
- **Objective #3:** Senior Information and Assistance staff will strengthen the awareness of PSA 20 programs and services by distributing comprehensive outreach materials at senior centers, senior housing complexes, health fairs, senior expos, and various senior related community events. Staff efforts will continue to be modified to stay aligned with the Master Plan on Aging.

Area Plan Narrative Goals and Objectives

Goal #1, Continued

Focused outreach to disseminate information and educate older adults, individuals with disabilities and caregivers on available resources within PSA 20. Increased focus on targeting marginalized populations and those more at risk and need.

- **Objective #4:** Program analysts will strengthen partnerships with providers to expand education and information about the totality of Older Americans Act programs and services to clients. Create collaborative community engagements that will help communicate, promote, and distribute information throughout the county, with an emphasis on the Black, Indigenous and People of Color (BIPOC) communities.
- **Objective #5:** Program analysts will establish new partnerships with community entities for the expansion of outreach and distribution of services and resources to older adults, adults living with disabilities, their families and caregivers throughout San Bernardino County.

| Objective | Projected Start and End Dates | Title IIIB Funded PD or C2 | Update Status |
|--------------|-------------------------------|----------------------------|---------------|
| Objective #1 | 07/01/24-06/30/28 | | Continued |
| Objective #2 | 07/01/24-06/30/28 | | Continued |
| Objective #3 | 07/01/24-06/30/28 | | Continued |
| Objective #4 | 07/01/24-06/30/28 | | Continued |
| Objective #5 | 07/01/24-06/30/28 | | Continued |



Area Plan Narrative Goals and Objectives

Goal #2

DAAS - PG will evaluate and strengthen current services under the Family Caregiver Support Program (FCSP) for caregivers and older relative caregivers in order to ensure older adults, adults living with disabilities, their families and caregivers receive information that will assist with their care and conditions.

Rationale: A need for information regarding caregiving services was identified in alignment with the California Master Plan on Aging. In order to improve the quality and quantity of caregiver and recipient care, it is essential for caregivers to be made aware of available support services and programs available throughout the county.

- **Objective #1:** Work closely with the Senior Affairs Commission to create a partnership and collaborate with Inland Caregiver Resource Center, kinship and other caregiving providers and community entities in the distribution of information and resources.
- **Objective #2:** Increase awareness of programs and services to caregivers through focused outreach efforts by Senior Information and Assistance staff by providing community education on caregiving, caregiving information, assistance at senior centers, senior housing complexes, health fairs, senior expos, and various senior related community events.
- **Objective #3:** Collaborate with providers of services to evaluate and monitor the effectiveness of caregiver outreach, public information, community education, caregiver training, and caregiver information and assistance.
- **Objective #4:** Work with providers to ensure outreach efforts are conveying current and pertinent information on topics needed as well as Title III E services available to all caregivers.

| Objective | Projected Start and End Dates | Title IIIB Funded PD or C2 | Update Status |
|--------------|-------------------------------|-------------------------------|---------------|
| Objective #1 | 07/01/24-06/30/28 | | Continued |
| Objective #2 | 07/01/24-06/30/28 | | Continued |
| Objective #3 | 07/01/24-06/30/28 | | Continued |
| Objective #4 | 07/01/24-06/30/28 | | Continued |

Area Plan Narrative Goals and Objectives

Goal #3

Certifying quality of services of contractors and the continuous modernization of service efforts to address the identified needs of older adults, adults living with disabilities, their families and caregivers.

Rationale: The quality of services and delivery of services by contractors will be improved through the modernization and consistent performance monitoring to address the needs of program clients.

- **Objective #1:** Participate and present information in quarterly meetings with the Senior Affairs Commission, Regional Councils on Aging, and service providers to increase awareness of Older Americans Act resources and Area Plan units on services provided to older adults, adults living with disabilities, their families and caregivers throughout San Bernardino County.
- **Objective #2:** Needs Assessment results and collected data will be analyzed and discussed in quarterly provider meetings to expand feedback and ideas on improving and modernizing services to meet trending needs.
- **Objective #3:** Provider service unit targets will be monitored monthly by the assigned program and fiscal analysts and discussed in the monthly Provider Service Unit Report. Program and fiscal analysts will measure performance on established contract service units and funding targets as well as all elements of the required provider work plan.
- **Objective #4:** Establish data dashboard and modernize Wellsky software program so that data can be accessed efficiently to monitor Title III programs. All analysts will be working directly with Area Plan programs to conduct trainings on how to continue the expansion and collection of data that can help to better collect and identify data trends.
- **Objective #5:** To better understand unmet needs within the community, DAAS - PG will enhance service providers' customer satisfaction surveys by incorporating targeted questions that assess service availability and accessibility. The survey results will help pinpoint specific service gaps experienced by older adults across the county. By analyzing these findings, DAAS - PG can refine and modernize service strategies within the Area Plan, ensuring that programs evolve to better support the needs of those they serve.

Area Plan Narrative Goals and Objectives

Goal #3, Continued

Certifying quality of services of contractors and the continuous modernization of service efforts to address the identified needs of older adults, adults living with disabilities, their families and caregivers.

| Objective | Projected Start and End Dates | Title IIIB Funded PD or C2 | Update Status |
|--------------|-------------------------------|----------------------------|---------------|
| Objective #1 | 07/01/24-06/30/28 | | Continued |
| Objective #2 | 07/01/24-06/30/28 | | Continued |
| Objective #3 | 07/01/24-06/30/28 | | Continued |
| Objective #4 | 07/01/24-06/30/28 | | Continued |
| Objective #5 | 07/01/24-06/30/28 | | Continued |





Aging and Adult Services
Public Guardian

Service Unit Plan (SUP)



Service Unit Plan (SUP)

TITLE III/VII SERVICE UNIT PLAN

CCR Article 3, Section 7300(d)

The Service Unit Plan (SUP) uses the Older Americans Act Performance System (OAAPS) categories and units of service. They are defined in the OAAPS State Program Report (SPR).

Below you will find the units of services to be provided with all regular Area Plan funding sources. Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles IIIB, IIIC-1, IIIC-2, IIID, and VII.

| Fiscal Year 2024-2025 | | | |
|----------------------------|---------------------------|--------------|-------------------|
| Service | Proposed Units Of Service | Goal Numbers | Objective Numbers |
| Personal Care | 150 | 1 and 3 | 1 (2-3) and 3 |
| Homemaker | 1,200 | 1 and 3 | 1 (2-3) and 3 |
| Chore | 1,000 | 1 and 3 | 1 (2-3) and 3 |
| Adult Day Care | 150 | 1 and 3 | 1 (2-3) and 3 |
| Assisted Transportation | 11,000 | 1 and 3 | 1 (2-3) and 3 |
| Transportation | 90,000 | 1 and 3 | 1 (2-3) and 3 |
| Information and Assistance | 30,000 | 1 and 3 | 1 (2-3) and 3 (5) |
| Outreach | 14,000 | 1 and 3 | 1 (2-3) and 3 (5) |
| Legal Assistance | 5,000 | 1 and 3 | 1 (2-3) and 3 (5) |
| Congregate Meals | 312,600 | 1 and 3 | 1 (2-3) and 3 (5) |
| Home-Delivered Meals | 375,000 | 1 and 3 | 1 (2-3) and 3 (5) |
| Nutrition Education | 40 | 1 and 3 | 1 (2-3) and 3 (5) |

Service Unit Plan (SUP)

TITLE III/VII SERVICE UNIT PLAN, CONTINUED
CCR Article 3, Section 7300(d)

| Fiscal Year 2025-2026 | | | |
|----------------------------|---------------------------|--------------|-------------------|
| Service | Proposed Units Of Service | Goal Numbers | Objective Numbers |
| Personal Care | 150 | 1 and 3 | 1 (2-3) and 3 |
| Homemaker | 1,200 | 1 and 3 | 1 (2-3) and 3 |
| Chore | 1,000 | 1 and 3 | 1 (2-3) and 3 |
| Adult Day Care | 150 | 1 and 3 | 1 (2-3) and 3 |
| Assisted Transportation | 11,000 | 1 and 3 | 1 (2-3) and 3 |
| Transportation | 90,000 | 1 and 3 | 1 (2-3) and 3 |
| Information and Assistance | 30,000 | 1 and 3 | 1 (2-3) and 3 (5) |
| Outreach | 14,000 | 1 and 3 | 1 (2-3) and 3 (5) |
| Legal Assistance | 5,000 | 1 and 3 | 1 (2-3) and 3 (5) |
| Congregate Meals | 312,600 | 1 and 3 | 1 (2-3) and 3 (5) |
| Home-Delivered Meals | 375,000 | 1 and 3 | 1 (2-3) and 3 (5) |
| Nutrition Education | 40 | 1 and 3 | 1 (2-3) and 3 (5) |

Service Unit Plan (SUP)

TITLE III/VII SERVICE UNIT PLAN, CONTINUED
CCR Article 3, Section 7300(d)

| Fiscal Year 2026-2027 | | | |
|----------------------------|---------------------------|--------------|-------------------|
| Service | Proposed Units Of Service | Goal Numbers | Objective Numbers |
| Personal Care | | | |
| Homemaker | | | |
| Chore | | | |
| Adult Day Care | | | |
| Assisted Transportation | | | |
| Transportation | | | |
| Information and Assistance | | | |
| Outreach | | | |
| Legal Assistance | | | |
| Congregate Meals | | | |
| Home-Delivered Meals | | | |
| Nutrition Education | | | |

Service Unit Plan (SUP)

TITLE III/VII SERVICE UNIT PLAN, CONTINUED
CCR Article 3, Section 7300(d)

| Fiscal Year 2027-2028 | | | |
|----------------------------|---------------------------|--------------|-------------------|
| Service | Proposed Units Of Service | Goal Numbers | Objective Numbers |
| Personal Care | | | |
| Homemaker | | | |
| Chore | | | |
| Adult Day Care | | | |
| Assisted Transportation | | | |
| Transportation | | | |
| Information and Assistance | | | |
| Outreach | | | |
| Legal Assistance | | | |
| Congregate Meals | | | |
| Home-Delivered Meals | | | |
| Nutrition Education | | | |

Service Unit Plan (SUP)

TITLE III/VII SERVICE UNIT PLAN, CONTINUED

CCR Article 3, Section 7300(d)

Older Americans Act Performance System (OAAPS) Service Category – “Other” Title III Services -Title IIIB, “Other” Priority and Non-Priority Supportive Services.

- Other Priority Supportive Services include: Alzheimer’s Day Care, Comprehensive Assessment, Health, Behavioral Health, Public Information, Residential Repairs/Modifications, Respite Care, Telephone Reassurance, and Visiting.
- Other Non-Priority Supportive Services include: Cash/Material Aid, Community Education, Disaster Preparedness Materials, Emergency Preparedness, Employment, Housing, Interpretation/Translation, Mobility Management, Peer Counseling, Personal Affairs Assistance, Personal/Home Device, Registry, Senior Center Activities, and Senior Center Staffing.

| Fiscal Year 2024-2025 | | | |
|-----------------------------------|---------------------------|--------------|-------------------|
| Service | Proposed Units Of Service | Goal Numbers | Objective Numbers |
| Residential Repairs/Modifications | 100 | 1 and 3 | 1 (2-3) and 3 (5) |
| Senior Center Activities | 6,750 | 1 and 3 | 1 (2-3) and 3 (5) |
| Cash/Material Aid | 350 | 1 and 3 | 1 (2-3) and 3 (5) |
| Community Education | 400 | 1 and 3 | 1 (2-3) and 3 (5) |
| Housing | 250 | 1 and 3 | 1 (2-3) and 3 (5) |
| Interpretation/Translation | 3,000 | 1 and 3 | 1 (2-3) and 3 (5) |
| Mobility Management Activities | 600 | 1 and 3 | 1 (2-3) and 3 (5) |
| Personal Affairs Assistance | 1,550 | 1 and 3 | 1 (2-3) and 3 (5) |

Service Unit Plan (SUP)

TITLE III/VII SERVICE UNIT PLAN, CONTINUED

CCR Article 3, Section 7300(d)

Older Americans Act Performance System (OAAPS) Service Category – “Other” Title III Services -Title IIIB, “Other” Priority and Non-Priority Supportive Services.

| Fiscal Year 2025-2026 | | | |
|-----------------------------------|---------------------------|--------------|-------------------|
| Service | Proposed Units Of Service | Goal Numbers | Objective Numbers |
| Residential Repairs/Modifications | 100 | 1 and 3 | 1 (2-3) and 3 (5) |
| Senior Center Activities | 6,750 | 1 and 3 | 1 (2-3) and 3 (5) |
| Cash/Material Aid | 280 | 1 and 3 | 1 (2-3) and 3 (5) |
| Community Education | 480 | 1 and 3 | 1 (2-3) and 3 (5) |
| Housing | 250 | 1 and 3 | 1 (2-3) and 3 (5) |
| Interpretation/Translation | 3,000 | 1 and 3 | 1 (2-3) and 3 (5) |
| Mobility Management Activities | 600 | 1 and 3 | 1 (2-3) and 3 (5) |
| Personal Affairs Assistance | 1,550 | 1 and 3 | 1 (2-3) and 3 (5) |

Service Unit Plan (SUP)

TITLE III/VII SERVICE UNIT PLAN, CONTINUED

CCR Article 3, Section 7300(d)

Older Americans Act Performance System (OAAPS) Service Category – “Other” Title III Services -Title IIIB, “Other” Priority and Non-Priority Supportive Services.

| Fiscal Year 2026-2027 | | | |
|-----------------------------------|---------------------------|--------------|-------------------|
| Service | Proposed Units Of Service | Goal Numbers | Objective Numbers |
| Residential Repairs/Modifications | | | |
| Senior Center Activities | | | |
| Cash/Material Aid | | | |
| Community Education | | | |
| Housing | | | |
| Interpretation/Translation | | | |
| Mobility Management Activities | | | |
| Personal Affairs Assistance | | | |

Service Unit Plan (SUP)

TITLE III/VII SERVICE UNIT PLAN, CONTINUED

CCR Article 3, Section 7300(d)

Older Americans Act Performance System (OAAPS) Service Category – “Other” Title III Services -Title IIIB, “Other” Priority and Non-Priority Supportive Services.

| Fiscal Year 2027-2028 | | | |
|-----------------------------------|---------------------------|--------------|-------------------|
| Service | Proposed Units Of Service | Goal Numbers | Objective Numbers |
| Residential Repairs/Modifications | | | |
| Senior Center Activities | | | |
| Cash/Material Aid | | | |
| Community Education | | | |
| Housing | | | |
| Interpretation/Translation | | | |
| Mobility Management Activities | | | |
| Personal Affairs Assistance | | | |



Service Unit Plan (SUP)

Title IIID Health Promotion Evidence-Based Programs

Evidence-Based Program Name(s):

“Walk with Ease:” Evidence-based program will be offered at a minimum of two sites throughout the county. Each class is six (6) weeks in duration and held three (3) times per week.

The “Walk with Ease” program is recognized by the National Council on Aging as a Title IIID Highest Tier Evidence-Based Health Promotion/Disease Prevention Program, as outlined in Program Memo 15-10. According to the Arthritis Foundation, participants have reported reduced disability, along with improvements in pain, fatigue, stiffness and self-confidence. The program has also been shown to enhance balance, strength, walking pace, and overall management of arthritis symptoms.

“Bingocize:” The evidence-based program will be at a minimum of two sites throughout the county. Each class is ten (10) weeks in duration and held twice per week.

The “Bingocize” program is listed on the National Council on Aging website as a Title IIID Highest Tier Evidence-Based Health Promotion/Disease Prevention Program as referenced in Program Memo 15-10. Bingocize provides a health education program that incorporates exercise, nutrition and fall prevention within the game of bingo.

“Chronic Disease Self-Management Education and Tai Chi for Arthritis:” This evidence-based program will be offered at a minimum of two (2) sites throughout the county and may be offered remotely via Zoom as an alternative to in-person. Each class is eight (8) to ten (10) sessions and held once per week.

Both courses are listed on the National Council on Aging website as a Title IIID Highest Tier Evidence-Based Health Promotion/Disease Prevention Program as referenced in Program Memo 15-10.

Service Unit Plan (SUP)

Title IIID Health Promotion Evidence-Based Programs

Fiscal Year 2024-2025

| Service | Proposed Units Of Service | Goal Numbers | Objective Numbers |
|------------------------------------|---------------------------|--------------|-------------------|
| Walk with Ease, Bingocize, Tai Chi | 700 | 1 and 3 | 1 (2-3) and 3 (5) |

Fiscal Year 2025-2026

| Service | Proposed Units Of Service | Goal Numbers | Objective Numbers |
|------------------------------------|---------------------------|--------------|-------------------|
| Walk with Ease, Bingocize, Tai Chi | 700 | 1 and 3 | 1 (2-3) and 3 (5) |

Fiscal Year 2026-2027

| Service | Proposed Units Of Service | Goal Numbers | Objective Numbers |
|------------------------------------|---------------------------|--------------|-------------------|
| Walk with Ease, Bingocize, Tai Chi | | | |

Fiscal Year 2027-2028

| Service | Proposed Units Of Service | Goal Numbers | Objective Numbers |
|------------------------------------|---------------------------|--------------|-------------------|
| Walk with Ease, Bingocize, Tai Chi | | | |