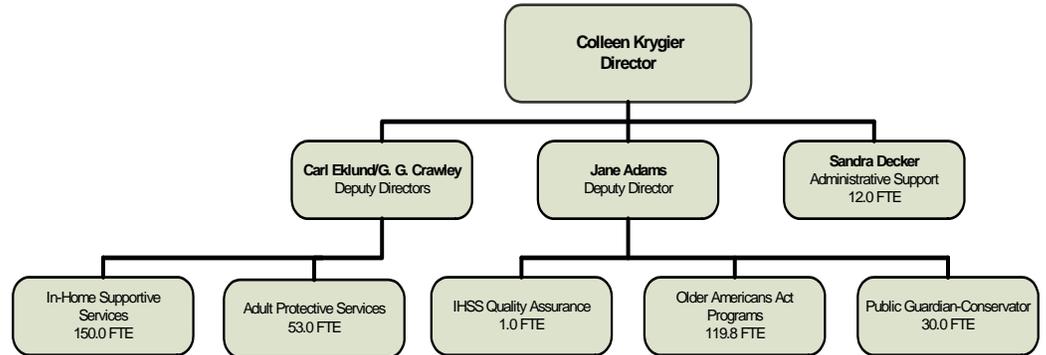


DEPARTMENT OF AGING & ADULT SERVICES

ORGANIZATIONAL CHART



DESCRIPTION OF MAJOR SERVICES

The Department of Aging and Adult Services (DAAS) has three major program areas: Social Service programs, Area Agency on Aging programs, and the Office of Public Guardian/Conservator for the County of San Bernardino.

Social Service Programs:

Adult social service programs administered under the direction of the California Department of Social Services and funding (state and federal) is included in the Human Services Administrative Claim budget. These programs are In Home Supportive Services (IHSS) and Adult Protective Services (APS).

Area Agency on Aging Programs:

Senior programs are administered under the direction of the California Department of Aging and the funding is under the Older Americans Act (Federal) and Older Californians Act (State). These programs are budgeted in the Human Services Aging budget. The major programs include Senior Supportive Services, Senior Information and Assistance, Elderly Nutrition, Ombudsman Program, Senior Training and Employment Program, Multipurpose Senior Services Program (MSSP) and the Linkages Program.

Office of the Public Guardian/Conservator:

The Public Guardian/Conservator, is the conservator of individuals who are found to be gravely disabled or to lack the capacity to manage their finances and provide for their own care and where no other individual (relative, friend, or private conservator) is willing/able to fulfill this function, as determined by the court. The conservator is responsible for the conservatees finances, medical care decisions, and placement. The two types of conservatorship are Probate and Lanterman-Petris-Short (LPS).

2007-08 SUMMARY OF BUDGET UNITS

	Appropriation	Revenue	Local Cost	Staffing
General Fund				
Adult Programs	54,857,141	48,284,486	6,572,655	207.0
Aging Programs	11,317,320	10,115,916	1,201,404	133.8
Public Guardian-Conservator	1,124,837	343,018	781,819	30.0
Total General Fund	67,299,298	58,743,420	8,555,878	370.8



Colleen Krygier
Director

Mission Statement

The Department of Aging and Adult Services assists seniors, at-risk individuals and adults with disabilities to improve or maintain choice, independence, and quality of life so they may age in place in the least restrictive environment.



GOALS

ASSIST AT-RISK ADULTS AND FRAIL ELDERLY TO MAINTAIN INDEPENDENCE AND LIVE SAFELY

ASSIST SENIORS TO MAINTAIN CHOICES AND IMPROVE QUALITY OF LIFE

ENSURE THE SAFETY AND WELFARE OF THE AT-RISK ADULTS AND THE ELDERLY REFERRED TO PUBLIC GUARDIAN

GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

GOAL 1: ASSIST AT-RISK ADULTS AND FRAIL ELDERLY TO MAINTAIN INDEPENDENCE AND LIVE SAFELY IN THE LEAST RESTRICTIVE ENVIRONMENT

Objective A: Complete annual re-evaluation process for In-Home Supportive Services (IHSS) customers within state timeframes.

Objective B: Increase number of individuals served through Senior Nutrition programs.

MEASUREMENT	2005-06 Actual	2006-07 Actual	2007-08 Target	2007-08 Estimate	2008-09 Target
1A. Percentage of IHSS annual re-evaluations (RV) completed within state timeframes.	80%	97%	90%	90%	90%
1B. Percentage increase of meals served through Senior Nutrition programs.	N/A	0%	1%	(10%)	Deleted

Status

Action plans to improve IHSS annual re-evaluations have been developed and implemented. Review of the re-evaluation process using the State Quality Assurance Program has enhanced program integrity in customer service in this area. Targets were developed using the State mandated timeframes.

The department has continued to increase senior awareness of the nutrition programs to meet the projected estimate of total meals served. The continued flat funding under the Older American Acts for this program has not kept pace with the escalating costs, and participation in nutrition programs has continued to decline nation wide. This objective will be deleted for 2008-09.

GOAL 2: ENSURE THE SAFETY OF AT-RISK ADULTS AND THE ELDERLY TO IMPROVE OR MAINTAIN QUALITY OF LIFE

Objective A: Respond to emergency Adult Protective Services (APS) referrals within state mandated timeframes.

MEASUREMENT	2005-06 Actual	2006-07 Actual	2007-08 Target	2007-08 Estimate	2008-09 Target
2A. Percentage of emergency APS referrals responded to within the state mandated timeframes.	N/A	92%	100%	100%	100%

Status

APS emergency referrals are responded to well within the 24-hour state mandate. Training needs on response to non-emergencies have been developed and implemented. AAS selected these goals for the Adult Programs for 2008-09 because they are closely tied to the department’s mission statement elements of choice, independence and quality of life. Federal and state funding limits in both of these programs has resulted in a reduced level of staffing and ongoing challenges to meet these regulatory mandates.

Accomplishing these objectives will ensure that the safety of at-risk adults and elderly, and prevention of premature placement remains a primary focus.

2006-07 ACCOMPLISHMENTS

- ❖ Hosted “Celebrating Seniors Healthy Aging” events in Victorville, San Bernardino, and the Morongo Basin providing opportunities for outreach and information to over 2,600 seniors
- ❖ Conducted outreach activities at 30 community health fairs
- ❖ Received National Association of Counties award for implementing the use of Geographic Information System (GIS) mapping technology to improve response to local disaster assistance to IHSS Clients
- ❖ Received “Best Practice” recognition from the state during program audit reviews in areas of Aging, IHSS Quality Assurance, Senior Information & Assistance, and Ombudsman programs
- ❖ Implemented elder abuse awareness campaign including media outreach via radio & newspaper ads and articles, and use of the County newsreel and payroll staffers
- ❖ Developed and implemented Multi-Disciplinary Team (MDT) meetings with Public Guardian, Dept. of Behavior Health, and Arrowhead Regional Medical Center to ensure integrated service delivery

GOAL 3: ASSIST SENIORS TO MAINTAIN CHOICES AND IMPROVE QUALITY OF LIFE BY INCREASING KNOWLEDGE AND AWARENESS OF AVAILABLE PROGRAMS AND ASSISTANCE

Objective A: Increase Senior Information & Assistance (SIA) outreach efforts.

MEASUREMENT	2005-06 Actual	2006-07 Actual	2007-08 Target	2007-08 Estimate	2008-09 Target
3A. Percentage increase of SIA individual customer contacted.	N/A	29%	10%	10%	8 %

Status

The department's outreach efforts by SIA have increased due to the addition of two senior fair events that were held in the Morongo Basin and Victorville along with the annual event in San Bernardino. In 2008-09 the reporting information will change from the current method of collecting data on all contacts, which included duplicated contacts to unduplicated contacts.

This objective remains a major focus, as information on programs and services is a vital link to ensuring senior safety and independence.

GOAL 4: ENSURE PUBLIC GUARDIAN CONSERVATEES RESIDE IN APPROPRIATE SETTINGS AND RECEIVE NEEDED SERVICES

Objective A: Complete probate referral investigations within 60 days.

Objective B: Increase oversight of operations to ensure conservatees in Board and Care facilities are visited quarterly.

MEASUREMENT	2005-06 Actual	2006-07 Actual	2007-08 Target	2007-08 Estimate	2008-09 Target
4A. Percentage of probate investigations completed within 60 days of referral	50%	50%	75%	75%	80%

Status

The timeliness of probate investigations and safety of at-risk potential conservatees has improved as a result of the public guardians successful transition to DAAS and the focus on improved coordination with adult protective services.

Objective B was not implemented in 2006-07 since the Deputy Chief Public Guardian was not hired until 2007-08.

APPROVED ADDITIONAL GENERAL FUND FINANCING (POLICY ITEMS)

Brief Description of Policy Item	Budgeted Staffing	Appropriation	Dept. Revenue	Local Cost
1. Approval of one Deputy Chief Public Guardian to perform day-to-day management, oversight, quality control and monitoring of budget. This position will enhance overall management of the Public Guardian operations.	1.0	114,038	-	114,038

MEASUREMENT	2005-06 Actual	2006-07 Actual	2007-08 Target	2007-08 Estimate	2008-09 Target
P1. Increase oversight of operations to ensure percentage of conservatees visited quarterly exceeds 60%	N/A	0%	70%	70%	75%

Status

The position of Deputy Chief Public Guardian has been filled. To accomplish Goal 4's Objective B the Public Guardian Office is reviewing the current procedures concerning quarterly visits and will be developing new procedures to focus on conservatee safety.

2008-09 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING (POLICY ITEMS), INCLUDING NEW CAPITAL IMPROVEMENT PROGRAM (CIP) PROJECTS, OR BUSINESS PROCESS IMPROVEMENT (BPI) RESERVE FUNDS

The department is not requesting any additional general fund financing for 2008-09.

2008-09 PROPOSED FEE ADJUSTMENTS

The department is not requesting any proposed fee adjustments for 2008-09.

If there are questions about this business plan, please contact Linda Nelson, Staff Analyst II, at (909) 891-3916.