



**Colleen Krygier**  
Director

**Mission Statement**

*The Department of Aging and Adult Services provides services to 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**

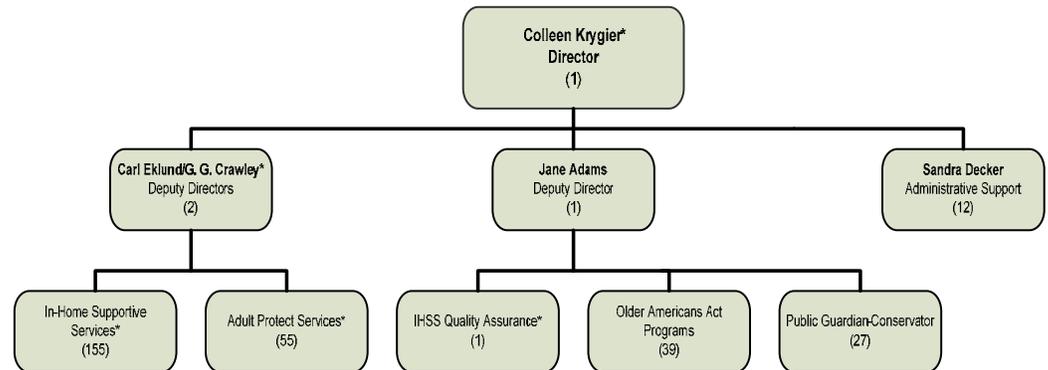
**ENSURE THE SAFETY OF AT-RISK ADULTS AND THE ELDERLY**

**ASSIST SENIORS TO MAINTAIN CHOICES AND IMPROVE QUALITY OF LIFE**

**ENSURE PUBLIC GUARDIAN PROVIDES TIMELY AND ACCURATE FINANCIAL SUPPORT TO CONSERVATEES**

**AGING AND ADULT SERVICES**

**ORGANIZATIONAL CHART**



- Staffing is reimbursed by the HS Administration Claim. They are not included in this budget unit.

**DESCRIPTION OF MAJOR SERVICES**

The Department of Aging and Adult Service (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 which is mostly state and federally funded 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 (SIA), Elderly Nutrition, Ombudsman Program, Senior Community Service Employment Program (SCSEP) and the Multipurpose Senior Services Program (MSSP).

**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)

**2009-10 SUMMARY OF BUDGET UNITS**

	<u>Appropriation</u>	<u>Revenue</u>	<u>Local Cost</u>	<u>Staffing</u>
<b>General Fund</b>				
Aging Programs	10,869,634	9,662,014	1,207,620	52
Public Guardian-Conservator	1,097,924	500,354	597,570	27
<b>Total General Fund</b>	<b>11,967,558</b>	<b>10,162,368</b>	<b>1,805,190</b>	<b>79</b>

**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.*

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
1A. Percentage of IHSS annual re-evaluations completed within state timeframes.	95%	97%	90%	96%	90%

Status

Continued improvements are being developed and implemented on completion of the annual re-evaluations. The State Quality Assurance Program continues to identify areas for improvement that enhance the program integrity in customer service in this area. Targets were developed using the State mandated timeframes. This will continue to be a Challenge due to the current changes in the IHSS program.



Senior Health Fair 2009 in Victorville

**2008-09 ACCOMPLISHMENTS**

- ❖ *Received National Association of Counties award for “Scam Alerts” program designed to warn and prevent victimization of the senior population*
- ❖ *Received National Association of Counties award for “We Can” an innovative program to promote exercise and healthy lifestyles for seniors*
- ❖ *Held the 22<sup>nd</sup> Annual Multi-Disciplinary Team Conference attended by over 200 professionals*
- ❖ *Hosted “Celebrating Senior Healthy Aging” events providing opportunities for outreach and information to seniors*
- ❖ *Served 320,457 congregate meals at various senior centers and 349,466 homebound meals through the Senior Nutrition Programs*

HUMAN SERVICES

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

*Objective A: Respond to emergency APS referrals within State mandated timeframes.*

<b>MEASUREMENT</b>	<b>2007-08 Actual</b>	<b>2008-09 Actual</b>	<b>2009-10 Target</b>	<b>2009-10 Estimate</b>	<b>2010-11 Target</b>
2A. Percentage of emergency APS referrals responded to within the state mandated timeframes.	96%	99%	100%	100%	100%

Status

APS emergency referrals are responded to within the 24-hour state mandate. Action plan to review and improve the referral process and procedures were completed and implemented in July 2009. Continued training on the response to both emergency referrals and non-emergencies are being reviewed and updated.

DAAS selected these goals for the Adult Programs for 2010-11 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 these programs have 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.

**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.*

<b>MEASUREMENT</b>	<b>2007-08 Actual</b>	<b>2008-09 Actual</b>	<b>2009-10 Target</b>	<b>2009-10 Estimate</b>	<b>2010-11 Target</b>
3A. Percentage increase of SIA individual customers contacted.	4%	30%	8%	2%	2%

Status

The departments outreach efforts by SIA have targeted older individuals within the county while placing emphasis on older individuals who are isolated, have Alzheimer's disease or related disorders, and have the greatest economic and social needs as mandated by the Older Americans Act.

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

There has been a decrease in state funding in Aging programs and a 29% decrease in staffing which has presented a challenge in 2009-10 to increase the number of individuals contacted through SIA outreach. As a result of this reduced state funding, lower percentage targets are anticipated in 2009-10 and 2010-11.

**GOAL 4: ENSURE PUBLIC GUARDIAN PROVIDES TIMELY AND ACCURATE FINANCIAL SUPPORT TO CONSERVATEES.**

*Objective A: Ensure payments for Probate and LPS conservatees are completed timely.*

MEASUREMENT	2007-08 Actual	2008-09 Actual	2009-10 Target	2009-10 Estimate	2010-11 Target
4A. Percentage of conservatees bills paid within ten days of receipt.	N/A	N/A	70%	90%	80%

Status

This goal is essential for the Public Guardian Program based on the legal obligation to safeguard the conservatee and the conservatee’s estate. Accomplishing this goal will ensure that individuals placed under conservatorship receive the services needed to maintain them in the least restrictive and safest environment. The Public Guardian Office responsibility to ensure the conservatees needs are met includes ensuring their financial obligations are met timely and accurately.

**2010-11 REQUESTS FOR GENERAL FUND FINANCING**

The department is not requesting any additional general fund financing for 2010-11.

**2010-11 PROPOSED FEE/RATE ADJUSTMENTS**

The department is not requesting any proposed fee/rate adjustments for 2010-11.

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