

1. Issue Area: Family Caregivers Support Program (FCSP)

Goals & Objectives

Issue Area: Family Caregivers					
<i>Goal #1: Increase enrollment and involvement of grandparents raising grandchildren in Lincoln County FCSP.</i>					
Measurable Objectives	Key Tasks	Lead Position and Entity	Timeframe		Update
			Start Date	End Date	
1. Provide additional outreach to seniors raising grandchildren	a. Outreach to these populations through local media including newspaper, magazines, and radio	FCSP Coordinators	1/17	12/20	Outreach to Boomer News
	b. Network with local organizations specializing in working with at risk children including: DHS, Self-Sufficiency, Child Welfare, local school districts, CASA, YMCA, the Boys and Girls Club, and other afterschool activity programs		6/17	12/20	Participation in Abuse Prevention Summit January 2018; connected with DHS, Neighborhoods for Kids, My Sister's Place, and Children's Services; networked with Philomath Elementary School; 2019 reached out to CASA
	c. Further educate 2-1-1 and the ADRC call specialists about FCSP to increase promotion and referral from these services		1/17	12/20	Attending ADRC Staff meetings regularly, educated on staff on FCSP; ongoing communication with ADRC
2. Continued development of grandparents raising grandchildren support groups	a. Continue to market existing group in partnership with Old Mill Center to grandparents who are already on FCSP and encourage additional enrollment	FCSP Coordinators	8/17	12/20	Individuals are referred to the Old Mill Center on a regular basis; information is in resource packet
	b. Develop an additional group for grandparents raising grandchildren in east Lincoln or Linn County		1/18	12/20	Support group for caregivers started in Lincoln City

	C. Support partner agencies with funds for respite and supplies		7/17	12/20	Purchased \$200 in pre-paid daycare certificates; providing funds for support groups at Old Mill Center; provided funds to Grace Center for a support group
	e. Gather educational information and compile support group topics		1/17	12/20	Ongoing information recovered by State, Relatives As Parents Program; purchased 25 copies of "Help is Here" book

Goal #2: Provide recognition to caregivers.

Measurable Objectives	Key Tasks	Lead Position and Entity	Timeframe		Update
			Start Date	End Date	
1. Continue Community Caregiver Celebrations	a. Research and book educational and supportive presentations	FCSP Coordinators	1/17	12/20	4 events took place in 2017; funded a balance class for caregivers in Albany YMCA
	b. Include relaxation techniques and practices into the celebration		1/17	12/20	Complete. 63 Caregiver participated in wellness session that included relaxation techniques
	c. Continue building relationships with community members to strengthen partnerships		1/17	12/20	Ongoing partnerships with Lumina, Grace Center, Old Mill Center, Volunteer Caregivers, Evergreen Hospice, NESS Club, Newport 60+ Center, Samaritan

				Health Services	
Goal #3: Increase involvement in the FCSP minority populations and LBGT community.					
Measurable Objectives	Key Tasks	Lead Position and Entity	Timeframe		Update
			Start Date	End Date	
1. Outreach to Hispanic population	a. Partner with Centro De Ayuda	FCSP Coordinators	7/17	12/20	Still in progress
	b. Partner with Self Sufficiency and DHS through regional meetings		1/17	12/20	Still in progress
	c. Partner with local churches		1/18	12/20	Outreached to local churches
2. Outreach to the LBGT Community	a. Partner with Friendly House, a SAGE Affiliate in Multnomah County	FCSP Coordinators	7/17	12/20	Partnered with SAGE to purchase rights to "Gen Silent"
	b. Strengthen partnerships with LBGT Focus group initiated in 2016		1/17	12/20	Showing "Gen Silent" in partnership with LBGT focus group.
	c. Research and contact organizations working with our target population		1/18	12/20	In contact with LBGT Competency Workgroup of Linn and Benton County Area
3. Increase community presentations to targeted populations	a. Attend local Latino Festivals in all three counties.	FCSP Coordinators	1/17	12/20	Still in progress
	b. Attend local Pride events		1/17	12/20	Still in progress
	c. Work with the Siletz Tribe to be visible at their community events		1/17	12/20	Participated in Senior Health Fair at Chinook Winds; attended annual Halloween party for Elders

2. Issue Area: Information and Assistance Services and ADRC

Goals & Objectives

Issue Area: Information and Assistance Services, and ADRC.					
<i>Goal #1: Ensure a no wrong door experience for all consumers.</i>					
Measurable Objectives	Key Tasks	Lead Position and Entity	Timeframe		Update
			Start Date	End Date	
1. Ensure that once consumers contact any SDS staff, they will not have to call another number to get assistance	a. Develop internal referral process for all SDS staff	Info and Assistance Supervisor	11/16	12/20	Staff are trained to transfer calls to the ADRC to ensure "No Wrong Door"
	b. Provide training as needed to staff	Program Managers	11/16	12/20	Training provided in regular unit meetings
<i>Goal #2: Ensure accurate database with 100% updating each year.</i>					
Measurable Objectives	Key Tasks	Lead Position and Entity	Timeframe		Update
			Start Date	End Date	
1. Maintain 100% ADRC consumer database annually	a. Task staff with updating database to ensure it is 100% updated each year	IA/IR Supervisor		12/20	Working to meet this goal with 10 hours a week dedicated to meet this task
<i>Goal #3: Ensure that veterans in the Veterans Service Office of Benton County are included in ADRC internal referral process.</i>					
Measurable Objectives	Key Tasks	Lead Position and Entity	Timeframe		Update
			Start Date	End Date	
1. Increase number of veterans in Benton County VSO that receive referrals and service from SDS	a. Develop internal referral process for VSO staff	Program Supervisor (IA/IR and VSO)	9/16	12/20	VSO transfers calls directly to ADRC staff
	b. Provide training for VSO staff as needed	Program Supervisor (IA/IR and VSO)	10/16	12/20	Training provided to VSO staff

3. Issue Area: Elder Rights and Legal Assistance

Goals & Objectives

Issue Area: Elder Rights and Legal Assistance					
<i>Goal #1:</i> Ensure that investigations of abuse are completed in a timely manner.					
Measurable Objectives	Key Tasks	Lead Position and Entity	Timeframe		Update
			Start Date	End Date	
1. Achieve a timely completed report rate of 90%	a. Provide sufficient staff and training	APS Supervisor	9/16	12/20	Average of 95%
	b. Track open investigations weekly		9/16	12/20	Open investigations tracked
<i>Goal #2:</i> Increase public education and awareness regarding older adult abuse, neglect and especially exploitation.					
Measurable Objectives	Key Tasks	Lead Position and Entity	Timeframe		Update
			Start Date	End Date	
1. Develop strategies for the most cost-effective outreach	a. Research cost-effective means of outreach and identify priority	OAA Program Manager	1/17	12/20	Staff regularly present to law enforcement, long term care ombuds, other community partners
	b. Expand ability to provide presentations in alternative languages	OAA Program Manager	1/17	12/20	Usage of Statewide brochure in Spanish; participation in Sweet Home Health Fair with dual language information
2. Implement outreach effort through local media	a. Secure contract with media, including possible public transit ads	Program Manager	1/17	12/20	Still in progress

4. Issue Area: Health Promotions

Goals & Objectives

Issue Area: Health Promotions					
Goal #1: Expand mental health services for older adults and people with disabilities.					
Measurable Objectives	Key Tasks	Lead Position and Entity	Timeframe		Update
			Start Date	End Date	
1. Increase evidence based programs such as PEARLS and <i>Powerful Tools for Family Caregivers</i>	a. Increase PEARLS consumer load throughout Region	Program Director and Program Manager	1/17	12/20	We revamped this program in 2018 to contract with a licensed mental health provider who has successfully grown the program significantly.
	b. Contract with County mental health officials to provide PEARLS to Medicaid recipients		1/17	12/20	Still in progress
	c. Increase <i>Powerful Tools for Family Caregivers</i> classes to at least 6 per year		1/17	12/20	Classes are being offered
Goal #2: Increase community engagement for older adults and people with disabilities.					
Measurable Objectives	Key Tasks	Lead Position and Entity	Timeframe		Update
			Start Date	End Date	
1. Develop options for new programs that reduce isolation and loneliness	a. Research to identify Evidence Based Programs that reduce isolation/loneliness	Program Director	6/17	12/20	Still in progress
	b. Adopt EBPs that reduce isolation/loneliness		1/17	12/20	Still in progress
Goal #3: Address service gap for dementia related diseases.					
Measurable Objectives	Key Tasks	Lead Position and Entity	Timeframe		Update
			Start Date	End Date	
1. Increase understanding of impact dementia diseases are having on	a. Provide for venues where information about dementia and its impact are explained	Program Director and Mental Health Services Coordinator	1/17	12/20	Other funding sources have been identified

households and community	b. Sponsor a <i>Summit</i> of dementia experts to develop information on the issue		1/17	5/17	
2. Advocate for better treatment for dementia disease	a. Strengthen and expand the already existing informal support group	DSAC and SSAC	1/17	12/20	Still in progress

5. Issue Area: Native American Elders

Goals & Objectives

Goal #1: Continue to build a strong relationship with the Confederated Tribes of Siletz for the benefit of our Region's senior and disabled population.					
Measurable Objectives	Key Tasks	Lead Position and Entity	Timeframe		Update
			Start Date	End Date	
1. Improve Communication and Outreach Services with Tribal Elders	a. Establish quarterly meetings with Tribal leaders	OAA Case Manager	7/17	12/20	Ongoing communication with Tribal leaders and Staff; attended Halloween party for Elders; hosted Statewide meeting
	b. Recruit local Tribal governing members to join DSAC and SSAC	Program Manager	1/17	12/20	Two individuals representing Siletz are now regular attendees at Council meetings; Siletz hosted SSAC-DSAC in April 2018
	c. Establish location for ADRC brochures to be distributed regularly	OAA Case Manager	1/17	6/17	Brochures were distributed to staff and at community events
2. Coordinate with local area Tribes to co-host semi-annual elder abuse forums	a. Work with Tribal staff to coordinate forums	Program Manager	5/17	12/20	Still in progress
	b. Commit staff to participate in forums	OAA Case Manager	5/17	12/20	Still in progress
	c. Assist with promotion of forums	OAA Case Manager	5/17	12/20	Still in progress

6. Issue Area: Nutrition Services

Goals & Objectives

Issue Area: Nutrition Services					
Goal #1: Maintain the MOW program at its current service level, with a high priority on home-delivered meals.					
Measurable Objectives	Key Tasks	Lead Position and Entity	Timeframe		Update
			Start Date	End Date	
1. Develop the financial resources to maintain program at current service level	a. Increase individual donations by at least 75%	Program Manager and Program Director	9/16	7/18	Still in progress
	b. Develop business sponsorships to at least \$30,000/yr.	Program Manager and Program Director	1/17	7/18	Still in progress
	c. Increase local government contributions by at least 20%	Program Manager and Program Director	1/17	7/18	Still in progress
	d. Secure private foundation grants for capacity building	Program Manager and Program Director	1/17	12/20	One letter of intent submitted
2. Increase and stabilize volunteer base	a. Develop written and video materials for volunteer recruitment	Program Supervisor	1/18	12/20	Print collateral in process; one video presentation completed
	b. Implement media campaign targeted to potential volunteers	Program Manager	6/17	12/17	Still in progress; adjusted target date 12/18
	c. Secure community donors to support volunteer recognition events	Program Manager	6/17	12/20	Collaborating with RSVP
	d. Provide volunteer coordination training for Meal Site Managers	Program Supervisor	1/17	12/20	Still in progress
Goal #2: Enhance the dining program experience.					
Measurable Objectives	Key Tasks	Lead Position and Entity	Timeframe		Update
			Start Date	End Date	
1. Increase dining participation by 20%	a. Develop partnerships with other community programs to co-locate with meal sites	Program Supervisor	1/17	12/20	Still in progress
	b. Provide more enrichment activities during meal time	Meal Site Managers	6/17	12/20	Still in progress

Goal #3: Maintain regional pet program for home delivered participants companions.					
Measurable Objectives	Key Tasks	Lead Position and Entity	Timeframe		Update
			Start Date	End Date	
1. Engage local humane societies	a. Continue partnering with the local humane societies in Lincoln and Linn Counties	Program Supervisor	1/17	12/20	Continuing to partner
	b. Make contact with the humane society in Benton County to attempt to partner with them	Program Supervisor	1/17	6/17	Still in progress

