

# SECTION ELEVEN

GOALS, OBJECTIVES, STRATEGIES, OUTCOME MEASURES



## SECTION ELEVEN

### GOAL NUMBER ONE

#### INCREASE HEALTH PROMOTION, DISEASE PREVENTION, AND ACCESS TO HEALTH CARE

*Supporting the following Administration on Aging goals:*

*AoA #1) Increase the number of older people who have access to an integrated array of health and social supports.*

*AoA #2) Increase the number of older people who stay active and healthy.*

#### **OBJECTIVE #1**

#### **Support Expansion Of Physical Activity And Nutrition Programs Targeting Older Oregonians**

##### Strategies

- a) Support the implementation of physical activity and healthful nutrition educational programs through Area Agencies on Aging or their community partners. Programs and collaborations include You Can! Program, walking buddies and walking clubs, use of pedometers to encourage walking, use of Friendly Visitor programs to do simple exercises or convey simple nutrition information to clients, and local physical activity and nutrition coalitions.
- b) Collaborate with Office of Health Services, Oregon Recreation & Parks Association (Section for Older Adult Resources now representing senior centers), OSU Extension Service, and other statewide physical activity and nutrition programs to ensure consideration of older Oregonians' physical and nutritional needs, and information is disseminated through Area Agencies on Aging and Seniors & People with Disabilities networks.

Outcome Measures

Collaboration with increased number of partners to offer physical activity and nutrition programs.

Number of older Oregonians participating in physical activity and nutrition programs offered by AAAs and their community partners, as measured by the annual NAPIS State Program Report.

Timelines

a-b) Ongoing, throughout plan period

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**OBJECTIVE #2**

**Promote And Improve Access To Nutrition Programs And Services**

Strategies

- a) Coordinate with local Area Agencies on Aging and advocates for older Oregonians to increase outreach efforts and promote nutrition service programs through new approaches including fund raising and corporate sponsorship, use of restaurant vouchers, innovative strategies from other state nutrition programs, and other ideas.
- b) Continue to educate the public and legislators about the benefits of Older Americans Act meal programs and the funding needs of the program.
- c) Partner with Area Agencies on Aging, the Oregon Nutrition Program Directors Association and the Oregon Association of Senior Centers to provide technical assistance, training and information resources on nutrition.
- d) Continue to encourage meal programs to increase use of healthful foods (e.g., salad and soup bars) and accessible meal sites.
- e) Implement statewide use of nutritional risk screening tools and special needs assessments at senior centers and meal sites.
- f) Advocate for continued funding of Farmers Market Vouchers for low-income older Oregonians.

Outcome Measures

Increase in meal participation levels and improvement in access to nutrition services, as measured by the annual NAPIS State Program Report.

Increase in the number of meal programs offering salad bars or other healthful alternatives.

Timelines

a-f) Ongoing, through plan period

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**OBJECTIVE #3**

**Assist Older Oregonians In Identifying And Accessing Appropriate Health And Long-Term Care Resources**

Strategies

- a) Work with Area Agencies on Aging, AARP and local resources to disseminate accurate information about health care options; assist baby boomers and young seniors in decision-making regarding long-term care planning and options.
- b) Work with Department of Human Services to improve information available through Department of Human Services Seniors & People with Disabilities website relating to aging health care and long-term care options.
- c) Coordinate with the aging and public health networks in disseminating information about the new Medicare D prescription drug benefit including information on subsidies for low-income older Oregonians.
- d) Collaborate with Long Term Care Ombudsman, Insurance Division SHIP, legal assistance providers, Oregon State Bar, and state MMA unit in training community volunteers statewide to assist elders in optimizing their coverage under the MMA.
- e) Prepare in collaboration with the state MMA unit materials to be used by area agencies on aging in advising and referring clients for MMA services.
- f) Development, completion and continued maintenance of the all-inclusive Oregon “Network

of Care” website containing statewide social service information, referral information to social service agencies, disease prevention, health promotion and medical information.

### Outcome Measures

Increase in the availability of accurate information for health and long term care resources for older Oregonians on the DHS website and available through AAAs.

Number of older Oregonians who qualify for and obtain low-income subsidies.

Website providing statewide social service, disease prevention, health promotion and medical information.

Number of older Oregonians who register for appropriate prescription drug program.

Number of advocates trained. Number of Tel-Law contacts made.

Distribution of materials to area agencies. Initial training of area agency staff.

### Timelines

a-b) Ongoing, throughout plan period.

c-d) June 2006

e) June 2006

f) December 2005

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## **OBJECTIVE #4**

### **Strengthen Partnerships And Increase Public Health Outreach To Older Oregonians**

#### Strategies

a) Work with Office of Health Services and Area Agencies on Aging to identify ways local Area Agency on Aging offices can work with local health departments to increase flu and pneumonia immunization rates among older Oregonians.

b) Work with Area Agencies on Aging, Office of Health Services, and local health systems to increase outreach, education, and support for older Oregonians on chronic disease

issues, (diabetes, arthritis, heart disease, stroke, respiratory diseases, etc.)

- c) Work with Oregon Health Services Injury Prevention division, AARP, local Area Agencies on Aging, area hospitals and colleges and to increase awareness and education relating to injury prevention and home safety issues. Coordinate with local community health centers, and AARP for injury prevention education and home safety inspections.
- d) Work with Office of Health Services, Employment Department, Area Agency on Aging and Seniors & People with Disabilities offices to enhance opportunities for business and industry staff and volunteers to participate in efforts to focus on healthful and safe worksites, physical activity, and beneficial nutrition efforts.
- e) Coordinate with the Office of Health Services, Area Agencies on Aging and and private and public health networks in developing education campaigns for successful aging, wellness and disease prevention.

### Outcome Measures

Number of older Oregonians receiving annual immunizations.

Number of partnership efforts between local Area Agencies on Aging and local health departments.

Number of reported collaborative AAA programs and worksite policies/environments that support healthy lifestyles.

Increase in number of Area Agencies on Aging offering, or collaborating with partners to offer, physical activity and nutrition programs.

### Timelines

a-c) Ongoing, through plan period.

d) December 2007

e) Ongoing, throughout plan period.

## **GOAL NUMBER TWO**

### **STRENGTHEN SUPPORTS FOR OLDER OREGONIANS WITH MENTAL HEALTH ISSUES**

*Supporting the following Administration on Aging goals:*

*AoA #1) Increase the number of older people who have access to an integrated array of health and social supports.*

*AoA #2) Increase the number of older people who stay active and healthy.*

#### **OBJECTIVE #1**

#### **Increase And Expand Access To Mental Health Services**

##### Strategies

- a) Strengthen partnerships with Community Mental Health programs and the aging networks to promote awareness of mental health issues for older Oregonians, identify and eliminate barriers to service.
- b) Partner with the private and public mental health agencies to develop a pro-bono clinical panel for supplementary emergency assessment and intervention programs.
- c) Collaborate with Oregon Gerontology Association and other gerontologic professional associations, OHSU, PSU Institute on Aging and Marylhurst University to provide training for continued education credits conferences about older Oregonians with mental health impairments.
- d) Advocate for increased resources to expand outreach, medication management and crisis intervention services for older Oregonians experiencing mental health problems.
- e) Train lawyers and mental health workers to respond to discrimination against older Oregonians with disabilities and mental health impairments.

Outcome Measures

Inclusion of collaborative partnership outreach methods in OAA programs.

Improve mental health treatment interventions for older Oregonians.

Increase in diversity of mental health services available.

Increase in # of Oregonians seeking mental health services.

Improve choice of resources for older Oregonians with mental health and substance abuse issues.

Number of lawyers and social services professionals trained.

Timelines

a) December 2006

b-e) Ongoing, throughout plan period.

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**OBJECTIVE #2**  
**Suicide And Substance Abuse Prevention**

a) Continued partnership with the Office of Health Services to conduct a public education campaign addressing depression and suicide in the older Oregonian population.

b) Strengthen partnerships with Community Alcohol and Drug Abuse programs to address the stereotypes and stigma regarding substance abuse among older Oregonians and access to services.

Outcome Measures

Increase number of older Oregonians receiving suicide intervention services.

Increase awareness of treatment options for depression and suicidal behavior.

Improve older Oregonians' access to alcohol and drug services.

One statewide public awareness media campaign per biennium.

Timelines

a-b) Ongoing, throughout plan period

**GOAL NUMBER THREE**  
**SUPPORT OF FAMILY CAREGIVERS**

*Supporting the following Administration on Aging goals:*

*AoA #3) Increase the number of families who are supported in their efforts to care for their loved ones at home and in the community.*

*AoA #4) Increase the number of older people who benefit from programs that protect their rights and prevent elder abuse, neglect and exploitation.*

**OBJECTIVE #1**

**Improve Caregiver Understanding Of Caregiver Rights**

Strategies

- a) Provide information to older Oregonians about the rights of older Oregonians caring for minor children, including access to public benefits and fair housing rights and custody arrangements.
- b) Train lawyers and social service workers to recognize and combat housing discrimination against older Oregonians rearing children.
- c) Meeting with the Family Caregiver Support Program coordinators for increased collaboration, e.g., Douglas County with RSVP; MCCOG with Big Brother/Big Sister; AAAs working with the Service Delivery Area Managers for Grandparents Raising Grandchildren program.

Outcome Measures

Number of Oregon's Legal Guide for Grandparents and Other Relatives Raising Children distributed.

Number of lawyers and social services professionals trained.

Timelines

- a) Ongoing, throughout plan period
  - b) December 2005
  - c) Ongoing, throughout plan period
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**OBJECTIVE #2**

**Support The Expansion Of Family Caregiver Programs**

Strategies

- a) Improve and expand the [www.Oregoncares.org](http://www.Oregoncares.org) caregiver Internet web site by assisting with the transition of the website to Oregon State University.
- b) Provide on-going support by providing information on Family Caregiver Support Program trainings, conferences, and caregiver resources for the website to Oregon State University.
- c) Facilitate the Family Caregiver Support Program Advisory Committee and share information. Update the Family Caregiver Support Program brochure for Family Caregiver Support Program and Lifespan Respite staff.
- d) Participate in site visits of the local Area Agencies on Aging and offer technical support and resource information.
- e) Coordinate with Area Agencies on Aging to develop, purchase and distribute caregiver resources.
- f) Partner with Area Agencies on Aging, faith-based organizations, Oregon Lifespan Respite Program, Native American tribes and other minority cultures of Oregon to coordinate and expand local caregiving services.

- g) Participate and assist with the following caregiver conferences: the Native Caring conference for Native Americans and the Gift of Time conference for caregivers.
- h) Coordinate with the Family Caregiver Support Program Advisory Committee to provide a yearly Spring staff training for Family Caregiver Support Program and Lifespan Respite staff.
- i) Participate in local projects, e.g., Boomer and Senior Expo, Deschutes Health Fair.
- j) Continue to train with the *Communicating Effectively with Healthcare Professional* curriculum e.g., Native Caring conference, Gift of Time conference.
- k) Encourage and assist local communities to develop innovative caregiver support programs and networks.
- l) Collaborate with the elder coordinators from the Oregon tribes to share caregiver information.

Outcome Measures

Number of recorded visits to website.

Increase Oregon caregivers' access to quality information and training resources.

Number of caregiver training events conducted.

Numbers of technical assistance site visits to the Area Agencies on Aging.

Number of caregiver resources distributed.

Number of caregivers utilizing respite care.

Number of local events attended.

Number of trainings and attendees completing trainings

Number of technical assistance visits performed.

Number of new participants in the National Family Caregiver Support Program.

Number of Tribes that develop caregiver programs.

Number of technical assistance contacts with Tribes.

Timelines

a) June 2006

b-l) Ongoing, throughout plan period.

**GOAL NUMBER FOUR**

**AFFORDABLE AND ACCESSIBLE  
HOUSING OPTIONS**

*Supporting the following Administration on Aging goals:*

*AoA #3) Increase the number of families who are supported in their efforts to care for their loved ones at home and in the community.*

*AoA #4) Increase the number of older people who benefit from programs that protect their rights and prevent elder abuse, neglect and exploitation.*

**OBJECTIVE #1**

**Decreased Housing Discrimination**

- a) Train lawyers, social service workers and older Oregonians to recognize and challenge discrimination against disabled older Oregonians, older Oregonians with caregivers and older Oregonians caring for minor children.

Outcome Measure

Number of persons trained.

Number of training packets distributed.

Timeline

- a) Ongoing, throughout plan period.
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**OBJECTIVE #2**

**Increase Awareness Of Accessibility Aids**

- a) Partner with Oregon Housing and Community Services Department (the state housing finance agency) to provide information and technical assistance to the Oregon Remodeler's Association, builders, developers, and others to support awareness of universal design, housing "visitability", and other accessibility issues.
- b) Coordinate with Oregon Housing and Community Services Department and local communities to target Community Services Block Grant (CSBG) housing rehabilitation funding to home accessibility for older Oregonians.
- c) Work with Area Agencies on Aging, community service programs, publishers of newsletters, and Senior and People with Disabilities offices to provide resource information to assist low-income older Oregonians and people with disabilities to convert inaccessible housing into accessible housing.
- d) Development of Oregon "Network of Care" website containing accessibility aid information and resources, statewide social service information, referral information to social service agencies, disease prevention, health promotion and medical information in seven (7) languages – English, Spanish, Japanese, Mandarin, Cantonese, Korean, and Russian.

Outcome Measures

Number of contacts with housing development community.

Statewide accessibility aids information and resources on Oregon "Network of Care" website in seven (7) languages – English, Spanish, Japanese, Mandarin, Cantonese, Korean, and Russian.

Number of older Oregonians who obtained home modification, accessibility resources and housing rehabilitation services.

Number of technical assistance components provided.

Number of resource guides distributed.

Timelines

a-c) Ongoing, throughout plan period.

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**OBJECTIVE #3**  
**Improve Housing Options**

- a) Explore creative and affordable housing options.
- b) Promote development of an affordable, accessible housing database through Area Agencies on Aging cooperation with Housing Authority, Housing and Urban Development, community development corporations, legal service programs, Rural Housing, and State of Oregon Housing and Community service departments.

Outcome Measures

Written materials distributed to housing authorities, low-income housing developers, community action programs, community development corporations and municipalities.

Timelines

- a) Ongoing, throughout plan period.
- b) By end of 2007.

## **GOAL NUMBER FIVE**

### **IMPROVE ACCESS TO TRANSPORTATION FOR OLDER OREGONIANS**

*Supporting the following Administration on Aging goals:*

*AoA #1) Increase the number of older people who have access to an integrated array of health and social supports.*

*AoA #2) Increase the number of older people who stay active and healthy.*

*AoA #3) Increase the number of families who are supported in their efforts to care for their loved ones at home and in the community.*

#### **OBJECTIVE #1**

### **Improve Transportation Systems And Promote Alternative Transportation Choices**

#### Strategies

- a) Work with the Oregon Department of Transportation, cities and counties and aging networks to develop and advocate for transportation opportunities for older Oregonians, with a special focus on rural communities.
- b) Participate in the Governor's initiative to improve coordination of state-funded transportation services.
- c) Continue participation in the At Risk Driver Public Education Consortium and work with the Oregon Department of Transportation Motor Vehicles Division to expand knowledge of Oregon's Safe Mobility Initiative.

- d) Partner with aging networks to educate medical professionals and family members of a driver with medical impairments about community resources and assistance from professionals with intervention and transportation planning.

Outcome Measures

Number of grants awarded to Area Agencies on Aging & Disabilities.

Number of persons who receive Safe Mobility Toolkit resource information.

Timelines

a-d) Ongoing, throughout the plan period.

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**OBJECTIVE #2.**

**Create community-wide awareness of transportation issues**

Strategies

- a) Conduct comprehensive assessment of transportation needs of older adults and the importance of developing strategies to address them.
- b) Promote transportation opportunities through collaborative and cooperative arrangements.

Outcome Measures

Baseline data regarding transportation services

Number of transportation arrangements made through collaborative and cooperative arrangements.

Timelines

- a) December 2007
- b) Ongoing, throughout the plan period.

**GOAL NUMBER SIX**

**STRENGTHEN AND INCREASE LONG-TERM  
CARE SERVICE RESOURCES**

*Supporting the following Administration on Aging goals:*

*AoA #1) Increase the number of older people who have access to an integrated array of health and social supports.*

*AoA #2) Increase the number of older people who stay active and healthy.*

*AoA #4) Increase the number of older people who benefit from programs that protect their rights and prevent elder abuse, neglect and exploitation.*

**OBJECTIVE #1**

**Increase Reporting Of Neglect And Abuse And Decrease Incidents Of Neglect And Abuse**

Strategies

- a) Work with the Office of the Long-Term Care Ombudsman to provide effective monitoring of programs and services in long-term care facilities to continue reduction of incidence of abuse in long-term care facilities.

Outcome Measures

Number of substantiated complaints received about long term care facilities.

Timelines

Launch in plan years of 2006-2007.

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**OBJECTIVE 2**

**Increase Consumer Knowledge And Self-Direction In Long Term Care Choices And Management**

Strategies

- a) Continue to expand consumer and family education of long-term care choices, including publishing consumer guides for choosing assisted living and residential care facilities.
  
- b) Conduct training for older Oregonians and their families, attorneys and social service providers about long term care options, resident rights and remedies.
  
- c) Promote local efforts to educate older Oregonians about property tax relief programs, home equity conversion programs, retirement planning, long-term care insurance.
  
- d) Train lawyers, social service workers, and elders to know and enforce the rights of those residing in facilities.

Outcome Measures

Number of *Oregon's Legal Guide for Grandparents and Other Relatives Raising Children* distributed.

Number of attendees.

Number of lawyers, and social services professionals trained.

Timelines

- a-c) Ongoing, throughout the plan period.
- d) December 2005

## **GOAL NUMBER SEVEN**

### **STRENGTHEN SERVICES AND ACCESS FOR LOW-INCOME, CULTURALLY DIVERSE, FRAIL AND RURAL OLDER OREGONIANS**

*Supporting the following Administration on Aging goals:*

*AoA #1) Increase the number of older people who have access to an integrated array of health and social supports.*

*AoA #2) Increase the number of older people who stay active and healthy.*

*AoA #3) Increase the number of families who are supported in their efforts to care for their loved ones at home and in the community.*

*AoA #4) Increase the number of older people who benefit from programs that protect their rights and prevent elder abuse, neglect and exploitation.*

#### **OBJECTIVE #1**

### **Improve Outreach Methods To Increase Number Of People Participating In Older Americans Act Programs**

#### Strategies

- a) Introduce educational and outreach efforts and increase the participation of low income, culturally diverse and rural individuals in Older American Act programs.

- b) Work with Area Agencies on Aging to affirm diversity in agency staffing and service delivery.
- c) Promote and provide education to heighten sensitivity and ensure culturally appropriate services that meet individual needs.

Outcome Measures

Increase in access to services as measured by the NAPIS State Program Report.

Number of field staff attending education workshops.

Increase in staff ethnicity as reported annually by the Area Agencies on Aging & Disabilities.

Timelines

a-c) Ongoing, throughout the plan period.

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**OBJECTIVE #2**

**Improve Tribes & Area Agencies On Aging Collaborations**

Strategies

a) Continued coordination with Title VI tribal grantees to improve access to caregiver supports for Native caregivers.

b) Improve coordination between Area Agencies on Aging and Title VI Tribal grantees to improve tribal members' access to federal and state-funded programs for older Oregonians.

b) Develop Powerful Tools for Caregiver workshops and other programs for Native Caregivers.

Outcome Measures

Number of substantive contacts between State Unit on Aging and Oregon tribes.

Number of attendees to Native Caregiver conferences.

Number of contracts between the Area Agencies on Aging and the tribes.

Number of individuals completing the Powerful Tools for Caregiver workshops.

Timelines

a-b) Ongoing, throughout the plan period.

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**OBJECTIVE #3**

**Promote Independence of Neuro-Sensory Impaired**

Strategies

- a) Coordinate with the Oregon Commission for the Blind to promote the ability of older blind Oregonians to live independently. Increase coordination efforts between Area Agencies on Aging and the Oregon Commission for the Blind.
- b) Increase the number of Oregonians with limited vision accessing Older Americans Act and Commission for the Blind services.
- c) Train lawyers and social service staff to recognize and respond to unlawful discrimination against older Oregonian's with disabilities.

Outcome Measures

Number of older disabled Oregonians receiving services, as measured by the annual NAPIS State Program Report.

Number of lawyers and social services professionals trained.

Timelines

a-b) December 2008.

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## **OBJECTIVE 4**

### **Improve Information & Referral For Health And Human Services**

#### **Strategies**

- a) Assist Oregon 211 Coalition with advocacy efforts for implementation of statewide 211 systems.
- b) Development, completion and continued maintenance of the all-inclusive Oregon “Network of Care” website containing statewide social service information, referral information to social service agencies, disease prevention, health promotion and medical information.
- c) Partner with Area Agencies on Aging and disabled advocacy groups to assess physical access to all OAA programs statewide and to identify and eliminate barriers.
- d) Work with Area Agencies on Aging and identified minority community groups to focus training of staff and community members on areas of common concern.
- e) Assist Area Agencies on Aging to improve communication to homebound and rural elders through use of community media, State Unit on Aging and locally produced newsletters on topics of caregiving, disease prevention and nutrition, and legal rights of elders.
- e) Train rural lawyers to recognize and respond to Older Americans Act prioritized legal issues of nursing home resident rights, Medicare denials and appeals, long-term care financial planning, guardianship, conservatorship and alternative programs, guardianship defense consumer defenses, public and subsidized housing tenant rights, health care decision-making, physical and financial abuse of older Oregonians.

#### **Outcome Measures**

211 one-dial access statewide.

Number of older disabled Oregonians receiving information and referral to services, as measured by the annual NAPIS State Program Report.

Number of minorities utilizing services, as measured in the annual NAPIS State Program Report.

Expanded circulation of senior center newsletter inserts and increase contact with local media that reach to isolated and rural older Oregonians, as measured in the annual NAPIS State Program Report.

Increase in number of isolated and rural older Oregonians seeking and receiving services, as measured in the annual NAPIS State Program Report.

Increase referrals of Older Americans Act prioritized cases between legal services and private attorneys, per provider records.

### Timelines

- a) Implement coordination efforts by spring of 2006.
- b) December 2005
- c) Assessment completed by October 2006; statewide facility improvements by October 2009.
- d) Ongoing, throughout plan period.
- e) Media plan - October 2006; implementation of local media models - October 2007.
- f) Ongoing, throughout plan period.

## **GOAL NUMBER EIGHT**

### **PROMOTE EMPLOYMENT OPPORTUNITIES FOR OLDER OREGONIANS**

*Supporting the following Administration on Aging goals:*

*AoA #2) Increase the number of older people who stay active and healthy.*

*AoA #3) Increase the number of families who are supported in their efforts to care for their loved ones at home and in the community.*

*AoA #4) Increase the number of older people who benefit from programs that protect their rights and prevent elder abuse, neglect and exploitation.*

#### **OBJECTIVE #1**

### **Create Collaborative And Coordinated Relationships With Other Employment Service Providers At The Local And State Levels**

#### Strategies

- a) Strengthen the partnerships between the Senior Community Service Employment Program grantees and the local Workforce Investment Boards and One-Stop systems.
- b) Provide information to the Oregon Workforce Investment system about the training and employment needs of older persons who need and want to continue working.
- c) Participate in the Oregon Employment Initiative, an effort by the Department of Human Services to promote employment opportunities for people with disabilities.

#### Outcome Measures

Increase in number of clients gaining access to Senior Community Service Employment Program and One-Stop employment services.

Increase in number of Senior Community Service Employment Programs partnerships with disability-related employment programs in the state.

Timelines

a-c) Ongoing, throughout the plan period

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**OBJECTIVE #2**

**Raise The Visibility Of The Senior Community Service Employment Program In Oregon**

Strategies

- a) Encourage the collaboration of Senior Community Service Employment Program sub-grantees with local Chambers of Commerce and SCORE programs.
- b) Begin working with Department of Human Services Communications Department to create marketing documents, including press releases and guest opinions that can be shared with local newspapers.
- c) Participate in the Workforce Investment Board meetings on a regular basis.

Outcome Measures

Number of contacts to local Senior Community Service Employment Programs.

Timelines

a-c) Ongoing, throughout the plan period

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**OBJECTIVE #3**

**Meet Negotiated Performance Measures For The Title Five Senior Employment Program For The Department Of Labor**

Strategies

- a) Conduct quarterly review of grantees performance. Provide individualized technical assistance as needed.
- b) Establish annual training plan for grantees that target performance measures.

Outcome Measures

Meet Federal performance measures

Timeline

Ongoing, throughout the plan period

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**OBJECTIVE #4**

**Increase employment opportunities for older Oregonians**

Strategies

- a) Educate employers about the benefits of hiring and retaining older workers.
- b) Encourage use of informational interviews and State HIRE system to support employment efforts of older Oregonians by providing training to sub-grantees on using this system.
- c) Work with sub-grantees to develop 502(e) projects.
- d) Assist sub-grantees with seeking and applying for additional grant opportunities that will supplement training opportunities and employment for participants of the Senior Community Service Employment Program.
- e) Increase administrative capacity of Title V programs to allow for more opportunities for older Oregonians to participate in other grant funded programs during or after enrollment in Senior Community Service Employment Program.
- f) Train lawyers, social service workers, and older Oregonians to recognize and challenge employment discrimination based on age and disability.
- g) Advocate change to federal regulations regarding income eligibility criteria for Title V participants.

Outcome Measures

Outreach and information provided to 100 employers, with at least 30 employers in rural communities.

Annual grantee training plan completed.

Number of older Oregonians participating in training and employment in the Title V program.

Number of grants awarded.

Number of lawyers, social services professionals and general public trained.

Timelines

- a) Annually
- b) Ongoing, throughout the plan period
- c) June 2006
- d) June 2008
- e) Ongoing, throughout plan period
- f) December 2007
- g) Ongoing, throughout the plan period

**GOAL NUMBER NINE**

**INCREASE AWARENESS OF ABUSE AND  
REDUCE VICTIMIZATION OF OLDER  
OREGONIANS**

*Supporting the following Administration on Aging goals:*

*AoA #1) Increase the number of older people who have access to an integrated array of health and social supports.*

*AoA #4) Increase the number of older people who benefit from programs that protect their rights and prevent elder abuse, neglect and exploitation.*

**OBJECTIVE #1**

**Continue To Reduce The Incidence Of Elder Abuse**

Strategies

- a) Coordinate with the Area Agencies on Aging Task Force on Elder Abuse, the Long-Term Care Ombudsman and the aging network to increase public awareness of the signs and symptoms of abuse.
- b) Continue to support multi-disciplinary teams to address neglect and abuse of older Oregonians in local communities
- c) Coordinate with Area Agencies on Aging and the aging network to increase public awareness of domestic violence among older adults and to increase coordination with local domestic violence shelters and intervention services.
- d) Encourage the Oregon Judicial Department to provide training to court visitors on recognition of elder abuse.
- e) Collaborate with Adult Protective Services, the Long Term Ombudsman, the Attorney

General's elder abuse task force, legal services and the elder law section of the state bar to determine and eliminate legislative barriers to elder safety.

### Outcome Measures

Number of informational contacts, resources, and presentations to consumers and their families, long-term care providers, community groups and organizations

Number of law enforcement professionals trained.

Increase in number of local reports of elder abuse by law enforcement.

Increase in number of older Oregonians receiving domestic violence intervention services.

On-going prosecution of those who victimize older Oregonians.

### Timelines

a-e) Ongoing, throughout the plan period

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## **OBJECTIVE #2**

### **Educate Oregonians To Identify Abuse And Neglect**

- a) Coordinate with professional communities (medical, legal, law enforcement, financial) to increase awareness of signs and symptoms of elder abuse, appropriate response, and proper reporting protocols.
- b) Coordinate with the medical community, Area Agencies on Aging and the aging network to educate health care professionals about the causes and symptoms of abuse.
- c) Provide training to the Oregon State Bar, the banking community and other professionals providing estate planning, notary public services, financial and guardianship services to older Oregonians regarding recognizing, reporting and preventing financial exploitation.

### Outcome Measures

Education will focus on recognizing, reporting and preventing financial exploitation of

older Oregonians.

Increase number of trainings and coordination opportunities with professional communities on elder abuse issues.

Increase number of elder abuse reports by professionals.

Number of incident reports of financial exploitation of older Oregonians.

Timelines

a-b) Ongoing, throughout plan period

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**OBJECTIVE #3**

**Maintain Public Awareness Of Abuse Of Older Oregonians**

Strategies

- a) Continue to coordinate annual elder abuse awareness events, such as Vulnerable Oregonians Day and an elder abuse prevention conference.
- b) Continue outreach projects to raise awareness among Native American tribes and minorities about the signs, symptoms and prevention of elder abuse.
  - c) Include information on elder abuse in caregiver support packets and other educational materials distributed to minorities and Native American tribes.

Outcome Measures

Number of events and conferences held.

Number of reports of older Oregonians neglected or abused.

Number of informational packets distributed.

Number of caregivers training.

Number of trainings and attendees completing trainings.

Timelines

- a) Annually
  - b-c) Ongoing, throughout plan period.
- 

**OBJECTIVE #4**

**Decrease Vulnerability To Financial Abuse And Exploitation**

Strategies

- a) Continue to coordinate with Area Agencies on Aging and the aging network on prevention of Medicare and Medicaid fraud and abuse.
- b) Promote responsible and responsive money management, conservatorship, and guardianship programs availability statewide.
- c) Support partnerships with AARP to provide money management and bill paying services to older adults.
- d) Develop and support continued partnerships among protective service staff, district attorneys, law enforcement and pro bono financial experts to assist in the analysis of evidence in financial exploitation cases.
- e) Support efforts of the Oregon Judicial Department to monitor and intervene effectively as needed in guardianships and conservatorships for older adults.
- f) Revitalize the Retiree Response Technical Team to respond to law enforcement requests for emergency intervention in assisting with aging Oregonians with financial exploitation.
- g) Support the expansion of infrastructure to centralize background check repository and ability for a unique “flag” process to alert long term care employers, Seniors with Disabilities office and Area Agencies on Aging of criminal activity after last date of criminal history background check.

Outcome Measures

Increase older Oregonians awareness of Medicare and Medicaid fraud issues as measured by number of inquiries.

Decrease number of cases of self-neglect or exploitation based on reduction of substantiated abuse cases.

Reduce number of older Oregonians abused by guardians or conservators, per Adult Protective Service reports.

Establish a central background check repository.

Timelines

a-f) Ongoing, throughout the plan period

g) December 2008

## **GOAL NUMBER TEN**

### **PROMOTE AND IMPROVE ACCESS TO LEGAL ASSISTANCE**

*Supporting the following Administration on Aging goals:*

*AoA #1) Increase the number of older people who have access to an integrated array of health and social supports.*

*AoA #4) Increase the number of older people who benefit from programs that protect their rights and prevent elder abuse, neglect and exploitation.*

#### **OBJECTIVE #1**

#### **Continue To Improve Access To Legal Information & Services**

##### **Strategies**

- a) Provide training and information to Area Agencies on Aging and the Oregon State Bar on current legal issues that affect older Oregonians.
- b) Continue to educate judges about legal issues pertaining to older adults.
- c) Continue to provide technical assistance to individuals and organizations regarding legal issues for older Oregonians.
- d) Continue to participate in development and distribution of basic legal and financial resource information to older Oregonians
- e) Increase awareness about free legal services and access to legal assistance for older Oregonians who have no other legal resources
- f) Promote collaboration and innovation by Area Agencies on Aging for legal services in rural areas.

- g) Engage policy-level Area Agencies on Aging and legal services staff in development and enhancement of coordinated services.
- h) In partnership with Area Agencies on Aging and legal services create and conduct a statewide legal needs assessment for use in planning effective and efficient services.
- i) Work with the elder law section of the Oregon State Bar, the Area Agencies on Aging, and legal service programs to expand and enhance their private bar pro bono components throughout rural Oregon.
- j) Conduct lawyer training on Older Americans Act prioritized legal issues of nursing home resident rights, Medicare denials and appeals, long-term care financial planning, guardianship, conservatorship and alternative programs, guardianship defense consumer defenses, public and subsidized housing tenant rights, health care decision-making, physical and financial abuse of older Oregonians issues.

### Outcome Measures

Number of substantive technical assistance contacts.

Number of professionals trained.

Increase in number of older Oregonians receiving legal assistance, as evidenced in provider reports.

Number of older Oregonians receiving priority legal services as evidenced in provider reports.

Number of trained lawyers providing services to older Oregonians.

Statewide legal needs assessment conducted.

Number of programs established or expanded.

### Timelines

a-b) Annually

c-f) Ongoing, throughout plan period

g) October 2007

h) December 2007

i - j) Ongoing, throughout plan period.

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## **OBJECTIVE #2**

### **Improve Awareness of Rights And Remedies**

#### Strategies

- a) Encourage development of resources that provide information to older Oregonians and their families about basic legal issues.
  
- c) Support and promote efforts of Area Agencies on Aging and legal service providers to improve and increase community legal education for older Oregonians.

#### Outcome Measures

Oregon State Tel-Law entries on elder law issues, Oregon State Bar, AARP and other sponsored community legal education providers.

Increase in demand for services to remedy legal problems, as evidenced in provider reports.

Number and types of material provided to legal service providers for community legal education Continuing Legal Education credits.

Number of entries on legal issues in quarterly newsletter inserts.

#### Timelines

Ongoing, throughout plan period.

**GOAL NUMBER ELEVEN**  
**EFFECTIVE AND**  
**RESPONSIVE MANAGEMENT**

*Supporting the following Administration on Aging goals:*

*AoA #1) Increase the number of older people who have access to an integrated array of health and social supports.*

*AoA #2) Increase the number of older people who stay active and healthy.*

*AoA #3) Increase the number of families who are supported in their efforts to care for their loved ones at home and in the community.*

*AoA #4) Increase the number of older people who benefit from programs that protect their rights and prevent elder abuse, neglect and exploitation.*

**OBJECTIVE #1**

**Identify Needs Of Older Oregonians And Baby Boomers**

Strategy

- a) Conduct a statewide needs assessment to determine changing needs of upcoming generation of older Oregonians, including transportation needs.

Outcome Measure

Comprehensive objective data collected on which future goals and strategies can be based to meet service needs, including transportation services.

Timeline

- a) December 2007
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OBJECTIVE #2

**Improve Quality Of Service Received By Older Oregonians**

Strategies

- a) Continued partnership with Area Agencies on Aging to develop Older Americans Act program standards and monitoring tools.
- b) Increase level of involvement and interaction between State Unit of Aging and the Area Agencies on Aging.
- c) Incorporate performance measures in contracts with Area Agencies on Aging that address service goals and levels, outreach efforts, coordination activities and quality assurance.
- d) Monitor Senior Community Service Employment Program sub-grantees quarterly to ensure compliance with negotiated performance measures for participant enrollment and enrollee unsubsidized employment placement rates.

Outcome Measures

Program parameters and standards of service developed for all OAA programs.

Annual performance goals and standards of the Older Americans Act documented.

Schedule of Area Agencies on Aging site visits, technical assistance visits and program reviews.

Standards and monitoring protocol implemented for all mandated program areas.

Number of sub grantees reaching annual performance goals and standards.

Timelines

- a) Ongoing, throughout plan period.
  - b) June 2006
  - c) December 2007
  - d) Ongoing, throughout plan period
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**OBJECTIVE #3**

**Improve Safety For Older Oregonians Receiving Services**

Strategies

- a) Implementation and inclusion in the contracts between the State of Oregon and the Area Agencies on Aging of standards for background checks and fitness determinations of all staff serving older Oregonians.
- b) Work with the Area Agencies on Aging to coordinate disaster preparedness plans statewide and initiatives to expand disaster preparedness resources for older Oregonians and people with disabilities.
- c) Improved overall safety and security of vulnerable older Oregonians, as measured by local disaster preparedness plans in place.

Outcome Measures

All staff and volunteers passing the fitness determination on their criminal background check.

Timeline

- a) October 2006
- b) December 2008
- c) Ongoing, upon completion of disaster plan timeline (timeline b).

